



Date: November 7, 2024
To: Coordinated care organizations (CCOs)
From: David Inbody, CCO Operations director
Subject: Quarterly Grievance System Reports

This communication is notice of the Oregon Health Authority's (OHA) decision to waive the following requirement in the Contract Year (CY) [2024](#) and [2025](#) CCO contracts:

- Exhibit I, Section 10, Paragraph b, Subparagraph (1): This subparagraph describes the requirement for the CCO to submit quarterly Grievance System Reports. These reports are due 45 days after the end of each calendar quarter.

OHA hereby waives the requirement to submit the Grievance System Report for the remaining reporting quarter in CY 2024 (Oct-Dec2024) and for all reporting quarters in CY 2025. This waiver does not relieve the CCO of any other requirements relating to the Grievance and Appeal System in the CY 2024 and 2025 contracts.

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 Grievance and Appeal System requirements, please contact Leslie Ayhens, CCO Quality of Care & Compliance Manager, at Leslie.M.Ayhens@oha.oregon.gov.

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