



Memorandum

To: Coordinated Care Organizations (CCOs) and Dental Care Organizations (DCOs)

From: Dana Hittle, Interim Medicaid Director
Dave Inbody, CCO Operations Manager
Veronica Guerra, Quality Assurance and CCO Contract Oversight Manager

Date: August 23, 2021

Subject: MCE Guidance for Claim Denial Memo

Per the memo sent out on August 9, 2021, OHA stated MCEs must identify the number of claim denial notices not issued to members since 2015. OHA requests MCEs submit the following information via email to the respective CCO and DCO mailbox by no later than November 21, 2021.

- Total number of claim denials by year (applies to claims adjudicated between 1/1/2015 – 8/20/2021)
- Total number of claim denial notices not issued by year (applies to claims adjudicated between 1/1/2015 – 8/20/2021)
- Total number of clean claims by year (adjudicated between 1/1/2015 – 8/20/2021 and applying the clean claims definition at 42 CFR § CFR 447.45(b) and OAR 410-141-3875))

Please exclude Cover All Kids members from the total counts requested above.