



Division of Medical Assistance Programs

# Information Memorandum Transmittal

Chris Norman, Manager  
DMAP Coordinated Care Support

**Authorized Signature**

**Number:** DMAP IM 15-004

**Issue Date:** 4/2/2015

**Topic:** Medical Benefits

**Subject:** OHP Plan Service Area Changes: CareOregon FCHP in Marion and Polk counties is terminating their Contract 4/30/2015

**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): AMH and DMAP staff

**Message:**

Effective 4/30/2015, CareOregon FCHP in Marion (H166) and Polk (H222) counties will term their Contract.

Any client who is currently enrolled in CareOregon FCHP will have their enrollment end 4/30/15. If the client is currently enrolled in a CCOE or CCOG, the client will be enrolled into the same CCO's CCOA effective 5/1/15.

Example: If the client is enrolled in FamilyCare CCOE or CCOG, the client will be rolled over to FamilyCare CCOA.

If the client wishes to be enrolled into a different CCO other than the one they are currently in, they can call OHP Client Services 1-800-273-0557 (TTY 711) or the OHP Customer Service Center 1-800-699-9075 to make that request. The effective date of their new CCO will be 5/1/15. Clients will have 30 days following their auto enrollment into the CCOA to call to request a plan change.

CareOregon has sent their members the following letter about this change.

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

<b>Contact(s):</b>	Suzanne M. Hart, Account Representative, DMAP		
<b>Phone:</b>	503- 945-6977	<b>Fax:</b>	503-947-5221
<b>E-mail:</b>	<a href="mailto:Suzanne.m.hart@state.or.us">Suzanne.m.hart@state.or.us</a>		



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503-416-4100 or 800-224-4840  
877-416-4161 (TTY/TDD)  
[www.careoregon.org](http://www.careoregon.org)

April 2, 2015

Dear CareOregon Member:

I am writing to tell you that CareOregon will no longer be an Oregon Health Plan (OHP) option in Marion and Polk counties starting May 1, 2015. Instead, you will need to choose and enroll in one of the Coordinated Care Organizations (CCO) listed by county on the next page. If you do not choose a CCO before May 1, 2015, OHP will choose for you and automatically enroll you in a CCO in your county.

**Will I be able to keep my provider?**

It is likely the provider you have today can be your provider under the CCO. Most providers are in CCO networks. You may want to ask your doctor or other provider which CCO he or she works with.

**What you need to do:**

- You may already be enrolled with a CCO for your dental and mental health services. If you want to enroll in that CCO for your medical care, please call OHP Client Services at 1-800-273-0557 (TTY 711).
- Call your current Primary Care Provider (PCP) and ask which Medicaid CCOs they contract with. If they do not contract with any of the available CCOs listed below, then you will need to find a new PCP.
- You can call the CCOs in your area to ask for a list of PCPs they work with. They can tell you who is accepting new patients and help you choose a PCP.

After May 1<sup>st</sup>, you will receive a new OHP Coverage Letter from the Oregon Health Authority (OHA) showing your new CCO and its phone number. Call your CCO and tell them the name of your PCP. If you do not tell your CCO your choice of PCP, the CCO may assign you a different PCP.

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You will also receive a letter and member handbook from your new CCO.

During this change, CareOregon will work with your CCO to make sure you get the care you need. If you receive special services because of a disability or health condition, we will tell your new CCO. You will still get pre-approved services, prescription drugs and medical equipment.

This is a chart showing your county and the CCOs available to you:

County	Available CCO(s)
<b>Marion</b>	<b>FamilyCare CCO</b> Covers zip codes 97002, 97032, 97071, 97362, 97375, 97381 <b>Willamette Valley Community Health CCO</b> Covers all zip codes <b>Yamhill Community Care Organization</b> Covers zip code 97137
<b>Polk</b>	<b>Willamette Valley Community Health CCO</b> Covers all zip codes <b>Yamhill Community Care Organization</b> Covers zip codes 97101, 97304, 97347, 97371, 97378, 97396

Before May 1, 2015, please call one of the following phone numbers to say which CCO you want to enroll in:

- OHP Client Services, 1-800-273-0557 (TTY 711), or
- OHP Processing Center, 1-800-699-9075.

If you do not call before May 1, you will be enrolled into a CCO and will have 30 days to call if you want to change CCOs.

If you have questions about your OHP coverage or enrolling in a CCO, please call OHP Client Services at 1-800-273-0557 (TTY 711).

CareOregon is very pleased to have helped you with your health and wellness needs. Thank you for allowing us to serve you!

Sincerely,

*Patrick Curran*

Patrick Curran  
Chief Executive Officer  
CareOregon