

Jon Pelkey, Manager  
DMAP Quality Improvement & Medical Section  
Authorized Signature

**Number:** DMAP-IM-11-031  
**Issue Date:** 3/24/2011

**Topic:** Medical Benefits

**Subject:** OHP Managed Care Service Area Changes: Effective April 1, 2011, Central Oregon Individual Health Solutions (COIHS) has changed its name to PacificSource Community Solutions.

**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"/> Seniors and People with Disabilities   |
| <input type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Other (please specify): DHS staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |
| <input type="checkbox"/> County DD Program Managers    |   |

**Message:**

**Effective April 1, 2011, Central Oregon Individual Health Solutions (COIHS) Has Changed Its Name to PacificSource Community Solutions.**

**What does this mean?**

**For health care services: In Crook (H208), Deschutes (H246), Grant (H204), Harney (H207), Hood River (H227), Jefferson (H224), Sherman (H211), Wasco (H210) and Wheeler (H206) counties, zip codes 97731, 97733, 97737 and 97739 in Klamath (H225) County and all zip codes except 97620, 97630, 97635, 97636 and 97637 in Lake (H205) County, COIHS, as the Fully Capitated Health Plan (FCHP), becomes PacificSource Community Solutions. Health care services and providers will not change.**

**For mental health services: In Crook (M070), Deschutes (M071) and Jefferson (M072) counties and zip codes 97731,97733, 97737 and 97739 in Klamath (M073) County, COIHS as the Mental Health Organization(MHO) becomes PacificSource Community Solutions MHO. Mental Health care services and providers will not change. For these services, contact the MHO. Mental health services are provided through their subcontractor, Accountable Behavioral Health Alliance (ABHA) in these service areas only.**

**For chemical dependency services: In Crook, Deschutes and Jefferson counties and zip codes 97731,97733, 97737 and 97739 in Klamath County, COIHS, as the FCHP, becomes PacificSource as the FCHP and covers chemical dependency services under the health care contract. Chemical dependency services and providers will not change. For these services, contact the FCHP. In Deschutes County only, COIHS/PacificSource subcontracts with Accountable Behavioral Health Alliance (ABHA) for chemical dependency service delivery.**

**If you have questions, please call PacificSource Customer Service Monday – Friday between 8am and 5pm at:**

- (541) 382-5920
- (800) 431-4135 toll free
- (800) 735-2900 TTY

**\*\*Remember to check the Managed Care→PMP Information screen at <https://mmis.oregonmmis.com> for the most current information\*\***

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

<b>Contact(s):</b>	Tom van der Veen, Delivery Systems Manager, DMAP		
<b>Phone:</b>	503-945-6349	<b>Fax:</b>	503-947-5221
<b>E-mail:</b>	TVanderV@state.or.us		