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Date: February 29, 2024

To: Coordinated care organizations

From: Veronica Guerra, CCO Quality Assurance and Contract Oversight manager
For Dave Inbody, CCO Operations director

Subject: Due date extension for 2024 Grievance and Appeal System policies and procedures Attestation

This communication is to notify coordinated care organizations (CCOs) about the due date extension for the Contract Year (CY) 2024 deliverable listed below.

<i>Contract Deliverable</i>	<i>Original Due Date</i>	<i>New Due Date</i>	<i>Notes</i>
<i>Ex. I, Sec. 10, Para. a (1) Grievance and Appeal (G&A) System policies and procedures (P&Ps) Attestation based on self- evaluation checklist</i>	3/1/2024	3/28/2024	The new due date is 90 days from when OHA provided CCOs with the self-evaluation checklist for the CY 2024 G&A System P&Ps. The Attestation form has been revised to reflect that the CCO is attesting to compliance with the content requirements for the P&Ps as of 3/28/2024. OHA is working on a solution for CY 2025 that will provide CCOs with sufficient time to implement any updates to the G&A System P&Ps and allow CCOs to attest to use of the updated P&Ps earlier in CY 2025.

Questions?

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

If you have questions about the G&A System P&Ps, please contact the CCO Quality Assurance and Contract Oversight team at HSD.QualityAssurance@odhsoha.oregon.gov.

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