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Date: February 28, 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 Member Notice templates 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 Member Notice templates Attestation based on self- evaluation checklist</i>	3/1/2024	4/15/2024	OHA is extending the due date to allow time for CCOs to implement the CY 2024 templates throughout their systems. The Attestation form has been revised to reflect that the CCO is attesting to use of the CY 2024 templates as of 4/15/2024. OHA is working on a solution for CY 2025 that will provide CCOs with sufficient time to implement any updated templates and allow CCOs to attest to use of the templates 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 Member Notice templates, 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.