



# CCO 2.0 Stakeholder Webinar

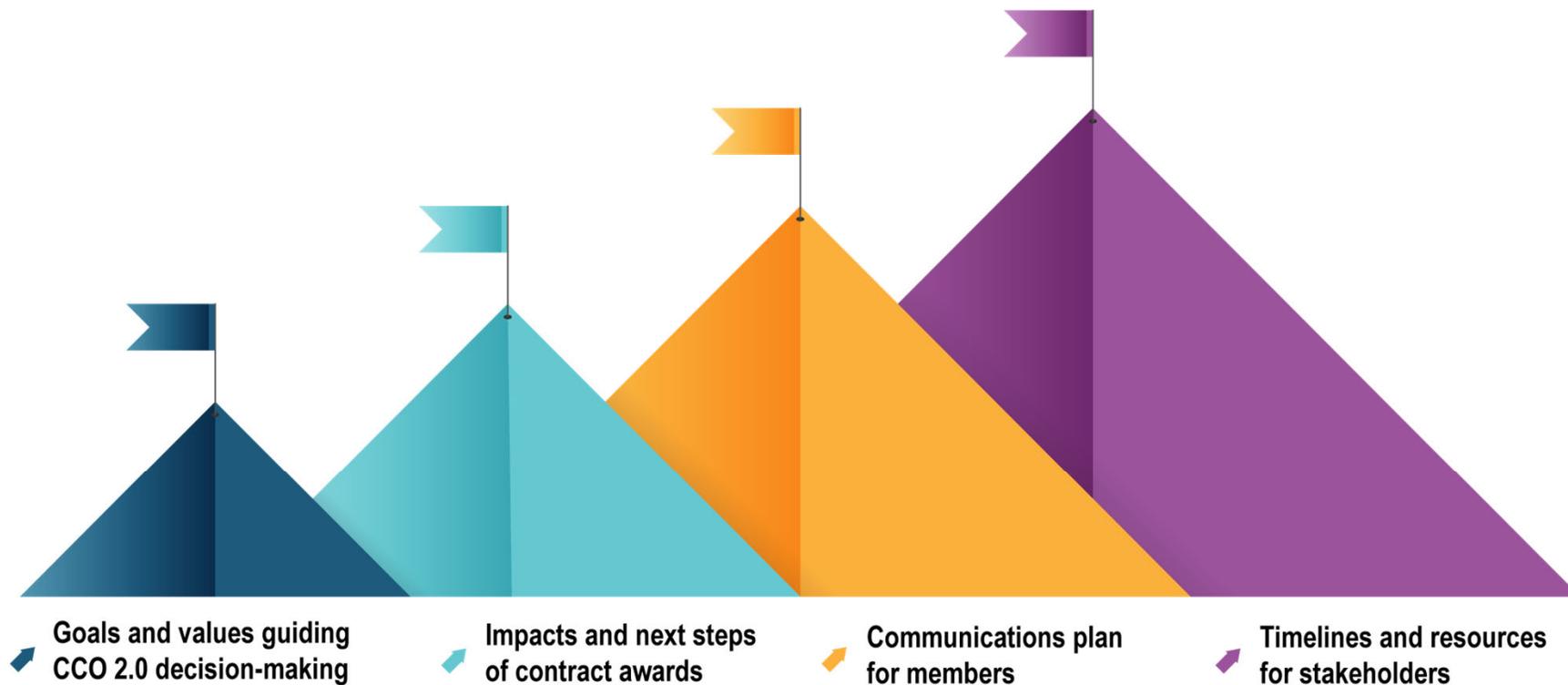
Robb Cowie, OHA Communications Director  
David Ballantyne, CCO 2.0 Member Transition Lead

