



Date: March 24, 2025

To: Coordinated Care Organizations (CCOs)

From: Nathan Roberts, Health and Professional Services Policy manager
Dave Inbody, CCO Operations director
Medicaid Programs

Subject: Replacement of durable medical equipment (DME), supplies, prescription drugs and full or partial dentures in event of natural disasters

Effective immediately, this guidance directs CCOs to ensure members have suitable replacements for DME, supplies, prescription drugs and full or partial dentures as soon as possible when a need is identified.

Why is this happening?

Recent flooding and landslides have caused a threat to life, safety, infrastructure damage, and property. Oregon jurisdictions have deployed flood control measures and issued evacuation or shelter in place and evacuation notices. The full extent and impacts from the flooding and landslides are currently uncertain.

What should you do?

This guidance directs CCOs to ensure members have suitable replacements for DME, supplies, prescription drugs and full or partial dentures as soon as possible when a need is identified. Coverage of replacements for DME, supplies, prescription drugs and dental prosthetics is the responsibility of the CCO based on the following:

- Oregon Administrative Rule (OAR) [410-141-3501](#) - Administration of Oregon Integrated and Coordinated Health Care Delivery System Regulation; Rule Precedence, specifically OAR 410-141-3501(e)(C) which requires CCOs to comply with any applicable provider rules in OAR Chapter 410, based on the category of health service.

- OAR [410-122-0184](#) - Durable Medical Equipment, Prosthetics Orthotics and Supplies (DMEPOS), specifically 410-122-0184(1)(c)(C) states:
 - (1) For indications and limitations of coverage and medical appropriateness, the Division may cover reasonable and necessary repairs, servicing, and replacement of medically appropriate, covered durable medical equipment, prosthetics, and orthotics, including those items purchased or in use before the client enrolled with the Division:
 - (c) Replacement refers to the provision of an identical or nearly identical item:
 - (C) Equipment that the client owns or is a capped rental item may be replaced in cases of loss or irreparable damage. Irreparable damage refers to a specific accident or to a natural disaster.
- OAR [410-121-0060](#) - How to Get Prior Authorization (PA) for Drugs, which covers the scenario where the member does not have a drug PA pending at the time of the emergency request, states:
 - (5) Emergency Need: The Pharmacist may request an emergent or urgent dispensing from the Pharmacy Benefits Manager (PBM) when the client is eligible for covered fee-for-service drug prescriptions.
 - (a) Clients who do not have a PA pending may receive an emergency dispensing for a 96-hour supply.
- OAR [410-141-3835](#)(12)(b)(E) - MCE Service Authorization, which covers the scenario where the member does have a drug PA under review at the time of the emergency request, states:
 - (12) For authorization of services:
 - (b) Prior authorization requests for outpatient drugs, including a practitioner administered drug (PAD), shall be addressed by the MCEs as follows:
 - (E) If an emergency situation justifies the immediate medical need for the drug during this review process, an emergency supply of 72 hours or longer shall be made available until the MCE makes a coverage decision.
- OAR [410-120-0000](#) - Medicaid Assistance Program Rules, Acronyms and Definitions defines “Dentally Appropriate” as dental services, items or dental supplies that are:

- Recommended by a licensed health provider practicing within the scope of their license; safe, effective and appropriate for the patient based on standards of good dental practice and generally recognized by the relevant scientific or professional community based on the best available evidence; not solely for the convenience of an OHP member or a provider of the service; and the most cost effective of the alternative levels of dental services that can be safely provided to a member.
- OAR [410-123-1160](#)(1)(d)-(f) - Dental Program Rules, PA is required for complete, immediate and partial dentures.
- OAR 410-123-1260 - Dental Program Rules, Coverage, Limitations, Exclusions states:

(17) Restorative, Periodontal, and Prosthetic Treatment Limitations:

(d) Complete and/or partial denture replacement. For indications and limitations of coverage and dental appropriateness, the Authority may cover reasonable and necessary replacement of medically necessary and dentally appropriate, covered complete and/or partial dentures, including those items purchased or in use before the member enrolled with the OHP:

(A) Replacement of complete and/or partial dentures because of loss due to circumstances beyond the member's control, accident or natural disaster/ situations involving the provision of medically necessary and dentally appropriate items when:

(iv) Complete and partial dentures that the member owns may be replaced in cases of loss due to circumstances beyond the member's control or irreparable damage. Irreparable damage refers to a specific accident or to a natural disaster.

CCOs should make every effort to immediately provide this assistance to its enrolled OHP members. As this situation is constantly changing, we are establishing processes between the Department of Human Services, Aging and People with Disabilities and Office of Developmental Disabilities case management entities and CCO Account Representatives to contact CCOs directly as they become aware of these situations.

OHA greatly appreciates the efforts CCOs are making to provide resources to assist and support their members, providers, staff, and broader communities affected by the

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

Questions?

- **About replacing DME, supplies or dentures:**
Medicaid.Programs@oha.oregon.gov.
- **About replacing prescriptions:** DMAP.RxQuestions@oha.oregon.gov.
- **For all other questions contact your CCO Account Representative**