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«Last Name» «First Name» «Mid\_Init»  
«Street\_1» «Street\_2»  
«City», «State» «ZIP»

Case ID: «Case\_ID»

## **Your coordinated care organization (CCO) FamilyCare is closing. You will have an open card starting February 1, 2018.**

Dear FamilyCare member,

This letter tells you about an important change in your household's health care. FamilyCare, your coordinated care organization (CCO), is closing January 31, 2018.

### **You still have Oregon Health Plan (OHP) coverage.**

Your benefits are in place. Your health is important to us. We want to make sure your care is not interrupted.

### **Starting February 1, 2018, you will have an open card.**

An open card (also called fee-for-service) means you can see any doctors or providers who take the Oregon Health Plan. You can keep seeing your current doctors or providers. We will send you a new welcome letter with more information about this change.

At the request of the nine tribes of Oregon, CareOregon will help coordinate care for all Native Americans in the open card programs and help assure that your health needs are being met. We will send you more information on this service in the future.

As an American Indian or Alaska Native, you have the right to choose to be in another CCO or to remain in the open card program.

For information about prior authorizations, prescriptions, non-emergency medical transportation and more, call your provider, tribal clinic, or CareOregon. You can call CareOregon at 503-488-2815 or 1-844-847-9320 (TTY 711), 8 a.m. to 5 p.m., Monday through Friday.

Our first priority is protecting your access to care. The Oregon Health Plan is committed to a smooth transition for you and other FamilyCare members.

**What do I need to do?**

Nothing. You will get a coverage letter and a new health ID card in the mail soon.

**What if I want to be in a CCO?**

If you would like to enroll in a CCO, please call OHP Client Services at 800-273-0557.

**What is a CCO?**

A coordinated care organization (CCO) is a health plan in your area that helps you use OHP. CCOs make sure you can get the care you need from providers you know and trust. CCOs help you manage your physical, dental, and mental health.

**Should I keep my appointments or fill my prescriptions?**

Yes, please continue to see your providers. Please continue to fill your prescriptions and use your health care.

**Why is this happening?**

FamilyCare, Inc. told us they are closing and will not serve Oregon Health Plan members, starting January 31, 2018.

**Other questions?**

If you have questions about this change, please call OHP Client Services at 800-273-0557 (TTY 711). We want to make sure you have the information you need.

You can get this letter in another language, large print, or another way that is best for you. Call 1-800-699-9075 (TTY 711).