

Statewide Processing Center
PO Box 14015
Salem, OR 97309



10/03/2022

<<FIRST NAME>> <<MI>> <<LAST NAME>>
<<STREET ADDRESS 1>><<STREET ADDRESS 2>>
<<CITY>>, <<STATE>> <<ZIP>>

What you need to know:

- Your OHP benefits are not changing.
- You can pick a new plan for dental starting January 1, 2023.
- You do not have to use a plan for your dental care.

You can pick a new plan for dental care starting January 1, 2023

Dear <<FIRST NAME>>,

Thank you for being a part of the Oregon Health Plan (OHP). Right now, you get your dental health services through <<DCO name>>. Starting January 1, 2023, <<DCO name>> will not work directly with OHP. That means you can use a new plan for your dental services. You can also use OHP or any Indian health care provider.

There are plans called CCOs in your area.

OHP has local health plans that help you use your physical, dental and behavioral health benefits. These plans are called coordinated care organizations or CCOs. Your area has <<number of plans>>: <<CCO 1 name>> <<and CCO 2 name>> <<and CCO 3 name>>

If you want a CCO plan, please tell us by calling 800-273-0557 (TTY 711).

You can learn more about CCO plans at <http://bit.ly/CCOplans>.

You have other options. You do not have to use a CCO plan.

American Indians or Alaska Natives who use OHP don't have to be part of a CCO. You can always get care with any Indian health care provider, like a Tribal clinic, Indian Health Service (IHS) facility, or an Urban Indian Health Program. Most Indian health care providers work with CCOs. You can change or leave your plan at any time.

You can get this letter in other languages, large print, Braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 800-273-0557 (TTY 711). We accept relay calls.

Keep your appointments.

Please keep any appointments you have scheduled.

- <<DCO name>> can help you get the dental care you need now.
- If you pick a new CCO plan, they will work with the providers you have now until March 31, 2023 to move your care. If you have appointments scheduled after January 1, tell your new plan.
- Please call <<DCO name>> at <<DCO phone>> if you have questions about moving your dental care.

If you pick a CCO plan, it will start on January 1, 2023.

Your CCO plan will send you a welcome letter with a new member ID card in early January. We will also send you a letter with your new plan's information around the same time. If you do not pick a CCO plan, you will not get a welcome letter.

You can still use <<DCO name>> through December 31, 2022.

<<DCO name>> can help you get the dental care you need now.

Your OHP benefits are not changing.

You still have the same level of OHP dental, physical, and mental health benefits. If you need to renew your OHP before January 1, 2023, your eligibility may change.

Free rides to dental care

Rides to care are free. If you need a ride to or from an appointment, call the OHP ride service in your area. For a list of OHP ride services, go to <http://bit.ly/ridesohp>. After January 1, 2023, you can also call your CCO if you need a ride.

Need help?

Through December 31, 2022, call your current plan at <<DCO phone>>.

You can call OHP any time at 800-273-0557 (TTY 711). You can also get help in person. Find a trusted community partner in your area at OHP.Oregon.gov.

Thank you,
Oregon Health Plan

How to get help

Now until December 31, 2022	
If you...	You should...
Have dental appointments	Keep your dental appointments. <<DCO name>> can help you get the dental care you need now.
Need to schedule dental appointments	Contact your dental care provider or <<DCO name>> at <<DCO phone>>.
Have questions about your current dental plan or questions about moving to a new plan	Contact <<DCO name>> at <<DCO phone>>.
Need a ride to and from your dental appointments	Rides to care are free. If you need a ride, call the OHP ride service in your area. For a list of ride services, go to http://bit.ly/ridesohp .

Starting January 1, 2023	
If you...	You should...
Have dental appointments already scheduled for January 1, 2023 or later	Contact your new CCO plan. Your new plan will send you a welcome letter after January 1. You can also find CCO contact information at http://bit.ly/CCOplans .
Need dental care	
Need a ride to and from your dental appointments	If you do not pick a CCO, call 800-273-0557 (TTY 711) for help.