**August 22, 2019**



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# Agenda Review



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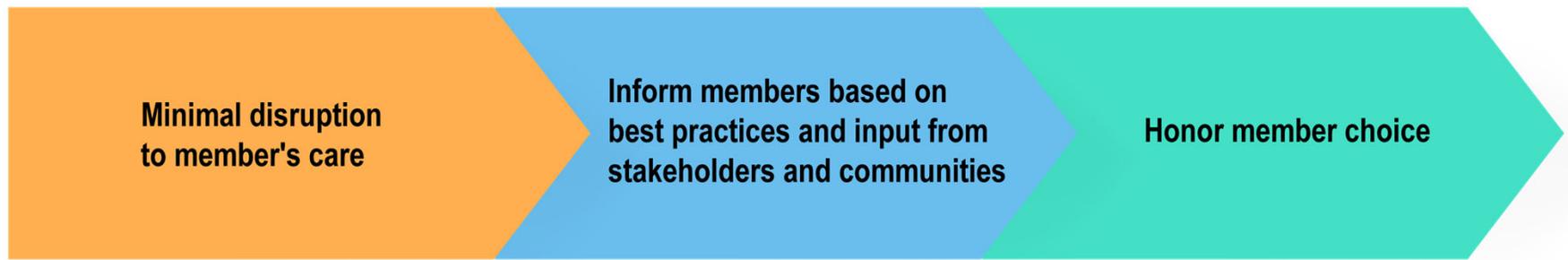
# Goals of CCO 2.0

Guided by Governor Brown's vision, CCO 2.0 builds on Oregon's strong foundation of health care innovation.

-  Improve the behavioral health system
-  Focus on social determinants of health and health equity
-  Maintain sustainable cost growth
-  Increase value and pay for performance

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# Guiding Values for Member Transition



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# Application Evaluation Criteria

OHA used a rigorous and objective evaluation process to ensure awardees can meet the higher bar set for CCO 2.0.

- Rated on ability to coordinate care, deliver clinical services, transform care delivery and contain costs.
- Required to demonstrate local community engagement.
- Financial strength and viability evaluated by insurance regulators from the Oregon Department of Consumer and Business Services (DCBS) and actuarial staff from OHA.
- “Blinded” (i.e., all identifying information was removed from the application) to enhance the objectivity of the review process.

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# Five-year Contracts

- Advanced Health
- Columbia Pacific CCO
- Eastern Oregon CCO
- Health Share of Oregon
- InterCommunity Health Network CCO
- Jackson Care Connect
- PacificSource Community Solutions - Central Oregon
- PacificSource Community Solutions - Columbia Gorge
- PacificSource Community Solutions – Lane
- PacificSource Community Solutions - Marion Polk
- Trillium Community Health Plan Inc.

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# One-year Contracts

- AllCare CCO Inc.
- Cascade Health Alliance
- Umpqua Health Alliance
- Yamhill County Care Organization

