



500 Summer St NE E35

Salem, OR, 97301

Voice: 503-945-5772 or 800-527-5772

Fax: 503-373-7689

TTY: 711

www.oregon.gov/OHA/HSD

Date: November 30, 2022

To: Coordinated care organizations (CCOs)

From: David Inbody, CCO Operations director
Medicaid Programs

Subject: Training requirement for CCO SUD Utilization Management Staff

Beginning with the 2023 contract year, the Oregon Health Authority (OHA) will require CCOs to annually report the qualifications of utilization management (UM) staff and delegated subcontractors who make substance use disorder (SUD) treatment determinations.

- The annual report must include information about staff training, experience, continuing education, and credentials specific to the ASAM Criteria, the DSM criteria, and SUD. Section 23 of Exhibit M in the [2023 CCO contract](#) outlines the specific requirements.
- Only staff who have a direct role in making UM decisions related to care authorizations for people receiving SUD treatment need to have a working knowledge of the ASAM Criteria

While OHA does not require CCOs to ensure completion of any specific training, the following course is recommended to establish basic knowledge of the ASAM Criteria: [ASAM Criteria Utilization Management Course](#). This is a beginner-level course and can be completed at the pace of the individual.

Why is this happening?

OHA will use the data in the annual report to ensure CCOs employ UM staff and subcontractors with sufficient training, experience and knowledge to ensure member access to SUD services at the appropriate level of care, as required by [Oregon's 2021-2026 Substance Use Disorder 1115\(a\) Medicaid demonstration](#).

What should you do?

Please ensure your UM staff and subcontractors have adequate training in the ASAM criteria, DSM criteria, and SUD. Each CCO is responsible for determining the level of training they find adequate for making UM determinations, considering the credentials and experience of their UM professionals and the type of service being reviewed.

Questions?

Please direct questions to OHA's CCO Quality Assurance and Contract Oversight Unit at HSD.QualityAssurance@odhsoha.oregon.gov.

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