

Changes in Coordinated Care Organization (CCO) Enrollment Timeframes



Starting January 2024, Oregon Health Plan (OHP) will begin enrolling eligible members into CCOs more quickly. This change will help OHP members access CCO providers and care coordination services sooner.

- ▶ Currently, it takes 5-11 days to enroll someone in a CCO once they qualify for OHP.
- ▶ After this change, new OHP members will be enrolled in a CCO within 2-5 days.
 - This may also impact current OHP members who need to be enrolled in a CCO.

When will this change happen?

Changes will be implemented in three phases:

- ▶ Starting January 2024, OHP members not enrolled in a CCO who submit a CCO preference will be enrolled within 3 business days.
 - Members who are required to enroll and don't choose a plan will continue to be automatically assigned to a CCO within 5-11 days.
- ▶ By Spring 2024, most OHP members enrolling in a new CCO will be enrolled within 3 business days, even if they are being automatically assigned by the system.
- ▶ By Summer 2024, most OHP members enrolling in a new CCO will be enrolled within 2 business days.

Who will experience this change?

- ▶ New OHP members needing to enroll in a CCO.
- ▶ Current OHP members not enrolled in a CCO who need to be enrolled.

- ▶ American Indian and Alaska Native (AI/AN) OHP members who request to be enrolled in a CCO.

QUESTIONS OHP MEMBERS MAY HAVE ABOUT CCO ENROLLMENT

What is a CCO?

- ▶ A CCO (coordinated care organization) is a local health plan that helps members use their OHP benefits and get the care they need.
- ▶ Most OHP members are enrolled in a CCO.
- ▶ CCOs work with their network of health care providers, like doctors, counselors, nurses, pharmacies, and dentists near you.

How are OHP members enrolled and how do they request a CCO?

- ▶ After a member becomes eligible for OHP, they are enrolled in a CCO. Members are covered under fee-for-service until they are enrolled in a CCO.
- ▶ Enrollment dates for members may vary based on their case circumstances, but most members who select a CCO will be enrolled within 3 business days.
- ▶ OHP Members can request a CCO on their application, at renewal, or by requesting a change during their coverage period in the following ways:
 - Electronically: Through their online ONE account or the Oregon ONE mobile app
 - By email: Go to bit.ly/ohpsecure to send a secure email to Ask.OHP@odhsosha.oregon.gov
 - By phone: Call the Client Services Unit at 800-273-0557, TTY 711 or the ONE Customer Service Center at 800-699-9075
 - In person: To find an Oregon Department of Human Services (ODHS) office near you, go to Oregon.gov/DHS/Offices

- By Mail: ONE Customer Service Center, PO Box 14015, Salem, OR 97309
- By contacting a Community Partner for help: Find an organization online at OregonHealthcare.gov

How will OHP members know which CCO they are enrolled in?

- ▶ OHP Members can confirm what plan they are enrolled in any of the ways identified above under “How are OHP Members Enrolled”, except electronically. CCO enrollment is maintained outside of the ONE eligibility system.
- ▶ Members can also use one of these ways to confirm their CCO enrollment:
 - By Phone: Call the local CCO. To find local CCO contact information go to OHP.Oregon.gov and click “coordinated care organizations”.
 - By Mail: Refer to the Medical ID that was mailed to them. New Medical IDs can be requested at any time.
- ▶ New OHP members receive a welcome letter and Medical ID from their CCO about two weeks after enrollment.
 - If a member needs care before they are enrolled into a CCO, they can contact any provider that takes OHP fee-for-service.

Can an OHP member choose a CCO?

- ▶ Yes. Most areas have one CCO, but if there are multiple options members can choose during application or renewal. During phase 1 of the rollout, members will be enrolled faster if the CCO selection is entered in the ONE eligibility system, even if there is only one CCO available in the service area.
- ▶ If a member is required to enroll and no CCO choice is made, OHP will assign a CCO. If a member is assigned to a CCO they do not want, they may request to switch plans if there is another CCO available in their service area.

- ▶ American Indian and Alaska Native (AI/AN) OHP members can choose to be enrolled in a CCO but are not required to be.

What happens if an OHP member chooses to change CCOs even though they did not move out of the area?

- ▶ Monthly enrollment rulesⁱⁱ remain the same. Most changes from one CCO to another will be effective the first of the following month.
- ▶ OHP members requesting to switch from one CCO to another within the first 90 days of their current CCO enrollment may experience faster enrollment.

How does this change impact American Indian/Alaska Native OHP Members?

- ▶ American Indian and Alaska Native (AI/AN) OHP members will NOT be automatically enrolled and can choose a CCO or remain on fee-for-service.
- ▶ AI/AN OHP members may ask to be enrolled or disenrolled as often as they wish.
- ▶ AI/AN OHP members may experience faster enrollment dates when they are transitioning from fee-for-service to a CCO, or if there is an urgent access to care issue that requires a switch from one CCO to another.
- ▶ These changes will be fully implemented by Summer 2024.
- ▶ Monthly enrollment rulesⁱⁱⁱ remain the same. If an AI/AN OHP member is already assigned to a CCO and requests to switch to a new CCO, they may continue to be enrolled the first of the following month and may NOT experience faster enrollment.

You can get this document in other languages, large print, braille or a format you prefer free of charge.

Contact OHP Customer Services at 800-699-9075 (TTY 711) We accept all relay calls.

[OHP.Oregon.gov](https://www.ohp.oregon.gov)

ⁱ [410-141-3805 MCE Enrollment Exceptions](#)

ⁱⁱ [410-141-3810 Disenrollment from MCEs](#)

ⁱⁱⁱ [410-141-3810 Disenrollment from MCEs rules are not changing other than changing references to weekly enrollment cycles](#)