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Date: May 24, 2023

To: Coordinated care organizations

From: Dana Hittle, Medicaid director

Subject: Participation of application assisters in calls with CCO members

This communication is regarding the Oregon Health Authority's position on coordinated care organizations (CCOs) allowing OHA-certified Community Partners to participate in calls between the CCO and a CCO member. These Community Partners are also known as "OHP assisters" or "application assisters."

The Oregon Health Authority (OHA) received inquiries about whether CCOs are allowed to hold "three-way" calls between the CCO's representative, a CCO member, and that member's OHA-certified Community Partner. OHA has determined that CCOs may engage in these calls on the condition that the CCO obtains verbal consent from the member to have the Community Partner participate in the call.

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.