

Statewide Processing Center
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OHP.Oregon.gov

«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 household's health care. FamilyCare, your coordinated care organization (CCO), is closing January 31, 2018.

You still have Oregon Health Plan (OHP) coverage.

Your benefits are in place. Your health is important to us. We want to make sure your care is not interrupted.

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 Number>>.

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 do I need to do?

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.

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.

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).

Usted puede obtener esta carta en otro idioma, letra grande o de otra forma que sea mejor para usted. Llame al 800-699-9075 (TTY 711).

Вы можете получить это письмо на другом языке, напечатанным крупным шрифтом или в другом удобном для вас формате. Позвоните по номеру 800-699-9075 (TTY 711).

您可以获得本信函的其他语言、大字版或其他最适合您的版本。如需索取, 请致电 800-699-9075 (TTY 专线: 711)。

Waxaad heli kartaa warqadan oo ku qoran luqad kale, far waaweyn, ama hab kale oo adiga kuu fiican. Wac 800-699-9075 (TTY 711).

Quý vị có thể nhận thư này bằng một ngôn ngữ khác, in khổ chữ lớn, hoặc cách khác tốt nhất cho quý vị. Gọi điện thoại số 800-699-9075.