

Health Services
Office of Medical Assistance Programs

Action Request
Transmittal

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OMAP Health Financing Operations

Authorized Signature

Number: OMAP-AR-06-001
Issue Date: 1/3/2006

Topic: Medical Benefits

Effective Date: 1/1/2006

Subject: Primary care provider change for Portland Clinic clients on CareOregon

Applies to (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input checked="" type="checkbox"/> Other (please specify): DHS staff with CareOregon clients in Clackamas, Multnomah and Washington counties who receive services from The Portland Clinic |

Action Required:

Because The Portland Clinic will no longer accept CareOregon clients, DHS offices in Clackamas, Multnomah and Washington counties may receive requests for changes in enrollment. If Tri-County CareOregon clients request a change in enrollment to stay with The Portland Clinic, verify that:

- The client has the option to change enrollment.** Clients can change enrollment when they reapply for OHP benefits, and under other specific conditions (see the “Managed Care” section of the [OMAP Worker Guide](#) for more information).
- The client lives in the requested plan’s service area.** FamilyCare currently serves all of Multnomah County, but only select ZIP codes in Clackamas and Washington Counties. Check the KSEL screen for the most current service area information.
- The client’s primary care provider (PCP) and any specialists are contracted with the requested plan.**
- Medicare clients have both Medicare Part A and B coverage.** You will then need to use the [OMAP 7208M](#) (Medicare Advantage Plan Election) form to assign their Medicare benefits to the requested plan. Medicare clients with Part B coverage only cannot be enrolled into a Medicare Advantage Plan.

Tri-County CareOregon clients with continuity of care issues should contact CareOregon Member Services at 1-800-224-4840 to ensure a smooth transition to a new PCP.

Reason for Action:

Starting January 1, 2006, CareOregon will no longer contract with The Portland Clinic. CareOregon clients who currently receive services at The Portland Clinic will get a letter from CareOregon informing them of their new primary care provider (PCP). Clients can contact CareOregon Member Services at 1-800-224-4840 if they want to change their PCP.

The Portland Clinic only accepts FamilyCare OHP clients. They do not accept open card (fee-for-service) clients. If clients want to change their managed care enrollment in order to stay with The Portland Clinic, DHS staff should explore the options listed above to make sure clients can change enrollment and receive appropriate care.

Field/Stakeholder review: Yes No

If yes, reviewed by: CAF and SPD program analysts

If you have any questions about this action request, contact:

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