

Health Services  
Office of Medical Assistance Programs

Rick Howard, Manager  
OMAP Health Financing Operations Section

**Number:** OMAP-IM-05-004  
**Issue Date:** 01/14/2005

**Authorized Signature**

**Topic:** Medical Benefits

**Subject:** OMAP creates new client Enrollment Maintenance Team (EMT)

**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 and others identified on the SPD, CAF, OMHAS and OMAP transmittal lists |

**Message:**

During the past year, OMAP has streamlined and automated numerous processes. As a result, we have increased our efficiency and improved the quality of our services.

Effective January 1, 2005, the Health Management Unit (HMU) has been dissolved and three positions will be reconfigured as the client Enrollment Maintenance Team (EMT) operating within the Delivery Systems Unit (DSU).

The Enrollment Maintenance Team's email will continue to be [omap.hmu@state.or.us](mailto:omap.hmu@state.or.us) (HMU, OMAP in Groupwise). Please email them about enrollment and disenrollment issues with clients' prepaid health plans. All emails will be responded to by the end of the next business day. If you have an urgent request, give one of the members of the team a call.

**Enrollment Maintenance Team**  
Joyce Riggi, Manager 503-945-6497  
Jennifer McKinley, Lead Worker 503-945-6491  
Email: [omap.hmu@state.or.us](mailto:omap.hmu@state.or.us)  
Fax: 503-947-5221  
Effective 1/1/2005

<p><b><u>Rosa Frank</u></b> 503-945-6558</p> <p>Contact for Managed Care Plans</p>	<p><b><u>Donna Metzger</u></b> 503-945-6523</p> <p>Contact for Branch Office Staff</p>	<p><b><u>Lois Bean</u></b> 503-945-5796</p> <p>Unit Support</p>
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*If you have any questions about this information, contact:*

<b>Contact(s):</b>	Jennifer McKinley, Lead Worker		
<b>Phone:</b>	503-945-6497	<b>Fax:</b>	503-947-5221
<b>E-mail:</b>	jennifer.mckinley@state.or.us		