

Oregon Health Plan in 2020

Member letters are mailing in December about upcoming changes to CCO plans and provider networks



There are changes to the providers who work with some CCOs

Some coordinated care organization (CCO) provider networks have major changes for 2020. OHP members in choice areas were matched with a CCO plan based on primary care and behavioral health provider history. Due to the changes in provider networks, some members have been reassigned to a different CCO for 2020 and some members will need to be notified about changes in their area.

Member letters are mailing in mid-December

Letters are mailing in mid-December to members in choice areas and members who have plan changes. There are several changes for 2020, so letters have been tailored to each affected area and population.

All letters sent in mid-December will include information about continuity of care and how to switch plans after January 1. Members who chose or were matched with a plan that did not have changes will get a [general letter about changes in 2020](#).

Members who are being moved to a new plan will get a [letter about moving plans](#). Members who are not moving but are in an area with network changes will get a [notification about provider changes](#).

Please see below for a specific county-level breakdown of December CCO 2.0 letters.

Clackamas, Multnomah, and Washington counties

- Members who chose or were matched with Trillium Community Health Plan in the tri-county area will not move to Trillium. These members will stay with Health Share of Oregon or Yamhill CCO. They will get a [letter about Trillium no longer being available](#).
- Members who chose or were matched with Health Share or Yamhill CCO will get a [letter that Trillium is no longer a plan choice in January](#).

Lane County

- Members in Lane County whose provider no longer works with their matched or chosen plan will get a [letter about moving plans](#). For example, Trillium members who see a PeaceHealth primary care provider will be matched to PacificSource – Lane.
- Members will get a [notification about the changes in Trillium's network](#) if they:
 - Chose or were matched with PacificSource – Lane; or,

- Chose or were matched with Trillium and do not see a PeaceHealth or Oregon Medical Group primary care provider.
- New members in Lane County will get a [general letter about changes in 2020](#).

Jackson County

- Members who are part of a choice area in Jackson County and who are not directly affected by network changes will get a [notification about provider changes](#) in the area.
- Members who chose or were matched with a plan that no longer includes their provider will be moved to a new plan. These members will get a [letter about moving plans](#).
- Some members who were not part of the original choice area are moving from AllCare to Jackson Care Connect due to provider changes. These members will get a [letter about moving plans](#).

Polk and Douglas counties

- Members who are part of a choice area in Polk and Douglas counties will get a [general letter about changes in 2020](#).

Quick letter reference and mailing quantities

LETTER VERSION	MAILING QUANTITY
V1 – General letter about changes in 2020	~ 12,630
V2 – Moving plans due to provider changes	~ 17,650
V3 – Notification of provider changes in area	~ 36,270
V4 – Moving plans because Trillium is no longer available	~ 37,370
V5 – Notification that Trillium is no longer a choice	~ 215,790
V6 – Moving from AllCare to Jackson Care Connect	~ 11,950

To find these letters in other languages or in large print, look for “OHP 2832 Member Transition” at [DHS-OHA Publications and Forms](#).