



Date: December 14, 2023

To: Coordinated care organizations (CCOs)

From: Dave Inbody, CCO Operations director

Subject: 2024 Wraparound and System of Care policies and procedures, due date extension

The Oregon Health Authority (OHA) will apply a new Attestation process to select policies and procedures (P&Ps) and other documents identified as [deliverables](#) in the [2024](#) CCO contract. Under the new process, OHA will provide CCOs with a self-evaluation checklist for the deliverable, and then each CCO will submit an Attestation that its deliverable meets the content requirements in the checklist. The new process was discussed in the CCO Contracts and Compliance Workgroup meeting on November 28, 2023.

The 2024 contract reflects the new Attestation process requirements only for those deliverables¹ for which OHA completed its internal decision-making by the contract finalization deadline. OHA continues to have discussions with internal subject matter experts about applying the new process to other deliverables. OHA will periodically provide notice to CCOs as decisions are made to apply the process to other deliverables.

As of the date of this notice, OHA has decided to apply the new Attestation process to the following 2024 deliverables:

- [Exhibit M, Section 21, Paragraph m](#): Wraparound P&Ps
- [Exhibit M, Section 21, Paragraph o, Subparagraphs \(3-4\)](#): System of Care (SOC) P&Ps

OHA hereby waives the CY 2024 requirement to submit the Wraparound and SOC P&Ps for review and approval as set forth in the contract sections cited above. Instead, OHA will apply the new Attestation process described in general terms above and in specific detail in the 2024 contract for the deliverables identified in the footnote of this notice. This waiver does not relieve the CCO of any other requirements relating to Wraparound and System of Care in the CCO contract.

Additionally, OHA will extend the due date for each of the above deliverables as follows:

<i>Contract Deliverable</i>	<i>Original Due Date</i>	<i>New Due Date</i>	<i>Notes</i>
<i>Ex. M, Sec. 21, Para. m</i> Wraparound P&Ps	1/31/2024	3/17/2024	OHA will provide the self-evaluation checklist and Attestation for each deliverable to CCOs no later than Monday, December 18, 2023. The new due date is 90 days from this date.
<i>Ex. M, Sec. 21, Para. o (3-4)</i> SOC P&Ps			

¹ Non-Emergent Medical Transportation (NEMT) policies & procedures (Exh. B, Pt. 2, Sec. 5, Para. c); NEMT Call Center script for use with Members (Exh. B, Pt. 2, Sec. 5, Para. f (8)); Grievance and Appeal (G&A) System policies & procedures (Exh. I, Sec. 10, Para. a (1)); and G&A Member Notice templates (Exh. I, Sec. 10, Para. a (1)).

Questions?

If you have general questions about this communication, please contact Cheryl Henning, CCO Contracts Administrator, at Cheryl.L.Henning@oha.oregon.gov.

Thank you for your continued support of the Oregon Health Plan and the services you provide to our members.