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# Significant 2020 Changes

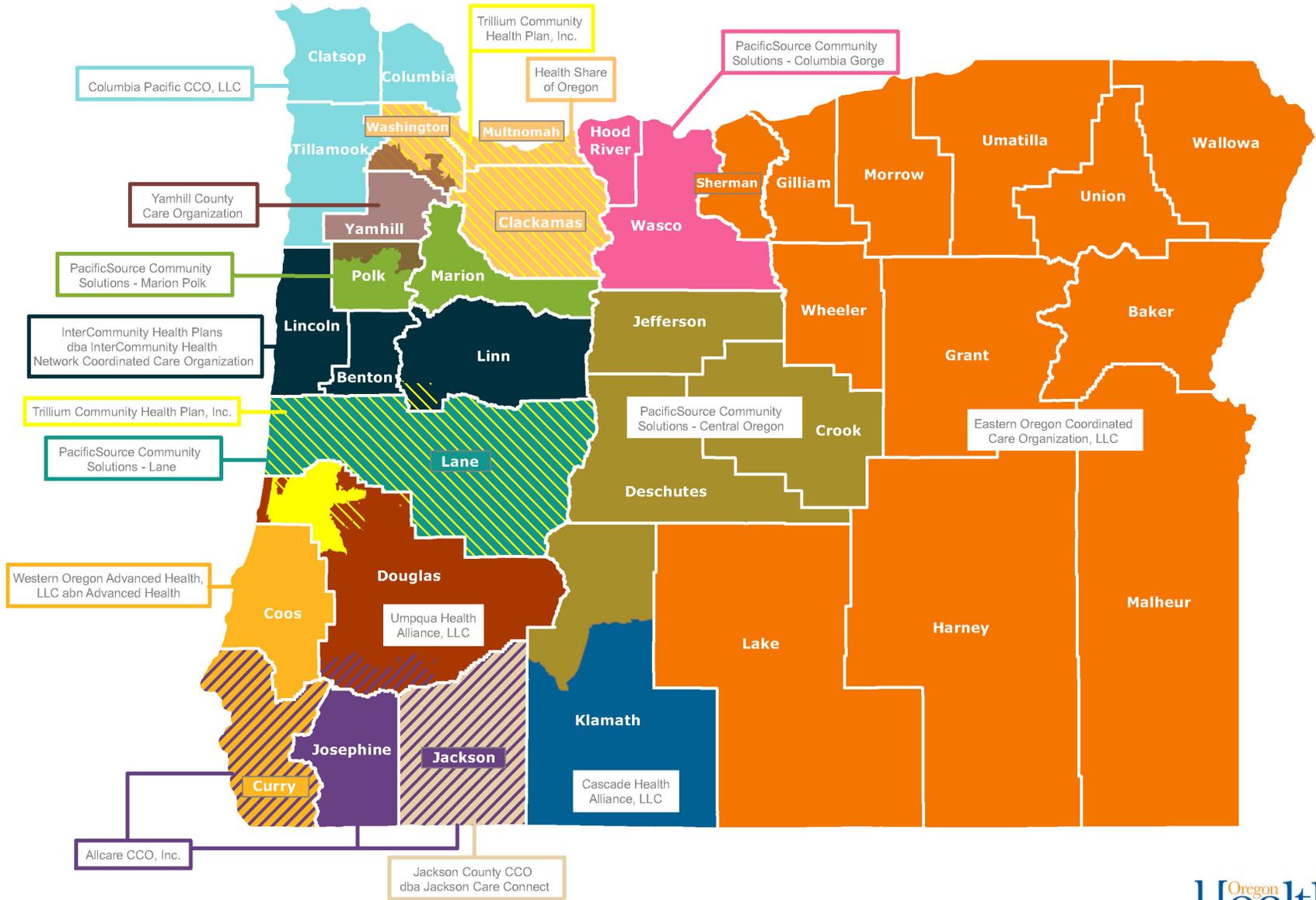
## New CCOs added:

- Trillium will start service in Multnomah, Clackamas and Washington Counties.
- PacificSource Community Solutions –
  - PSCS - Lane will start service in Lane county.
  - PSCS - Marion Polk will start service in Marion and Polk counties.

## CCO Closures:

- PrimaryHealth will exit the market (Josephine, Jackson, and parts of Douglas counties).
- Willamette Valley Community Health will exit the market due to a planned closure (Marion, Polk, and parts of Linn, Benton, Yamhill, and Clackamas counties).

# 2020 CCO Service Areas



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# Readiness Review



**Awardees will be evaluated for their readiness to deliver the services required under the contract.**



**The review includes looking at whether the CCO has the resources, capacity, and systems in place to meet the contractual requirements.**



**OHA will determine whether any findings from readiness review can be remediated or whether that CCO should not receive a signed contract.**

