

Statewide Processing Center  
PO Box 14015  
Salem, OR 97309



PO Box 14015, Salem, OR 97309-5032  
Voice: 1-800-273-0557  
Fax: 503-378-5628  
TTY: 711  
OHP.Oregon.gov

Date issued: 1/2/2018

«Last Name» «First Name» «Mid\_Init»  
«Street\_1» «Street\_2»  
«City», «State» «ZIP»

Case ID: «Case\_ID»

## **Your coordinated care organization (CCO) FamilyCare is closing. You will have a new CCO starting no later than February 1, 2018.**

Dear FamilyCare member,

This letter tells you about an important change in your health care. FamilyCare, your coordinated care organization (CCO), is closing January 31, 2018.

### **You still have Oregon Health Plan (OHP) coverage.**

Even though FamilyCare is closing, your benefits are in place. Your health is important to us. We want to make sure your care is not interrupted.

Our records show you have health care through Medicare and OHP (Medicaid). Medicare pays for most of your health care but OHP covers some things that Medicare does not.

### **Starting no later than February 1, 2018, you will have a new CCO.**

Based on your address, your new CCO is <<CCO Name>>. <<CCO Name>> can help you see your providers, and access the medications and treatments you need.

For information about prior authorizations, prescriptions, non-emergency medical transportation and more, call <<CCO Name>> at <<CCO Phone>>. Your new CCO will send you a welcome letter and a member handbook.

Our first priority is protecting your access to care. The Oregon Health Plan is committed to a smooth transition for you and other FamilyCare members.

### **What if I do not want to be in a CCO?**

You do not have to be in a CCO. You can choose to have an open card. An open card (also called fee-for-service) means you can see any doctors or providers who take OHP. If you want an open card, please call OHP Client Services at 800-273-0557.

**What should I do if I want to be in a CCO?**

Nothing. You will get a welcome letter, a new health ID card, and a member handbook in the mail soon.

**What is a CCO?**

A coordinated care organization (CCO) is a health plan in your area that helps you use OHP. CCOs make sure you can get the care you need from providers you know and trust. CCOs help you manage your physical, dental, and mental health.

**Will I be able to keep my doctor and other providers?**

Your new CCO will work with you to keep you connected to your providers.

**Should I keep my appointments or fill my prescriptions?**

Yes, please continue to see your providers. Please continue to fill your prescriptions and use your health care.

**Why is this happening?**

FamilyCare, Inc. told us they are closing and will not serve Oregon Health Plan members, starting January 31, 2018.

**OHP and Medicare benefits can work together**

Medicare plans that work together with CCOs are available. Call your local Area Agency on Aging (AAA) or Aging and People with Disabilities (APD) office to hear more about your options. Find your local office at

<http://www.oregon.gov/DHS/Offices/Pages/Seniors-Disabilities.aspx>.

**Other questions?**

If you have questions about this change, please call OHP Client Services at 800-273-0557 (TTY 711). We want to make sure you have the information you need.

You can get this letter in another language, large print, or another way that is best for you. Call 800-699-9075 (TTY 711).