

## Division of Medical Assistance Programs

Jon Pelkey, Manager  
 DMAP Quality Improvement & Medical Section

**Number:** DMAP-IM-09-037  
**Issue Date:** 03/26/2009

**Authorized Signature**

**Topic:** Medical Benefits

**Subject:** New Managed Care Enrollment/Disenrollment request procedure

**Applies to:**

- |  |   |
|--|---|
| <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, AMH and DMAP transmittal lists |

**Message:**

Effective April 1, 2009, prepaid health plan coordinators (PHPC) will no longer be enrolling or disenrolling clients from managed care plans. To request an enrollment or disenrollment, contact the Client Services Unit – Enrollment Team. See the attached assignment list to contact the appropriate staff person for your request.

**For emergent requests**, send an urgent “red envelope” email to the appropriate staff person. The Enrollment Team works red envelope emails first and then all other requests in the order they were received.

**\*\*Remember to check the Managed Care→PMP Information screen at <https://mmis.oregonmmis.com> for the most current information\*\***

*If you have any questions about this information, contact:*

<b>Contact(s):</b>	Tom van der Veen, Manager, Delivery Systems Unit		
<b>Phone:</b>	503-945-6349	<b>Fax:</b>	503-947-5221
<b>E-mail:</b>	<a href="mailto:tom.vanderveen@state.or.us">tom.vanderveen@state.or.us</a>		

<b>Contact(s):</b>	Kris Kersine, Manager, Client Services Unit		
<b>Phone:</b>	503-947-5489		
<b>E-mail:</b>	<a href="mailto:kristine.kersine@state.or.us">kristine.kersine@state.or.us</a>		

**DMAP Client Services Unit  
Enrollment Team Assignments**

Manager: Kris Kersine, kristine.kersine@state.or.us 503-947-5489

DHS Branches and Child Welfare Staff: Submit requests to the Enrollment Team according to the following chart.

<b>Contacts</b>	<b>Lois Bean lois.m.bean@state.or.us</b>	<b>Adrian Daniel adrian.j.daniel@state.or.us</b>	<b>Charlene Wheeler charlene.k.wheeler@state.or.us</b>
<b>DCO</b>	<ul style="list-style-type: none"> <li>• Family Dental</li> <li>• Multi-Care Dental</li> <li>• ODS Community Health</li> <li>• Willamette Dental Group</li> </ul>	<ul style="list-style-type: none"> <li>• Advantage Dental</li> <li>• Hayden Family Dental</li> <li>• Managed Care Dental</li> </ul>	<ul style="list-style-type: none"> <li>• Access Dental</li> <li>• Capitol Dental</li> </ul>
<b>HMO</b>	<ul style="list-style-type: none"> <li>• CareOregon</li> </ul>	<ul style="list-style-type: none"> <li>• COIHS</li> <li>• Douglas County IPA</li> <li>• InterCommunity Health Network</li> <li>• Marion-Polk CHP</li> <li>• OHMS</li> <li>• Providence Health Assurance</li> </ul>	<ul style="list-style-type: none"> <li>• Cascade Comprehensive Care</li> <li>• DOCS</li> <li>• FamilyCare, Inc.</li> <li>• Lane IPA</li> <li>• Mid-Rogue IPA</li> <li>• ODS Community Health</li> <li>• Tuality Health Alliance</li> </ul>
<b>PCO CDO</b>	<ul style="list-style-type: none"> <li>• Kaiser Permanente</li> </ul>	<ul style="list-style-type: none"> <li>• Deschutes County CDO</li> </ul>	
<b>Exemptions</b>	<ul style="list-style-type: none"> <li>• Continuity of Care Exemption (Medical Directors Office)</li> </ul>	<ul style="list-style-type: none"> <li>• Pregnancy exemption/ Continuity of Care</li> <li>• PIH/NHA Exemptions</li> </ul>	<ul style="list-style-type: none"> <li>• Medically Fragile Children's Unit</li> <li>• Medically Involved Children</li> </ul>
<b>Other Requests</b>	<ul style="list-style-type: none"> <li>• Behavioral Rehabilitation Serv.</li> <li>• Deceased Clients</li> <li>• Mental Health Organizations</li> <li>• Pharmacy Lock-in</li> <li>• Psychiatric Security Review Board</li> <li>• State Hospital Disenrollments</li> </ul>	<ul style="list-style-type: none"> <li>• Adoption Assistance</li> <li>• Children's Medical Project</li> <li>• Disease Case Management</li> <li>• Medical Case Management</li> </ul>	<ul style="list-style-type: none"> <li>• Alternate Primes</li> <li>• Incarcerations</li> <li>• Maple Star</li> <li>• Oregon Youth Authority</li> <li>• Primary Case Managers</li> <li>• Providence Elder Place</li> <li>• SPD Requests</li> </ul>