



**Date:** March 25, 2025

**To:** DMEPOS, pharmacy and dental providers  
Coordinated Care Organizations (CCOs)

**From:** Nathan Roberts, Health and Professional Services Policy manager  
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**Subject:** Replacement of durable medical equipment (DME), supplies, prescription drugs and full or partial dentures in event of natural disasters

The Oregon Health Authority (OHA) asks providers to help Oregon Health Plan (OHP) members obtain replacement DME, supplies, prescription medications and full or partial dentures lost in the floods throughout Oregon. This includes replacing covered items that OHP did not originally purchase.

## Why is this happening?

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.

OHA has directed 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. OHA asks those serving fee-for-service (FFS, or “open card”) members to do the same.

## What should you do?

Providers may see requests for replacement equipment, supplies, prescription drugs or dentures from members or their Oregon Department of Human Services case manager.

- **For CCO members**, please coordinate replacement through the member's CCO.
- **For FFS members needing DME, supplies or dentures**, [submit a prior authorization request to OHA](#) marked IMMEDIATE. State the reason as "EMERGENT REPLACEMENT – FLOOD EVAC." If marked correctly, these requests will be reviewed within one business day.
- **For FFS prescription medications**, pharmacies may request emergent or urgent dispensing as outlined in Oregon Administrative Rule [410-1210-0060](#).

## Questions?

- **About replacing DME, supplies or dentures:**  
[Medicaid.Programs@oha.oregon.gov](mailto:Medicaid.Programs@oha.oregon.gov).
- **About replacing prescriptions:** [DMAP.RxQuestions@oha.oregon.gov](mailto:DMAP.RxQuestions@oha.oregon.gov).

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