Today’s Agenda

• CCO 2.0 Update
• OHA Strategic Plan: Input session
CCO 2.0 Update
CCO 2.0: Topics for today

- Goals and values guiding CCO 2.0 decision-making
- Impacts and next steps of contract awards
- Communications plan for members
- Timelines and resources for stakeholders
Goals of CCO 2.0

Guided by Governor Brown’s vision, CCO 2.0 builds on Oregon’s strong foundation of health care innovation.

- Improve the behavioral health system
- Focus on social determinants of health and health equity
- Maintain sustainable cost growth
- Increase value and pay for performance
Application Evaluation Criteria

OHA used a rigorous and objective evaluation process to ensure awardees can meet the higher bar set for CCO 2.0.

- Rated on ability to coordinate care, deliver clinical services, transform care delivery and contain costs.
- Required to demonstrate local community engagement.
- Financial strength and viability evaluated by insurance regulators from the Oregon Department of Consumer and Business Services (DCBS) and actuarial staff from OHA.
- “Blinded” (i.e., all identifying information was removed from the application) to enhance the objectivity of the review process.
Five-year Contracts

- Advanced Health
- Columbia Pacific CCO
- Eastern Oregon CCO
- Health Share of Oregon
- InterCommunity Health Network CCO
- Jackson Care Connect
- PacificSource Community Solutions - Central Oregon
- PacificSource Community Solutions - Columbia Gorge
- PacificSource Community Solutions – Lane
- PacificSource Community Solutions - Marion Polk
- Trillium Community Health Plan Inc.
One-year Contracts

- AllCare CCO Inc.
- Cascade Health Alliance
- Umpqua Health Alliance
- Yamhill County Care Organization
Significant 2020 Changes

New CCOs added:

• Trillium will start service in Multnomah, Clackamas and Washington counties.
• PacificSource Community Solutions
  o PSCS - Lane will start service in Lane County.
  o PSCS - Marion Polk will start service in Marion and Polk counties.

CCO Closures:

• PrimaryHealth will exit the market (Josephine, Jackson, and parts of Douglas counties).
• Willamette Valley Community Health will exit the market due to a planned closure (Marion, Polk, and parts of Linn, Benton, Yamhill, and Clackamas counties).
Readiness Review

Awardees will be evaluated for their readiness to deliver the services required under the contract.

The review includes looking at whether the CCO has the resources, capacity, and systems in place to meet the contractual requirements.

OHA will determine whether any findings from readiness review can be remediated or whether that CCO should not receive a signed contract.
CCO Closures

- OHA will work closely with the closing CCO to help members transition to a new CCO and experience as little disruption as possible.
- The closing CCO will submit a transition plan to OHA that will ensure a successful member transition, with a focus on providing continuity of care for all members.
- The receiving CCO and the closing CCO will cooperate during a transition period to ensure that records and other info needed are effectively communicated.
- OHP and closing CCOs will send letters to members.
Guiding Values for Member Transition

- Minimal disruption to member's care
- Inform members based on best practices and input from stakeholders and communities
- Honor member choice
**Member Communication Timeline**

- **Early September**
  - CCO 2.0 call center begins

- **Mid-September**
  - Raising awareness postcard, web content

- **Mid-October**
  - Letter to members with choice or closure; comparison guide; social media

- **Mid-Oct/Nov**
  - Robocall, text, email, social media, web content

- **December**
  - Reminder and transition of care letter; social media, robocall, text, email, web

- **Mid-to-late Dec**
  - CCOs begin member communication and care coordination
Member Communication Examples
October Member Letter

Members who are in areas with changes to CCO choices will receive a letter that includes:

- List of household/case members.
- Suggested/matched CCO for each person, based on care history.
- List of all other CCO choices available to them.
- Instructions on how to compare CCOs and tell us their choices.
- Special letter ID number that they will use for the online webform.
- A CCO comparison guide.
Choose an Oregon Health Plan CCO

Your OHP has local health plans that help you use your benefits. These plans are called coordinated care organizations or CCOs. There are now more plan choices in your area. It's time to choose your plan! The plan you pick will start January 1, 2020.

Use this form to tell us what plan you and your family want.

