



HEALTH SYSTEMS DIVISION

Kate Brown, Governor

Oregon  
**Health**  
Authority

500 Summer St NE E35

Salem, OR, 97301

Voice: 503-945-5772 or 800-527-5772

Fax: 503-373-7689

TTY: 711

[www.oregon.gov/OHA/HSD](http://www.oregon.gov/OHA/HSD)

**Date:** October 4, 2019

**To:** Coordinated Care Organizations

**From:** Lori Coyner, Medicaid Director  
Health Systems Division

**Subject:** Clarification about deadline to resolve items from Readiness Review

On September 23, 2019, the Oregon Health Authority (OHA) distributed a memo to the coordinated care organizations (CCOs) awarded contracts under CCO 2.0 regarding the Readiness Review (RR) Reports: Phase 1 Review Results. In that memo, OHA stated, "CCOs should expect to resolve any items that are marked as 'not complete but progress is sufficient to start operations' and any items marked as 'incomplete' no later than December 1, 2019".

The following contract deliverables are due by November 1, 2019:

- Member Handbook
- Intensive Care Coordination policies and procedures (P&Ps)
- NEMT P&Ps
- Grievance and Appeal System P&Ps
- Member Notice templates
- Behavioral Health P&Ps

For some CCOs, the contract deliverables due by November 1 are also RR items that must be resolved by December 1.

With this memo, OHA is clarifying that both **the Member Handbook and the Member Notice templates must be submitted by November 1**, regardless of whether they are RR items requiring resolution. This will ensure sufficient time for OHA review and approval of the handbook and also for CCOs' subsequent translation and printing. This will also ensure sufficient time for OHA review and approval of Member Notice templates. Any other RR items requiring resolution, including the P&Ps listed above, are due by December 1.

CCOs should upload Member Handbooks to the SharePoint site at

<http://teams.dhsoha.state.or.us/oha/HSDInfoPublication> by November 1 and also submit Member Notice templates to [CCO.MCOTDeliverableReports@state.or.us](mailto:CCO.MCOTDeliverableReports@state.or.us) by November 1. The P&Ps listed above should be submitted to [CCO.MCOTDeliverableReports@state.or.us](mailto:CCO.MCOTDeliverableReports@state.or.us).

### Questions?

If you have questions about this communication, please contact Cheryl Henning, CCO & Managed Care Contracts Manager, at [Cheryl.L.Henning@dhsoha.state.or.us](mailto:Cheryl.L.Henning@dhsoha.state.or.us).

If you have questions about RR, please contact OHA Quality Assurance at 503-945-6254 or [HSD.QualityAssurance@state.or.us](mailto:HSD.QualityAssurance@state.or.us). For questions about CCO 2.0, please contact OHA at [CC.O20@state.or.us](mailto:CC.O20@state.or.us).

Thank you for your continued support of the Oregon Health Plan (OHP) and the services you provide to OHP members.