

Jean Phillips, Deputy Administrator, DMAP

**Authorized Signature**

**Number:** DMAP-IM-09-143

**Issue Date:** 11/20/2009

**Topic:** Medical Benefits

**Subject:** Client notice of benefit reductions effective January 1, 2010

**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:**

During the week of November 23, 2009, the Division of Medical Assistance Programs (DMAP) will begin sending to all Oregon Health Plan (OHP) client households a notice of benefit reductions that were mandated by 2009 legislative action.

On January 1, 2010, dental and visual services will be reduced in the OHP Plus and OHP with Limited Drug benefit packages. These reductions are only for clients age 21 and over and non-pregnant clients. See attached client notice.

DMAP will also include the following in the mailing to clients:

- An informational flyer about the OHP Standard reservations list;
- Information about the availability of the Client handbook and how to request one.

DMAP posted proposed rule revisions about the benefit reductions at:

<http://www.dhs.state.or.us/policy/healthplan/rules/notices.html>

*Note: A provider announcement regarding these reductions will be posted to the web and sent to you under a separate transmittal the week of November 23rd.*

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

<b>Contact(s):</b>	DMAP Provider Services		
<b>Phone:</b>	800-336-6016	<b>Fax:</b>	503-945-6873
<b>E-mail:</b>	dmap.providerservices@state.or.us		

# Notice of Reduction in Benefits

## Visual and dental benefits

**These reductions affect only clients on the OHP Plus and OHP with Limited Drug benefit packages who are 21 years or older and are not pregnant.** Check the “Benefit Package” field on page 2 of your DHS Coverage Letter to find out which members of your household have OHP Plus or OHP with Limited Drug coverage.

On January 1, 2010, the Division of Medical Assistance Programs (DMAP) will reduce some visual and dental services from the OHP Plus and OHP with Limited Drug benefit packages. This will not affect clients who are pregnant or younger than 21 years of age.

### **Visual services no longer covered:**

- Glasses;
- Contact lenses;
- Fittings for glasses or contacts; and
- Eye exams for prescribing glasses or contacts.

DMAP will pay for eyewear for orders submitted by **December 31, 2009**. Check with your provider to see if your order is placed in time.

### ***DMAP will continue to pay for:***

- Emergency eye exams and treatment;
- Non-emergency visual services to treat:
  - ✓ Aphakia;
  - ✓ Pseudoaphakia;
  - ✓ Congenital aphakia;
  - ✓ Keratoconus; and
  - ✓ Lack of natural eye lense(s) following cataract surgery.

### **Dental services no longer covered:**

- Crowns;
- Office visits for observation;
- Replacement of full dentures;
- Root canals on molars and some other tooth root procedures;
- Some gum or oral surgery; and
- Some types of dentures and partials.

### ***DMAP will provide limited coverage for dentures:***

- Adjustments and repairs of dentures;
- Complete dentures (only covered when dentures are made within three months of final upper or lower teeth extractions - check with your provider about coverage);
- Relines (resurfacing of the tissue side of a denture);
- Temporary partial dentures; and
- Replacement of partial resin dentures.

**Your visual or dental provider will know what services DMAP pays for.**

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## No changes for certain clients

OHP Plus and OHP with Limited Drug clients who are younger than 21 or clients who are pregnant are not affected by the changes described in this notice.

To receive full dental and vision coverage, call your worker:

- ✓ If you become pregnant, *or*
- ✓ If you are currently pregnant but haven't notified your worker yet.

Other benefit packages, such as OHP Standard, will not change.

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## Questions?

 **Contact OHP Client Services** at 1-800-273-0557 or TTY 711 if you have questions about this notice.

 **Contact your worker** if you need this notice in another language or format, such as (but not limited to) large print, Braille, audio recordings, Web-based communications and other electronic formats.

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## Hearings are limited

You have a right to request a hearing, however, if you request a hearing due to these benefit reductions, the hearing will be limited or denied.

To request a hearing for some other reason related to your Medicaid benefits, fill out an Administrative Hearing Request form (DHS 443). You can get one from any DHS or AAA office or by calling your worker.

If you ask for a hearing, you may have another person speak on your behalf or have an attorney represent you.

The state cannot pay the costs for an attorney or witnesses. A Legal Aid Office or the local Bar Association may be able to help you.

The following administrative rules relate to this notice: 410-120-1210, 410-120-1860, 410-123-1260, 410-140-0050, 410-140-0140, 410-140-0160



DMAP CAPE  
09-633 11/09

# Looking for low-cost or free health coverage?



## You may qualify for the Oregon Health Plan (OHP)!

OHP Standard provides free or low-cost health coverage to Oregon residents who:

- Do not have health care insurance;\*
- Are ages 19 through 64;\*
- Are not pregnant;\*
- Have limited income.\*

## Limited openings

DHS is creating a list of people who would like to apply for OHP Standard. You must place your name on the reservation list for an opportunity to apply for OHP Standard.

DHS will randomly select names regularly from the list. If your name is selected, DHS will mail you an OHP Standard application form. If you apply and qualify, you will be enrolled in OHP Standard.

## Don't delay — Take action today!

Get on the list as soon as possible to be included in the next draw. The number of names drawn will depend on the amount of available funding for the program. DHS may close the list at any time.

## Get started

You or someone you know can place your name on the reservation list in one of three ways:

- **Fill out a request online** at [www.oregon.gov/DHS/open](http://www.oregon.gov/DHS/open).
- **Mail a request.** Forms are available at all DHS/AAA offices, county health departments and most hospitals and clinics.
- **Sign up by phone.** Call 1-800-699-9075 or 503-378-7800 (TTY) Monday through Friday, 7:00 a.m. to 6:00 p.m.

## It's easy, it's fair, get on the list!

**\*Other benefit packages**, such as those that cover pregnant women or people younger than 19 years of age have different eligibility requirements and are always open. To find out if you are eligible for one of these benefit packages, complete an OHP application by calling 1-800-359-9517 or going to any DHS branch office.

**Have children? Don't wait!** Your children may qualify today for the Oregon Healthy Kids plan with no waiting. Please go to [www.oregonhealthykids.gov](http://www.oregonhealthykids.gov), call 1-877-314-5678 or pick up an application at your local DHS branch office.



Independent. Healthy. Safe.

DHS 3205



## Information about the enclosed flyer

The enclosed flyer (DHS 3205) is for anyone in your home who is not on the Oregon Health Plan (OHP) and needs health care coverage. The people listed on your DMAP Coverage Letter will continue to receive OHP coverage.

Please share the flyer with your family, friends and neighbors who do not have health care coverage.

If you have any questions about the flyer, call the DMAP Client Services Unit at 800-273-0557.



DMAP/CAPE 09-303

# Oregon Health Plan Client Handbook



*This booklet contains important information about your OHP*

**Benefit packages:**

- Premiums
- Copayments

**Covered services:**

- Medical
- Dental
- Mental health

**Medical Care ID**

**Service Delivery:**

- Fee-for-Service
- Managed Care

**Rights and responsibilities**

**Client resources**

## ***You have OHP. Now what?***

Find important information in the OHP handbook, such as:

- What benefits and services are covered?
- How do I read my coverage letter?
- What is home-delivery pharmacy?
- What do I do for an emergency?
- What is managed care?
- Who can answer my questions?

### ***OHP Client Handbook online at:***

[www.oregon.gov/DHS/healthplan/clients/main.shtml](http://www.oregon.gov/DHS/healthplan/clients/main.shtml)

or call 1-800-359-9517