

Donald Ross, Manager
DMAP Policy and Planning Section

DMAP AR 14-001

Number: SS-AR-14-001

Authorized Signature

Issue Date: 1/10/2014

Topic: Medical Benefits

Effective Date: 1/10/2014

Subject: How to help Oregon Health Plan (OHP) clients obtain pharmacy services/medications

Applies to (check all that apply):

- | | |
|---|--|
| <input type="checkbox"/> All DHS employees | <input checked="" type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging | <input checked="" type="checkbox"/> Aging and People with Disabilities |
| <input checked="" type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Other (please specify): DMAP and AMH staff |
| <input checked="" type="checkbox"/> County DD Program Managers | |

Action Required:

If you are approached by OHP clients needing help getting pharmacy services/medications, please verify the client's enrollment, then take the following steps.

If the client receives physical health services on a fee-for-service ("open card") basis:

1. Have the client call OHP Client Services at 1-800-273-0557.

If the client receives physical health services through a coordinated care organization (CCO):

1. **Call the CCO** to confirm that the CCO has the client enrolled as a CCO member.
 - If the CCO confirms the client is a member, the CCO can resolve the pharmacy issue.
 - If the CCO does **not** have the client enrolled, proceed to Step 2.
2. **Contact the CCO's DMAP Account Representative and let the client know that s/he will be contacted when the issue is resolved.** The Account Representative will:
 - Work with OHP Customer Service (Branch 5503) and the CCO to resolve any issues that prevent CCO enrollment, and confirm the CCO's pharmacy claims payment system has been updated with the information.
 - Ensure that OHP Client Services, the CCO, or the pharmacy contacts the client once the pharmacy can fill the prescription.

The following chart shows CCO phone numbers and DMAP Account Representatives by CCO. *Please do not provide DMAP Account Representative contact information to OHP clients.*

CCO Name	Phone Number	DMAP Account Representative	
		Primary contact	Back-up
AllCare	(541) 471-4106 (888) 460-0185	Cassandra J. Wakefield 503-945-6006 - 8am to 5pm	Lisa A. Mallett
Cascade Health Alliance	(541) 883-2947	Suzanne M. Hart 503-945-6977 - 6:30am to 3pm	Carrie Shike
Columbia Pacific CCO	(503) 488-2822 (855) 722-8206	Lisa A. Mallett 503-945-6348 - 7am to 4pm	Cassandra J. Wakefield
Eastern Oregon CCO	(503) 765-3521 (888) 788-9821	Carrie Shike 503-945-6267 - 8am to 5pm	Suzanne M. Hart
FamilyCare, Inc.	(503) 222-2880 (800) 458-9518 (503) 222-3205	Rosa Frank 503-945-6917 - 8am to 5pm	Sarah G. Smith
Health Share of Oregon	(503) 416-8090 (888) 519-3845		
InterCommunity Health Network	(541) 768-4550 (800) 832-4580	Sarah G. Smith 503-945-6831 - 8am to 5pm	Rosa Frank
Jackson Care Connect	(503) 416-4100 (855) 722-8208	Cheryl A. Wood 503-945-6250 - 8am to 5pm	Donna Metzger
PacificSource	(541) 382-5920 (800) 431-4135	Carrie Shike 503-945-6267 - 8am to 5pm	Suzanne M. Hart
PrimaryHealth of Josephine County	(541) 471-4207 (800) 471-0304	Cheryl A. Wood 503-945-6250 - 8am to 5pm	Donna Metzger
Trillium Community Health Plan	(541) 485-2155 (877) 600-5472	Donna Metzger 503-947-5528 - 6:30am to 3pm	Cheryl A. Wood
Umpqua Health Alliance	(541) 229-4842 (800) 676-7735	Cassandra J. Wakefield 503-945-6006 - 8am to 5pm	Lisa A. Mallett
Western Oregon Advanced Health	(541) 269-7400 (800) 246-0014	Donna Metzger 503-947-5528 - 6:30am to 3pm	Cheryl A Wood
Willamette Valley Community Health	(503) 584-2150 (866) 362-4794	Sarah G. Smith 503-945-6831 - 8am to 5pm	Rosa Frank
Yamhill County Care Organization	(503) 488-2800 (855) 722-8205	Lisa A. Mallett 503-945-6348 - 7am to 4pm	Cassandra J. Wakefield

Reason for Action:

Effective January 1, 2014, approximately [135,000 Oregon Health Plan \(OHP\) households transitioned to a new CCO](#), and [130,000 new clients enrolled in OHP](#), with many of them becoming new CCO members.

We have learned that CCO pharmacy benefit systems have been experiencing a delay in processing their new member lists. This means pharmacies may be unable to fill CCO member prescriptions because the CCO's pharmacy benefit system does not show the client as a CCO member.

If you have any questions about pharmacy access issues, contact:

Contact(s):	Trevor Douglass, DMAP Medicaid Policy Manager
E-mail:	trevor.douglass@state.or.us

If you have any questions about CCO enrollment, contact:

Contact(s):	Chris Norman, DMAP Coordinated Care Support Manager
E-mail:	chris.p.norman@state.or.us