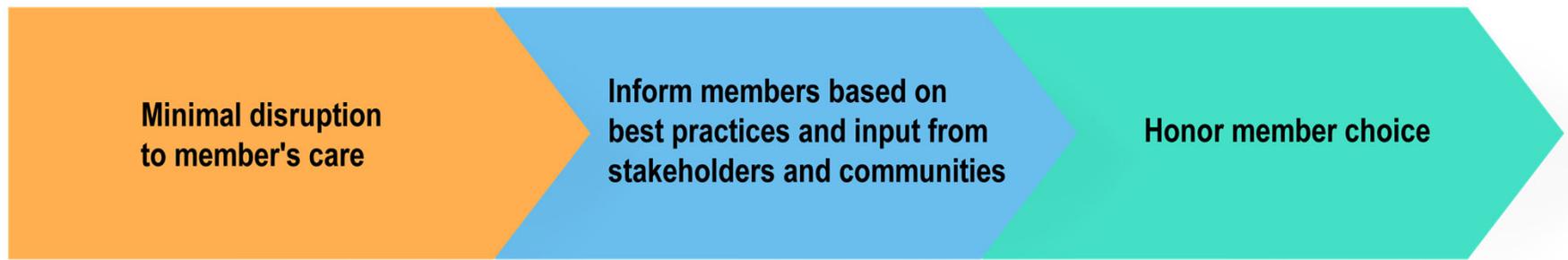
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# CCO Closures

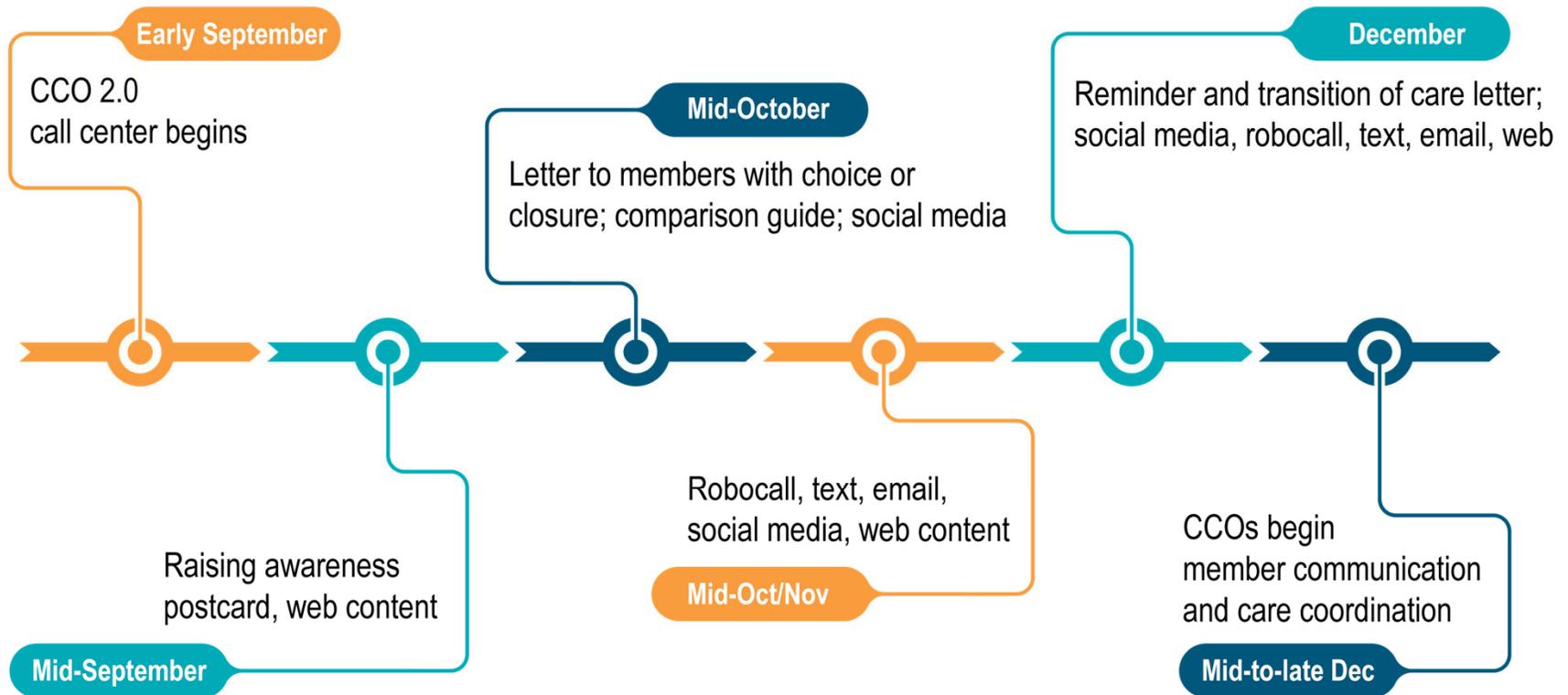
- OHA will work closely with the closing CCO to help members transition to a new CCO and experience as little disruption as possible.
- The closing CCO will submit a transition plan to OHA that will ensure a successful member transition, with a focus on providing continuity of care for all members.
- The receiving CCO and the closing CCO will cooperate during a transition period to assure that records and other info needed are effectively communicated.
- OHP and closing CCOs will send letters to members.