⚠️ Notice: This form only works in a current internet browser - such as Chrome, Mozilla Firefox, or Internet Explorer 8+. This form should work on your phone's internet browser.

What you will need

- Do you have each person’s **OHP ID number and the letter** we sent you? You will need them to use this form. Your ID number is on your OHP or CCO card.
- Ready? Click start.

If you need help, check out **How to use this form** or call us at 1-800-Number. You can also get help in person from a community partner. **Find one in your area.**

Please note: We used the information on your OHP case as of mm/dd/yyyy for this form.
Transition of Care

- Prior authorizations will be honored for up to six months for physical, oral, and behavioral health and prescription drugs.
- Members will be able to see existing providers regardless of service areas and network for up to 90 days for primary care and 180 days for behavioral health.
- OHA will transfer claims and FFS data - we are working with stakeholders on solutions to transfer CCO-originated information.
Transition of Care

• CCOs are expected to work with other CCOs closely to coordinate services for OHP members who are transitioning to a new CCO, including creating a data-sharing agreement if necessary.

• Populations at risk will be considered carefully in the transition work to ensure continued access to services.
CCO 2.0 Timeline

- **AUG**
  - August 1: Readiness review documentation due
  - August 1–22: CCO 2.0 Rule Advisory Committees
- **SEP**
  - Late September: Postcard to OHP members in areas with CCO choices
  - September 16–18: CCO 2.0 Behavioral Health Rule Advisory Committees
  - September 30: CCO 2.0 contracts signed
- **OCT**
  - October 1: Notice to Proceed
  - October 16: Letter to OHP members in areas with CCO choices
- **NOV**
  - November 1: First opportunity for members to choose CCOs
- **DEC**
  - December 1: CCOs to host public presentations in communities by December 1st
  - December: Reminder letter to OHP members in areas with CCO choices
  - December: CCOs begin member communication and care coordination
- **JAN**
  - January 2020: New CCO contracts will start
  - January 1 – March 31, 2020: Second opportunity for members to choose CCOs
- **FEB**
  - February
- **MAR**
  - March
  - Prior authorizations honored for up to six months for physical, oral, and behavioral health and prescription drugs
  - Existing providers honored regardless of service areas and network for up to 90 days for primary care and 180 days for behavioral health
- **JUN**
  - June
How to Help

Community partners and stakeholders:

• Help members through the choice process.
• Help members stay connected to their care.
• Stay informed and share your input.

Providers:

• Let members know how to maintain their care during the transition.
• Let members know which CCOs you work with.
• Stay informed and share your input.
How to Stay Informed

- CCO 2.0 website
- OHP website
- Oregon Health Update newsletter
- @OregonHealthAuthority
- @OHAOregon
Stakeholder Input Meeting
Strategic Planning
Oregon Health Authority Strategic Plan

Why?
• To enable OHA to set and achieve specific goals.

What is included?
• A 10-year plan
• A 5-year plan
• A set of specific Initiatives (projects) to support the goals.

Where are we in the process?
• Gathering input from communities.
• Analyzing input for themes.
How Community Engagement Events are Informing Our Strategic Plan

More than 20 meetings have asked historically underrepresented populations for input.

The input helps OHA better understand health trends across Oregon.

The input helps OHA hear about the needs and barriers to health care experienced by people and communities.

Determines priorities for next 5-10 years
Strategic Planning Process

Gather and analyze input for trends
- Community engagement events
- Stakeholder meeting
- Survey
- Employee town halls

June – November 2019

Design OHA Strategic Plan
- Develop 5 and 10 year strategic goals
- Identify priority initiatives to support these goals

December 2019 – April 2020

Share the Strategic Plan
- Communicate Strategic Plan broadly
- Update communities who participated in input with Strategic Plan

2020
Group Discussion
5 Questions We’ve Asked Communities

1. What factors support your family and community’s health?

2. What can OHA do to support factors that positively impact your family and community’s health?

3. Are there things OHA can do to address negative factors that impact your family and community’s health?

4. Are there things you are expecting to happen in the next 5 to 10 years that may affect your family and community’s health? If so, what are they?

5. Who would you like to see OHA partner with to improve the health of Oregonians?