



Division of Medical Assistance Programs

# Information Memorandum Transmittal

Jon Pelkey, Manager

DMAP Quality Improvement and Medical  
Section

**Number:** DMAP IM 11-040

**Authorized Signature**

**Issue Date:** 5/16/2011

**Topic:** Medical Benefits:

**Subject:** Former CAREAssist/OMIP clients removed from Medical Plan enrollment

**Applies to:**

- All DHS employees
- Area Agencies on Aging
- Children, Adults and Families
- County DD Program Managers
- County Mental Health Directors
- Seniors and People with Disabilities
- Other (please specify): DHS and OHA staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists

**Message:**

DMAP will post the following announcement on the OHP [MCO Announcements](#) Web page.

The announcement provides an update to Managed Care Plans on our efforts to move approximately 500 OHP Standard clients who were formerly on the Oregon Medical Insurance Program (OMIP) from their Medical Plans into fee-for-service status.

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

<b>Contact(s):</b>	Lisa Mallett		
<b>Phone:</b>	(503) 945-6348		
<b>E-mail:</b>	Lisa.a.mallett@state.or.us		

Date: May 16, 2011  
To: Fully Capitated Health Plans  
From: Jon Pelkey, QI and Medical Section Manager  
Subject: Update on CAREAssist client disenrollment project

500 Summer St NE, E49  
Salem, OR 97301-1079  
Voice 503-945-5772  
FAX 503-373-7689  
TTY 711

I wanted to give you an update on our efforts to disenroll CAREAssist clients, who were formerly in the Oregon Medical Insurance Pool (OMIP) program, from their Medical Plan.

As a reminder, this project affects fewer than 500 clients who were enrolled in the OMIP program, helped by CAREAssist to get their names placed on the OHP Reservation List, and picked up in recent monthly drawings.

When they were enrolled in the Oregon Health Plan they were also enrolled into Medical Plans. However, because of the special health care and pharmacy needs associated with these clients we have agreed to disenroll them from their Medical Plans and move them into fee-for-service status. Most clients were actually disenrolled from their Medical Plan before their effective date began.

The following table shows the number of clients who have been disenrolled from each affected plan as of April 28, 2011

Plan	# of Clients	Plan	# of Clients
CareOregon	179	Doctors of the Oregon Coast South	2
Douglas Co. Individ. Practice Assoc.	1	Intercommunity Health Network	8
FamilyCare	22	Mid-Rogue Independent Phys'n Assoc.	6
Lane Independent Physicians Assoc.	20	ODS	2
Marion Polk Community Health Plan	16	PacificSource Care Solutions	5
Oregon Health Mgmt. Services	1	Tuality Health Alliance	2
Providence	5		

As we disenroll clients from their plans we are sending them a letter explaining that they are no longer in a Medical Plan. Clients who are disenrolled from FamilyCare are also informed they've been disenrolled from their Mental Health Plan. In addition to the letters we've sent, staff from our Client Services Unit have been calling clients and giving them the information personally.

These clients were also receiving assistance with copays and premium payments from CAREAssist. CAREAssist is also sending a letter to the clients informing them of the types of ongoing support they will continue to provide.

### **Care Coordination**

When we become aware of client concerns we are working with the client to address their issues. In many cases, clients have just had general questions about this action and needed clarification that their coverage is not changing.

Clients who need help coordinating their care are referred to our Medical Case Management Unit who review the clients' issues and will either:

- refer them to the OHP Care Coordination Program, APS Healthcare, which will contact them and arrange for care coordination, or
- work with the clients, their current health care providers and the Medical Plan to enroll them back into the plan, when appropriate.

### **Next steps**

The number of clients being disenrolled as a result of this project is dwindling, with fewer than 20 clients disenrolled since April 28. We will continue to disenroll affected clients through June 1.

### ***Questions?***

If you have any questions about this information contact Lisa Mallett at:  
[lisa.a.mallett@state.or.us](mailto:lisa.a.mallett@state.or.us).

Thank you for your patience and willingness to work with us on this project.