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# Guiding Values for Member Transition



# Member Communication Timeline



# Member Communication Examples

**New health plan choices are coming to your area**

## Pick Your Plan

**My Plan**

There are new health plan choices coming to OHP in January 2020. OHP has local health plans that help you use your benefits. These plans are called coordinated care organizations or CCOs. You will get a letter from OHP in October that tells you more about CCO plan choices in your area.

**My Choice**

To help you choose the CCO plan that is best for you, the letter will include:

- A guide to help you compare the plans.
- How to get help in person or over the phone.

Watch the mail for a letter with this graphic:

Call us if you don't get a letter by **Oct. 23, 2019**

For more information or to find local help visit [ohp.oregon.gov](http://ohp.oregon.gov) or call **877-647-0027**.

You can get this document in other languages, large print, braille or a format you prefer. Contact the Oregon Health Plan at 877-647-0027. We accept all relay calls or you can dial 711.

Statewide Processing Center  
PO Box 14015  
Salem, OR 97309

<Client name>  
<Client street address>  
<City> <State> <ZIP>

# OPEN ME!

## IMPORTANT!

**Important information inside about your health care.**

DHS 2832 A (06/2019)

Statewide Processing Center  
PO Box 14015  
Salem, OR 97309

10/16/2019

Letter ID: <<letterid>>

<<First Name>> <<MI>> <<Last Name>>  
<<Street Address>>  
<<City>>, <<State>> <<ZIP>>

### There are more health plan choices coming to your area

Dear <<First Name>>,

Thank you for being a part of the Oregon Health Plan. There are new health plan choices coming to OHP in January. OHP has local health plans that help you use your benefits. These plans are called coordinated care organizations or CCOs.

Starting in January, you will have more CCO plan choices in your area. You get to compare the plans and decide what works best for you and your family.

We started by matching you with a CCO plan based on your doctors and the care you get now:

<<H0H first name>> <<H0H Last name>> CCO plan: <<CCO match name>>  
<<Member 1 name>> CCO plan: <<CCO match name>>  
<<Member 2 name>> CCO plan: <<CCO match name>>

<<CCO plans for these members are not changing>> <<Member 3 name>>, <<Member 4 name>>  
<<These members do not use a CCO>> <<Member 5 name>>, <<Member 6>>

**How to get help:**

Call 877-647-0027 (TTY 711)    Ask a local community partner. Find one at: [ohp.oregon.gov](http://ohp.oregon.gov)    Learn more at: [ohp.oregon.gov](http://ohp.oregon.gov)

You can get this letter in another language, large print, or another way that is best for you. Call 877-647-0027 (TTY 711)

19-129 07/2019

# Pick Your Plan



# October Member Letter

Members who are in areas with changes to CCO choices will receive a letter that includes:

- List of household/case members
- Suggested/matched CCO for each person, based on care history
- List of all other CCO choices available to them
- Instructions on how to compare CCOs and tell us their choices
- Special letter ID number that they will use for the online webform
- A CCO comparison guide

