



## HEALTH SYSTEMS DIVISION

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**Date:** October 20, 2020

**To:** Speech-Language Pathology, Audiology and Hearing Aid  
Service Providers

**From:** Nathan Roberts, Medicaid Programs Unit Manager

**Subject:** Replacement of speech devices, hearing devices and related supplies in event of natural  
disasters

The Oregon Health Authority (OHA) asks providers to help Oregon Health Plan (OHP) members obtain replacement hearing and speech devices and related supplies lost in the fires burning throughout Oregon. Replacement is covered according to Oregon Administrative Rule [410-122-0184\(1\)\(c\)\(C\)](#).

### Why is this happening?

Thousands of Oregonians have been displaced and many have lost their homes, property, pets and livestock. OHA has directed coordinated care organizations (CCOs) to ensure members have suitable replacements for lost health care items as soon as possible when a need is identified and asks those serving fee-for-service (FFS) members do the same.

### What should you do?

If you receive replacement requests from members or their Oregon Department of Human Services case manager:

- **For CCO members**, please coordinate replacement of devices, equipment and supplies through the member's CCO.
- **For FFS members needing replacement devices, equipment and supplies**, suppliers must [submit a prior authorization request to OHA](#) marked URGENT and state the reason as "EMERGENT REPLACEMENT – FIRE EVAC." If marked correctly, these requests will be reviewed within 24 hours of receipt. **Do not use** the PPR method for these requests.

### Questions?

Please contact Napua Rich, Policy Analyst at [NapuaAnn.k.Rich@dhsoha.state.or.us](mailto:NapuaAnn.k.Rich@dhsoha.state.or.us) or Shannon Jasper at [Shannon.D.Jasper@dhsoha.state.or.us](mailto:Shannon.D.Jasper@dhsoha.state.or.us).

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