

Model Member Handbook – Redline Changes effective 06/02/2023

The Model Member Handbook has been updated to:

1. Include recommendations from HSAG to ensure accuracy and alignment moving forward
2. Clarify and correct language (including contact information like addresses and email addresses)
3. Remove Model Member Handbook page numbers, still left as placeholders for CCOs to include
4. Identify sections for careful review of changes made
5. Correct Grammatical and Punctuation changes that need to be made throughout (Please review MMH in “All Markup” for these changes)
6. Include comments next to elements that were moved and what the previous element #'s were
 - a. Comments provide feedback and changes

For your convenience, see below for specific page numbers/sections that were impacted (**page numbers are aligned when viewing in “Simple Markup” view**).

Page Number	Section	Change
1	How to use	Please carefully review
2	How to Navigate	Removed language to reflect current R&R section.
2	Areas to input CCO specific info	Included comment in MMH to ensure Yellow Highlighted bracketed phone sections throughout include CCO customer service number and TTY/711 as applicable
2	Current and Future editions of MMH	Updated this section to reflect current/future status of MMH
3	Cover Page	Updated Publication Date
4	Getting Started	Added a section about HRS
4-5	Helpful Tips	Please carefully review this section for changes
7	You have an interpreter	Added that members can ask for “sign language and...”
7	You have an interpreter	Updated hyper link for Health Care Interpreters at Oregon.gov/OHA/OEI
7-14	Taglines	Changed to “you can get this handbook...”
15	Taglines	Added Ukrainian tagline
15	Non-Discrimination	Added brackets for Customer Service #'s and # for THWs
15	Non-Discrimination	Updated hyperlink for www.oregon.gov/OHA/OEI
15-16	Non-Discrimination	Updated phone, hyperlink for https://www.oregon.gov/boli/civil-rights/Pages/default.aspx And Email BOLI_help@boli.oregon.gov
16	Non-Discrimination	Updated email for OCRMail@hhs.gov
16	Health Records	Updated bullet points
17	Health Records	Removed “behavioral health”
22	OHP and CCO work together	Added - CCO to include counties served
22-23	OHP and CCO work together	Added example of OHP ID Card and placeholder for CCO ID card. Added information on CCO plan types.
23	Contact us	Added dates of holidays (office closures)
25-29	R&R	Please carefully review for grammatical and punctuation changes made for consistency
26	R&R	4 th bullet point in “You have the right to get this information” section- strengthened language to address CFR

26	R&R	Please review this section for changes “You have a right to get this information”
26	R&R	Provided example on 2 nd bullet, Added last bullet to the “You have a right to get this care” section
27	R&R	Added 2 nd bullet and last bullet under “You have the right to do these things” section
28	R&R	Added ONE Customer Service Line phone number in “You must tell OHP this information” section
29-30	American Indian and Alaska Native Members	Please carefully review this section for changes made
30	New Members who need services right away	Added PCD
30	New Member who need services right away	Updated bullet points
30-31	PCPs	This section was moved
30	PCPs	Changed 30 days to 90 days to reflect SB 1529
30-31	PCPs	Changed structure of PCP section please carefully review this section
31	In-network providers	This section was moved. Added bullet points suggested by HSAG
31-32	Provider directory	This section was moved. Added PCD or other provider language
32	Make an appointment	This section was moved.
32	Missed appointments	This section was moved.
33	Changing your PCP	This section was moved. Included language to be in compliance with CFR 438.10(g)(2)(x)
33	Changes to providers	This section was moved. Please carefully review this section or changes made to ensure compliance with CFR 438.10(f)(1)
33	Second Opinions	This section was moved.
33-34	Survey about your health	This section was moved. Please carefully review this section for changes made
34-35	Members who are pregnant	This section was moved.
35	Prevention is Important	This section was moved. Updated preventative service bullet points
36-37	Care Coordination	This section was moved to be under <Prevention is Important> section
36-37	Care Coordination	Please carefully review this section for changes made
37-39	Intensive Care Coordination	This section was moved.
37-39	Intensive Care Coordination	Please carefully review this section for changes made
39	Your benefits	Updated language to provide clarity to “the line”
39-40	Direct Access	This section was moved.
40-41	Getting preapproval	This section was moved.
41	Services that need preapproval	This section was added.
42-43	Provider referrals and self-referrals	This section was moved.
42	Services that may need a referral	This section was added.
39-42	Direct access, getting preapproval, Services that need preapproval, Provider referrals and self-referrals	Please carefully review these sections for changes made