The image shows a thumbnail of a letter from the Oregon Health Plan. The letter is addressed to a household/case member and contains the following information:

- Sender:** Statewide Processing Center, PO Box 14015, Salem, OR 97309
- Date:** 10/16/2019
- Letter ID:** <<letterid>>
- Recipient Address:** <<First Name>> <<MI>> <<Last Name>>, <<Street Address>>, <<City>>, <<State>> <<ZIP>>
- Subject:** There are more health plan choices coming to your area
- Dear <<First Name>>:**
- Message:** Thank you for being a part of the Oregon Health Plan. There are new health plan choices coming to OHP in January. OHP has local health plans that help you use your benefits. These plans are called coordinated care organizations or CCOs. Starting in January, you will have more CCO plan choices in your area. You get to compare the plans and decide what works best for you and your family. We started by matching you with a CCO plan based on your doctors and the care you get now. <<HOH first name>> <<HOH Last name>> CCO plan: <<CCO match name>> <<Member 1 name>> CCO plan: <<CCO match name>> <<Member 2 name>> CCO plan: <<CCO match name>> <<CCO plans for these members are not changing>> <<Member 3 name>>, <<Member 4 name>> <<These members do not use a CCO>> <<Member 5 name>>, <<Member 6>>
- How to get help:** Call 877-647-0027 (TTY 711), Ask a local community partner. Find one at: [ohp.oregon.gov](http://ohp.oregon.gov), Learn more at: [ohp.oregon.gov](http://ohp.oregon.gov)
- Footer:** You can get this letter in another language, large print, or another way that is best for you. Call 877-647-0027 (TTY 711). 19-129 07/30/19

# Webform Preview

Español

## What's a CCO?

CCOs or coordinated care organizations are plans in your area that help you use OHP. A CCO has a local group of providers like doctors, counselors, and dentists who work together to keep you healthy.

## Helpful links

[How to use this form](#)

[More about CCO plan choices](#)

[Get help](#)

[Oregon Health Plan home](#)

[Find your Letter or OHP ID](#)

## Choose an Oregon Health Plan CCO

Your OHP has local health plans that help you use your benefits. These plans are called coordinated care organizations or CCOs.

There are now more plan choices in your area. It's time to choose your plan! The plan you pick will start January 1, 2020.

Use this form to tell us what plan you and your family want.

**⚠ Notice: This form only works in a current internet browser - such as Chrome, Mozilla Firefox, or Internet Explorer 8+. This form should work on your phone's internet browser.**

## What you will need

- Do you have each person's **OHP ID number** and **the letter** we sent you? You will need them to use this form. Your ID number is on your OHP or CCO card.
- Ready? Click start.

If you need help, check out [How to use this form](#) or call us at 1-800-Number. You can also get help in person from a community partner. [Find one in your area.](#)

*Please note:* We used the information on your OHP case as of mm/dd/yy for this form.

