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Office of Client and Community Services

Patricia Krewson, Manager  
DMAP Coordinated Care Support

**Number:** DMAP IM 13-068

**Authorized Signature**

**Issue Date:** 8/29/2013

**Topic:** Medical Benefits

**Subject:** Primary Care Managers (PCM) Program – PCM closures and client enrollment into a CCO effective October 1, 2013

**Applies to:**

- |                                     |                               |                                     |  |
|-------------------------------------|-------------------------------|-------------------------------------|--|
| <input type="checkbox"/>            | All DHS employees             | <input type="checkbox"/>            | County Mental Health Directors   |
| <input checked="" type="checkbox"/> | Area Agencies on Aging        | <input type="checkbox"/>            | Seniors and People with Disabilities   |
| <input checked="" type="checkbox"/> | Children, Adults and Families | <input checked="" type="checkbox"/> | Other (please specify): DHS and OHA staff and others identified on the AMH, APD, CW, DMAP and SS transmittal lists |
| <input type="checkbox"/>            | County DD Program Managers    |                                     |  |

**Message:**

Effective October 1, 2013, DMAP is closing the Primary Care Manager (PCM) program that delivered primary care services to OHP members.

717 OHP members currently assigned to a PCM may transition to a coordinated care organization (CCO) on or after October 1, depending on the level of care coordination needed for the transition.

DMAP is mailing the following letters about this change and posting them on the [OHP Announcements](#) page:

- The letter to current PCM providers (page 3) explains that their contracts with DMAP will end effective September 30, 2013. It also explains how providers can continue to serve OHP members through the Patient-Centered Primary Care Home Program (PCPCH) or by partnering with their local CCO.
- The letter to current PCM clients (page 5) explains that their current PCM enrollment will end, and asks them to tell us which CCO they would like to enroll in. If we do not receive their choice before Oct. 1, we may auto-enroll them into a CCO.

All affected clients have 30 days from enrollment to change CCOs if they choose to do so.

<b>Contact:</b>	<b>PCM</b> Contact: Carol Simila, DMAP Coordinated Care Support Unit		
<b>Phone:</b>	503-945-8837	<b>Fax:</b>	503-947-5221
<b>E-mail:</b>	<a href="mailto:carol.simila@state.or.us">carol.simila@state.or.us</a>		
<b>Contact:</b>	<b>PCPCH</b> Contact: <a href="mailto:DMAP.PCPCH@state.or.us">DMAP.PCPCH@state.or.us</a>		
<b>Phone:</b>	503-373-7768		



HEALTH CARE PROGRAMS  
Division of Medical Assistance Programs

John A. Kitzhaber, MD, Governor



500 Summer St NE E35

Salem, OR, 97301

Voice: 1-800-336-6016

FAX: 503-945-6873

TTY: 711

[www.oregon.gov/OHA/healthplan](http://www.oregon.gov/OHA/healthplan)

**Date:** August 29, 2013

**To:** Primary Care Managers

**From:** Patricia Krewson, Manager  
Coordinated Care Support Unit, DMAP

**Subject:** Your Primary Care Management contract ends September 30, 2013

Dear Primary Care Manager,

As you know, most Oregon Health Plan (OHP) members now receive care through coordinated care organizations (CCOs). For that reason, the Primary Care Management (PCM) program and all PCM contracts will end on September 30, 2013.

We appreciate your support of the Oregon Health Plan and your service to OHP members. Although the PCM program is ending, we want to assure you that your patients will continue to receive care. In addition, we would like to inform you about opportunities to continue serving OHP members.

### Your patients will continue to receive care

Please know that your patients will continue to receive care coordination. On October 1, 2013, we will enroll most of the OHP members currently assigned to your caseload in a local CCO.

- **All OHP members moving to a CCO will receive notification prior to enrollment.** Their CCO will also send them information about the CCO no more than 14 days after enrollment.
- **Members with certain health needs will receive health care services on a fee-for-service basis and only move to a CCO when a safe transition plan is in place.** This includes members enrolled in Disease Case Management (a Care Coordination program), breast or cervical cancer treatment, those who receive services for HIV/AIDS through CareASSIST, people with end stage renal disease, and medically fragile children.

**If your practice is a recognized Patient-Centered Primary Care Home,** the OHP members you serve through the PCPCH program will remain in the program.

### What you can do to continue serving OHP members

If you are already part of your local CCO provider panel(s), you can continue to care for your patients who enroll in that CCO. If you are not part of the local CCO panel and would like to be, please contact the CCO(s) in your community. A list of CCOs is available at [health.oregon.gov](http://health.oregon.gov).

Through the Patient-Centered Primary Care Home Program, there are incentive payments available for the enhanced care you provide OHP members with certain chronic conditions. If your clinic is not yet recognized as a Patient-Centered Primary Care Home, you may qualify to become recognized. For more information about this program, go to [www.primarycarehome.oregon.gov](http://www.primarycarehome.oregon.gov).

## Questions?

- **If you know members with special health needs and have questions about CCOs**, please call the Oregon Health Authority at 1-855-226-6170.
- **If you have any questions about this announcement**, contact the Provider Services Unit at [dmap.providerservices@state.or.us](mailto:dmap.providerservices@state.or.us) or call 1-800-336-6016, Monday through Thursday, 8:30 a.m. to 4:00 p.m. and Friday 10 a.m. to 4:00 p.m. (phone lines closed 11:30 a.m. to 12:30 p.m. daily).

### **Help us improve future announcements:**

Answer six survey questions at <https://survey.emp.state.or.us/cgi-bin/qwebcorporate.dll?idx=J2ESKJ>.

