



## HEALTH SYSTEMS DIVISION

Kate Brown, Governor



500 Summer St NE  
Salem, OR, 97301

Voice: 800-336-6016

TTY: 711

[www.oregon.gov/oha/hsd/ohp](http://www.oregon.gov/oha/hsd/ohp)

**Date:** December 28, 2017

**To:** Oregon Health Plan providers

**From:** Rhonda Busek, Health Systems Division

**Subject:** FamilyCare transition

We are writing to inform you of changes that will affect FamilyCare members. FamilyCare, a coordinated care organization (CCO) in Washington, Multnomah, Clackamas, and Marion counties, is closing and will not serve Oregon Health Plan (OHP) members after January 31, 2018.

This does not jeopardize the OHP benefits of FamilyCare members. Please continue seeing these members.

We are working with Health Share of Oregon, Willamette Valley Community Health and Yamhill Community Care to transition the care of FamilyCare members. FamilyCare members' existing prior authorizations will be honored by their new CCOs.

Members will transition no later than February 1. Letters to members with their new CCO's contact information are being mailed on December 29, 2017.

We understand this news may create uncertainty for your practice. OHA is committed to working with you and FamilyCare to ensure a smooth transition. Our first priority is protecting OHP members' access and continuity to care.

OHA continues to work quickly to build a more detailed transition plan, and we are committed to staying in open communication as this work progresses.

Thank you for your partnership and dedication to improve the health of OHP members.

### Questions?

If you have any questions, please use the following contact information:

- Willamette Valley Community Health (Marion County) – 503-587-5123
- Yamhill Community Care (Washington County) – 855-722-8205 Ext. 3
- Health Share (Multnomah, Clackamas, Washington Counties) – 503-416-8090, Option 2
- OHP Provider Services – 800-336-6016

For more information about the transition, please visit <http://www.oregon.gov/oha/HSD/OHP/Pages/fc-transition.aspx>.