

Statewide Processing Center
PO Box 14015
Salem, OR 97309



10/03/2022

<<FIRST NAME>> <<MI>> <<LAST NAME>>
<<STREET ADDRESS 1>><<STREET ADDRESS 2>>
<<CITY>>, <<STATE>> <<ZIP>>

What you need to know:

- Your OHP benefits are not changing.
- You will have a new plan for dental care starting January 1, 2023.
- Your new plan will help you find a dental provider.

You will have a new plan for dental care starting January 1, 2023

Dear <<FIRST NAME>>,

Thank you for being a part of the Oregon Health Plan (OHP). Right now, you get your dental health services through <<DCO name>>. Starting January 1, 2023, you will get your dental services through a new plan called <<CCO name>>.

OHP has local health plans that help you use your benefits. These plans are called coordinated care organizations or CCOs. <<CCO name>> is a CCO. You can learn more about CCO plans at <http://bit.ly/CCOplans>.

You may need to pick a new dental provider after your new plan starts on January 1, 2023.

- If you need a different provider next year, your <<CCO name>> will help you pick one.

Keep your appointments. Your plans will work together to move your care.

Please keep any appointments you have scheduled.

- <<DCO name>> can help you get the dental care you need now. <<CCO name>> will work with the providers you have now until March 31, 2023 to move your care.

You can get this letter in other languages, large print, Braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 800-273-0557 (TTY 711). We accept relay calls.

- If you get special services because of a disability, health condition or other issue your new CCO plan will have that information. Please call <<DCO name>> at <<DCO phone>> if you have questions about moving your dental care.
- If you have appointments scheduled after January 1, tell your new plan.

Your new CCO plan will start on January 1, 2023.

You will get more information in the mail soon. <<CCO name>> will send you a welcome letter with a new member ID card in early January. We will also send you a letter with your new plan's information around the same time.

You can still use <<DCO name>> through December 31, 2022.

<<DCO name>> can help you get the dental care you need now.

Your OHP benefits are not changing.

You still have the same level of OHP dental, physical, and mental health benefits. If you need to renew your OHP before January 1, 2023 your eligibility may change.

Free rides to dental care.

Rides to care are free. If you need a ride to or from an appointment, call the OHP ride service in your area. For a list of OHP ride services, go to <http://bit.ly/ridesohp>. After January 1, 2023, you can call your new CCO if you need a ride.

American Indian and Alaska Native members or members with Medicare.

American Indian and Alaska Native members can change or leave their CCO anytime. Members with Medicare can change or leave the CCO they use for medical care at any time. However, members with Medicare must use a CCO for dental and mental health care.

Need help?

Through December 31, 2022, call your current plan at <<DCO phone>>. After January 1, 2023 you can call your new plan at <<CCO phone>>.

You can call OHP any time at 800-273-0557 (TTY 711). You can also get help in person. Find a trusted community partner in your area at OHP.Oregon.gov.

Thank you,
Oregon Health Plan

How to get help

Now until December 31, 2022	
If you...	You should...
Have dental appointments	Keep your dental appointments. <<DCO name>> can help you get the dental care you need now.
Need to schedule dental appointments	Contact your dental care provider or <<DCO name>> at <<DCO phone>>.
Have questions about your current dental plan or questions about moving to a new plan	Contact <<DCO name>> at <<DCO phone>>.
Need a ride to and from your dental appointments	Rides to care are free. If you need a ride, call the OHP ride service in your area. For a list of ride services, go to http://bit.ly/ridesohp . After January 1, 2023, you can call your CCO if you need a ride.

Starting January 1, 2023	
If you...	You should...
Have dental appointments already scheduled for January 1, 2023 or later	Contact your new CCO plan. Your new plan will send you a welcome letter after January 1. You can also find CCO contact information at http://bit.ly/CCOplans .
Need dental care	
Need a ride to and from your dental appointments	