<<Date>>

<First name> <Last name>

<Address 1>

Case number: <<Case#>>

<City>, OR <Zip>

## **Change to the Oregon Health Plan Effective October 1, 2013**

### **Your Oregon Health Plan benefits will stay the same.**

Dear Oregon Health Plan member,

I am writing to let you know that on October 1, 2013, Oregon Health Plan (OHP) members in your household with an “open card” (fee-for-service) will become eligible for enrollment into an available coordinated care organization or CCO.

A CCO is a new type of health plan that is set up so that anyone who provides your care — doctors, counselors, nurses — can focus on prevention and improving care.

#### **Your benefits**

- Your Oregon Health Plan benefits will stay the same.
- Your Medicare benefits and coverage will stay the same.

#### **What you should do**

**Your providers and the CCOs** – It is likely you will keep the provider you have now but some may not be covered under the new health plans. You may want to talk to your health care providers to find out which CCO they work with. You can stay with your current provider if he or she works with the CCO you choose.

**Choose a health plan** – Below is a list of counties with multiple health plans available in each. Those who live in counties with multiple health plans have the option to choose.

If you live in a county with more than one CCO, please choose one of the health plans and call your worker or the CCO client helpline at **1-800-699-9075**.

When you call us, we will enroll you in the health plan of your choice. Please note that if you do not call us with a choice, we may automatically enroll you in one of the health plans available in your area on October 1. You will still have up until October 31, 2013, to change health plans if you wish to.

If your county is not listed it means you will be enrolled into the only health plan available to you. Once you are enrolled, your new health plan will send you information about their services. In addition, the State will send you a new coverage letter that shows the name of your new health plan.

### **American Indian and Alaska Native**

If you are an American Indian or an Alaska Native, you are not required to enroll in a health plan. You can change your enrollment at any time by calling 1-800-699-9075.

### **Questions?**

If you have any questions, please call:

- CCO client helpline – 1-800-69-9075
- Call your worker if you need this letter in another language or format (Braille, audio recordings, Web-based information, other electronic formats and more)
- For TTY service, dial 711

If you have any questions at all, please call us. We want you to have the information you need.



Judy Mohr Peterson  
Oregon Medicaid Director

**Table of coordinated care organizations (CCO), in Oregon, by county. Please call the CCO for specific information.**

Counties	CCOs available	Contact information
Clackamas	<ul style="list-style-type: none"> <li>• FamilyCare, Inc.</li> <li>• Health Share of Oregon</li> <li>• Yamhill County Care Organization</li> </ul>	<p><b>AllCare Health Plan</b>                      Gail Hedding - <a href="mailto:ghedding@mripa.org">ghedding@mripa.org</a>                      541-471-4106</p>
Coos	<ul style="list-style-type: none"> <li>• Columbia Pacific Coordinated Care Organization</li> <li>• Western Oregon Advanced Health, LLC</li> </ul>	<p><b>Columbia Pacific Coordinated Care Organization</b>                      Mimi Haley - <a href="mailto:haleym@careoregon.org">haleym@careoregon.org</a></p>
Curry	<ul style="list-style-type: none"> <li>• AllCare Health Plan</li> <li>• Western Oregon Advanced Health, LLC</li> </ul>	<p><b>Family Care, Inc.</b>                      Carol Burgdorf-Lakes - <a href="mailto:carolb@familycareinc.org">carolb@familycareinc.org</a>                      503-734-3127</p>
Douglas	<ul style="list-style-type: none"> <li>• AllCare Health Plan</li> <li>• Columbia Pacific Coordinated Care Organization</li> <li>• PrimaryHealth of Josephine County, LLC</li> <li>• Umpqua Health Alliance</li> </ul>	<p><b>Health Share of Oregon -</b>  <a href="mailto:jacob@healthshareoregon.org">jacob@healthshareoregon.org</a></p>
Jackson	<ul style="list-style-type: none"> <li>• AllCare Health Plan</li> <li>• Jackson Care Connect</li> <li>• PrimaryHealth of Josephine County, LLC</li> </ul>	<p>Jacob Figas                      503-416-4969</p>
Josephine	<ul style="list-style-type: none"> <li>• AllCare Health Plan</li> <li>• PrimaryHealth of Josephine County, LLC</li> </ul>	<p><b>PrimaryHealth of Josephine County, LLC</b>                      Maggie Rollins - <a href="mailto:Maggie@ohms1.com">Maggie@ohms1.com</a>                      541-471-2687</p>
Klamath	<ul style="list-style-type: none"> <li>• Cascade Health Alliance</li> <li>• Pacific Source Community Solutions Coordinated Care Organization Central Oregon Region</li> </ul>	<p><b>Western Oregon Advanced Health, LLC</b>                      Lonnie Scarborough                      541-269-7400 ext. 128</p>
Marion	<ul style="list-style-type: none"> <li>• FamilyCare, Inc.</li> <li>• Willamette Valley Community Health, LLC.</li> <li>• Yamhill County Care Organization</li> </ul>	<p><b>Willamette Valley Community Health, LLC</b>                      Jan Buffa - <a href="mailto:info@mvipa.org">info@mvipa.org</a>                      503-371-7701</p>
Multnomah	<ul style="list-style-type: none"> <li>• FamilyCare, Inc.</li> <li>• Health Share of Oregon</li> </ul>	<p><b>Yamhill County Care Organization</b>                      Jim Carlough - <a href="mailto:jcarlough@yamhillcco.org">jcarlough@yamhillcco.org</a>                      503-416-8038</p>
Washington	<ul style="list-style-type: none"> <li>• FamilyCare, Inc.</li> <li>• Health Share of Oregon</li> </ul>	