42-43	Some services that do not need a referral	Please carefully review this section for changes made.
43-52	All Benefit tables	Please carefully review the charts for changes made. Benefits section was moved.
52-56	Dental Benefits	Please carefully review for changes made
56	Veteran and COFA Dental	This section moved to be Under Dental Benefits section. Corrected Veterans to Veteran added "OHP Dental" for clarity
57	Services that OHP pays for	Please carefully review this section for changes made for planned Community Birth (PCB) and clarification of Family Connects Oregon
57	Services that OHP pays for and provides care coordination	Update order of bullets. Made change to reflect "Citizenship Waived Medical members"
58-62	Access to Care	Updated Access to care to address new requirements. Please carefully review this section. Removed some content that was redundant info.
62-65	Members under 21-EPSDT	Please carefully review this section for changes made per HSAG and SME feedback
65	THW	Updated language from "women" to "people"
66	THW	Added section for CCOs to include information on how members qualify for , receive and request THW services.
67	Health-Related Services	Added language to address "individual health needs" updated URL to more member friendly facing page. Links for other languages provided in comments for CCOs to utilize.
68	How to get flexible services	Updated Header for this section and removed brackets from first paragraph.
68	How to get flexible services	Added language to ensure members know HRS flexible services are not a covered benefit. Please carefully review this section for changes made.
68	How to get flexible services	This section was moved.
68	Community Benefit Initiatives	Please review and provide specific info
69	Health Related Social Needs	Placeholder for new element (#27)
70	NEMT-What to expect when you call	Added last paragraph in this section
70-71	Pick up and drop off	Updated bullet points
72	If you ride is denied	Added "even if you have made the complaint before"
73	Getting care by video or phone	Included optional area to include CCO ability to use flex funds to provide devices that support telehealth care
75	You have a right to	Added language to bullet points
75-77	Prescription Medications	Please carefully review this section for changes made
78	Urgent dental care	Updated example bullet points
80	Dental emergencies	Updated bullet points
82-83	Follow-up care after an emergency and Care away from home	Added "primary care" dentist, Included area for member to know where to go to learn more about prescription refill before a trip, Changed emergency room to "emergency department"
83	Steps for emergency when away from home	Added language to #3
87	Bills for emergency care away from home	Updated bullet points
90	Changing CCOs and moving care	Removed "if you have an approved reason"

92	How to change or leave your CCO	Updated URL Links
93-95	Care while you change or leave your CCO	Please carefully review this section for changes made
95-96	Advance Directives	Please carefully review this section for changes made
96-97	POLST	Updated chart
98-100	FWA	Please carefully review this section for changes made and restructure
100-103	Complaints, Grievances, Appeals and Fair Hearings	Please carefully review. Change from "address" to "handle" and added more definition to appeal
103-104	Follow these steps	Updates made to Step 1 and Step 2. The form "will be" sent not "was" sent
105	Follow these steps	Updates made to Step 3.
105	Follow these steps	Updates made to Step 4.
106	Q&A	In "What if CCO doesn't meet the appeal timeline?" Section added The form "will be" sent not "was" sent
106	Q&A	In "Can I still get the benefit or service while I'm waiting for a decision?" Please carefully review for changes made
107	Q&A	Added section "What if I want to look at my records that were used to make..."
111	Definitions	ICC definition changed "Women" to "People". The definition examples may be changed with final CC/ICC rule changes.
112	Definitions	Added recommendation definition for Referral