



Division of Medical Assistance Programs

**Information Memorandum
Transmittal**

Chris Norman, Manager, DMAP Coordinated Care Support

Karen House, Manager, Office of Client and Community Services/Healthy Kids

Number: DMAP IM 14-024

Issue Date: 6/26/2014

Authorized Signature

Topic: Medical Benefits

Subject: Client announcements: Fee-for-service clients enrolled into Columbia Pacific CCO in Tillamook County effective July 1, 2014

Applies to:

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

Message: Effective 7/1/2014, clients living in Tillamook County (all zips) and on fee-for-service dental will be enrolled into CCOA in Columbia Pacific CCO for their dental health care, unless they have an exemption.

DMAP will send the following announcement to approximately 2600 clients telling them that effective July 1, Columbia Pacific will take over their dental health coordination but that they will have 30 days beyond the date of the letter to change their enrollment status.

These clients will not receive a Coverage letter.

DMAP will process this change using Stop Reason RO-Rollover code.

****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:

Contact(s):	Lisa Mallett, CCO Account Representative		
Phone:	503-945-6348	Fax:	503-947-5221
E-mail:	lisa.a.mallett@dhsoha.state.or.us		
Contact(s):	Cassandra, DMAP Program Analyst-CCO Account Rep.		
Phone:	503-945-6006	Fax:	503-947-5221
E-mail:	Cassandra.j.wakefield@dhsoha.state.or.us		

June 26, 2014

Case number:

Important information about your dental health care

Dear Oregon Health Plan (OHP) client,

The Division of Medical Assistance Programs (DMAP) will soon add your dental health coverage to the other services you are currently receiving from your coordinated care organization (CCO), Columbia Pacific, effective July 1, 2014.

This means your CCO will coordinate your physical, mental and dental health care needs making it easier for your providers to work together. This change will also help with access to services.

Your Oregon Health Plan benefits will stay the same.

There will be no change to your current benefits. All of the same services will still be covered.

What you need to do now – Call Columbia Pacific CCO.

Most dental providers work with the CCOs so it is likely you can continue seeing your current dentist through your CCO. The CCO will work with you to avoid any break in your care.

- Call Columbia Pacific CCO right away at 503-488-2822 or 855-722-8206 if:

- You are in current dental treatment
- You have been pre-approved to begin dental treatment. If you have been pre-approved for dental services, your CCO will work with you to transition your care. Your current appointments will not change until your CCO works with you to transition your care.
- You have questions about their services. Also see their website at www.colpachealth.org.

Within the next 30 days

Clients have 30 days from the date of this letter to change their enrollment status.

- Call OHP Client Services Unit at 1-800-273-0557, available Monday through Friday, 8:00 a.m. – 5:00 p.m. if:
 - If you wish to change your enrollment status
 - You have questions about this change

ID card

You can still use your Oregon Health ID card or DHS Medical Care ID card. Both cards are accepted.

Medicare and Medicaid members

Medicare benefits and coverage will not change. If you receive both Medicare and Medicaid, you do not have to be in a CCO. You can ask to change your enrollment to fee-for-service at any time. This means that you can see any provider who accepts Oregon Health Plan clients. They must also accept Medicare coverage since Medicare is the primary payer before OHP. Please call your case manager if you have any questions.

American Indians and Alaska Natives

If you are an American Indian or an Alaska Native you do not have to be in a CCO. You can ask to change your enrollment at any time by calling **1-800-699-9075**.

Need more information?

- If you need this letter in another language or format, such as large print, Braille, audio recording, Web-based communications, and other electronic formats. Call OHP Customer Service at 1-800-699-9075 (available from 7 a.m. to 6 p.m., Monday through Friday).
- Medicare recipients who receive benefits from Area Agency on Aging or Aging and People with Disabilities: Call your local office.
- Foster parents: Call your local Child Welfare Office.
- For TTY service, dial 711.
- For questions about benefits, call Client Services at 1-800-273-0557, available Monday through Friday, 8:00 a.m. - 5:00 p.m.
- For questions about eligibility, contact the OHP Customer Service at 1-800-699-9075 (available from 7 a.m. to 6 p.m., Monday through Friday).

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