

Division of Medical Assistance Programs

Jon Pelkey, Manager
DMAP Quality Improvement & Medical Section

Authorized Signature

Number: DMAP-IM-07-165
Issue Date: 11/20/07

Topic: Medical Benefits

Subject: New Web site for MCO announcements

Applies to:

- | | |
|--|--|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input checked="" type="checkbox"/> Other (please specify): DMAP staff |

Message:

DMAP is creating a new Web site <http://www.oregon.gov/DHS/healthplan/mco-announcements/main.shtml> as a means of posting and storing messages to the managed care plans. We will add the eSubscribe option so that anyone can subscribe to get e-mails whenever a new message is posted. This will get DMAP staff out of the business of keeping so many e-mail lists, give MCOs control over who gets our messages, and it will provide an online history of who said what to whom and when.

The attached memo will explain our plan to the managed care organizations.

If you have any questions about this information, contact:

| | | | |
|--------------------|--|-------------|--------------|
| Contact(s): | Hank Hickman | | |
| Phone: | 503-945-5776 | Fax: | 503-373-7689 |
| E-mail: | Henry.E.Hickman@state.or.us | | |



Oregon

Theodore R. Kulongoski, Governor

Department of Human Services
Division of Medical Assistance Programs
500 Summer Street NE, E35
Salem, OR 97301-1077
Voice (503) 945-5772
FAX (503) 373-7689
TTY (503) 378-6791

November 20, 2007

To: All OHP Managed Care Plans
From: [Jon Pelkey](#), Manager
DMAP Quality Improvement & Medical Unit
503-947-2315
Subject: New Web page for MCO announcements



For some time DMAP has communicated with the managed care plans via e-mails. Pertinent people sometimes missed a message because they weren't on the e-mail distribution group list. Maintaining an accurate list, or sets of lists, has become problematic for DMAP staff. We've heard it's a concern for you, too. Also, under the current system, we have no way to show you when, or if, various messages went out, or to whom.

We created a new MCO announcement page on the DHS Web site where we can store the messages indefinitely. Take a look at <http://www.oregon.gov/DHS/healthplan/mco-announcements/main.shtml>. It resembles our current [FFS Provider Announcement](#) or [Client Announcement](#) pages. You'll notice that it's eSubscribable, meaning it contains a list-serve option. Every time something new appears on such a Web page, eSubscribers receive an e-mail notifying them.

The eSubscribe option means YOU have control over the distribution list. Anyone in your organization can sign themselves up to receive these announcements, or remove themselves from the eSubscriber list. Individuals can sign up for as many DHS pages as they want to watch. Initially, we will automatically enroll to the new page all the plan contacts we have on our current e-mail group lists. After that, you may subscribe or unsubscribe at will.

Normally, we forward our staff transmittals to the plans, realizing some of you want to see these e-mails. Others don't. We have already added an eSubscribe option to our DMAP Staff IM Transmittal Web page as well. We plan to stop forwarding the staff transmittals. If you wish to continue reading staff memos from DMAP, you will need to eSubscribe to the current page: <http://www.dhs.state.or.us/policy/healthplan/transmit/2007im.htm>.

Please let me know if you have any concerns about this new communications method.

DMAP CU Nov 07-033

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