Start

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# Transition of Care

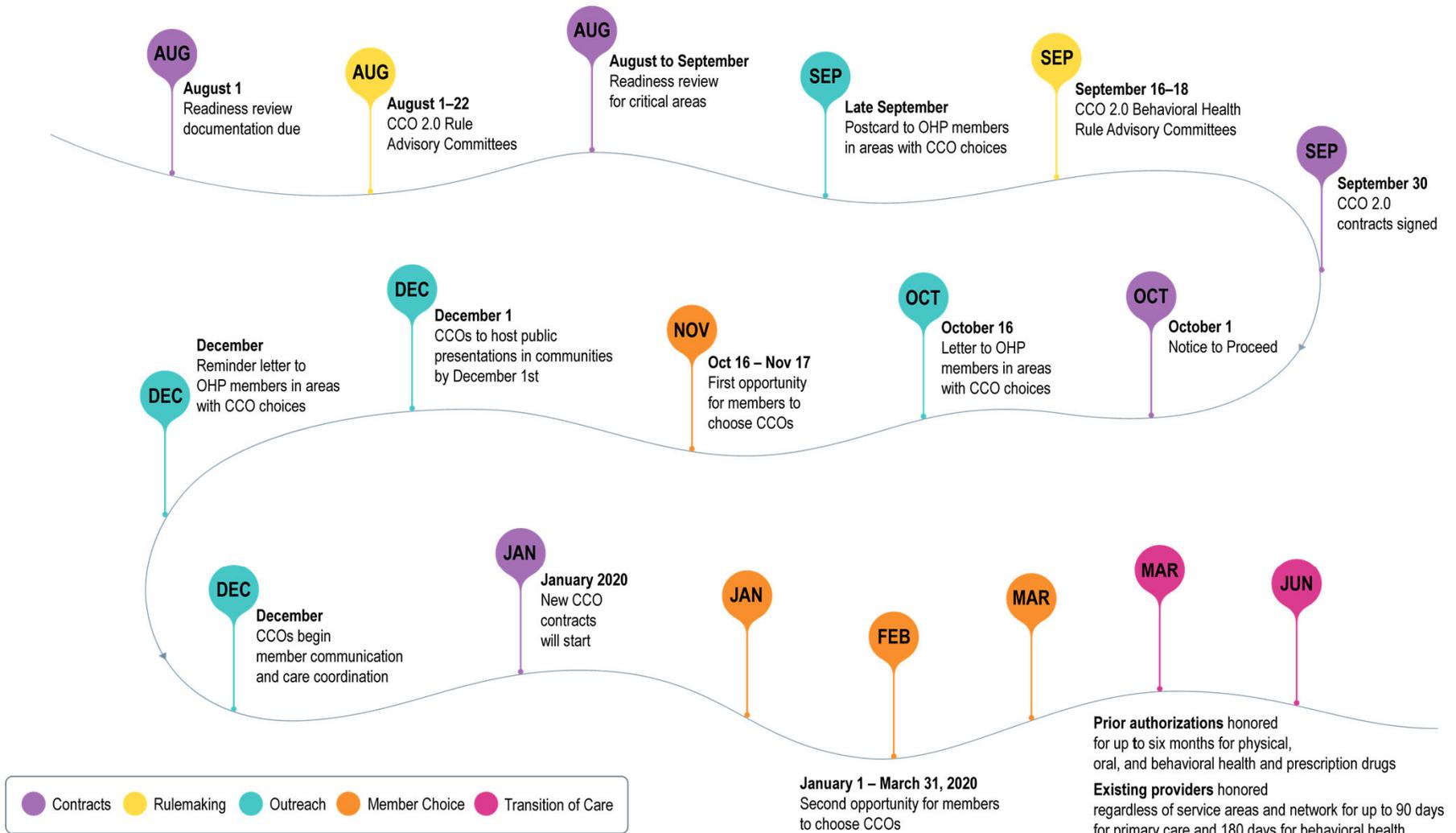
- Prior authorizations will be honored for up to six months for physical, oral, and behavioral health and prescription drugs
- Members will be able to see existing providers regardless of service areas and network for up to 90 days for primary care and 180 days for behavioral health
- OHA will transfer claims and FFS data - we are working with stakeholders on solutions to transfer CCO-originated information

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# Transition of Care

- CCOs are expected to work with other CCOs closely to coordinate services for OHP members who are transitioning to a new CCO, including creating a data sharing agreement if necessary
- Populations at risk will be considered carefully in the transition work to assure continued access to services

# CCO 2.0 Timeline



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# How to Help

## Community Partners and stakeholders:

- Help members through the choice process
- Help members stay connected to their care
- Stay informed and share your input

## Providers:

- Let members know how to maintain their care during the transition
- Let members know which CCOs you work with
- Stay informed and share your input

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# How to Stay Informed



[CCO 2.0 website](#)



[OHP website](#)



[Oregon Health Update newsletter](#)



[@OregonHealthAuthority](#)



[@OHAOregon](#)

