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**Authorized Signature**

**Number:** DMAP-IM-09-074

**Issue Date:** 05/29/2009

**Topic:** Mental Health Benefits

**Subject:** Client announcement - Incorrect phone number listed for Mid-Valley Behavioral Care Network on client coverage letters

**Applies to (check all that apply):**

- |  |   |
|--|---|
| <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): DHS staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |

**Message:**

The following letter will go to approximately 42,000 clients enrolled with the Mid-Valley Behavioral Care Network (MVBCN) mental health plan.

- The client coverage letters DHS mailed earlier this month contained the wrong telephone number for MVBCN. The following letter tells clients the correct number to call and to not use the number listed on the client coverage letter.
- DHS will correct the MVBCN telephone number so that future coverage letters contain the correct number for MVBCN.

The Addictions and Mental Health Division (AMH) also provides current contact information for all OHP mental health plans on their Web site at [www.oregon.gov/DHS/mentalhealth/mho/mho-list.shtml](http://www.oregon.gov/DHS/mentalhealth/mho/mho-list.shtml).

*If you have any questions about this information, contact:*

<b>Contact(s):</b>	Kellie Skenandore, AMH Mental Health Specialist		
<b>Phone:</b>	503-947-5530	<b>Fax:</b>	503-378-8467
<b>E-mail:</b>	kellie.m.skenandore@state.or.us		

## Information about your client coverage letter Incorrect telephone number listed for MVBCN

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DHS recently sent you a coverage letter that lists Mid-Valley Behavioral Care Network (MVBCN) as your Mental Health Plan. It also lists a wrong telephone number for MVBCN.

- When calling MVBCN, use their toll-free number at 1-888-315-6822 (24 hours a day, 7 days a week).
  - **Do not use the telephone number listed on the coverage letter.** Future coverage letters you receive listing MVBCN will contain the 888 number.
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### Questions?

- ☎ **If you have questions about this letter** — Call OHP Client Services at 800-273-0557.
- ☎ **If you need this letter in another language or different format** — Call your worker.



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