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Authorized Signature

Number: DMAP-IM-09-153

Issue Date: 12/11/2009

Topic: Medical Benefits

Subject: Client announcement - Amended notice of OHP Plus dental and vision benefit reductions effective Jan. 1, 2010

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, AMH and DMAP transmittal lists |

Message:

DMAP is mailing the following letter to approximately 122,000 households with members whose OHP Plus benefits are subject to the Jan. 1 visual and dental reductions.

- The letter reviews the reductions that become effective Jan. 1, and explains that the reductions only affect dental and vision benefits for non-pregnant adults who receive OHP Plus benefits.
- The letter also provides more information about hearing rights.

Language about limited hearings in the November client letter about the reductions drew concerns from legal aid representatives. Upon review, DOJ counsel advised sending an amended notice that supersedes the November letter.

For more information and resources about the Jan. 1 benefit reductions for OHP Plus, see the new OHP Web page at www.oregon.gov/DHS/healthplan/plus-changes.shtml.

If you have any questions about this information, contact:

| | | | |
|--------------------|---|-------------|--------------|
| Contact(s): | Kathy Mickenham, DMAP Client and Provider Education | | |
| Phone: | 503-945-6507 | Fax: | 503-947-5221 |
| E-mail: | kathy.mickenham@state.or.us | | |

This amended notice supersedes the notice we sent you in November 2009. This notice provides additional information about your hearing rights.

These reductions affect only clients on the OHP Plus and OHP with Limited Drug benefit packages who are 21 years or older and are not pregnant. Check the "Benefit Package" field on page 2 of your DHS Coverage Letter to find out which members of your household have OHP Plus or OHP with Limited Drug coverage.

On January 1, 2010, the Division of Medical Assistance Programs (DMAP) will reduce some visual and dental services from the OHP Plus and OHP with Limited Drug benefit packages. This will not affect clients who are pregnant or younger than 21 years of age.

These changes only affect dental and vision benefits; all other benefits remain the same.

Visual services no longer covered:

- Glasses;
- Contact lenses;
- Fittings for glasses or contacts; and
- Eye exams for prescribing glasses or contacts.

DMAP will pay for eyewear for orders submitted by **December 31, 2009**. Check with your provider to see if your order is placed in time.

DMAP will continue to pay for:

- Emergency eye exams and treatment;
- Non-emergency visual services to treat:
 - ◆ Aphakia;
 - ◆ Pseudoaphakia;
 - ◆ Congenital aphakia;
 - ◆ Keratoconus; and
 - ◆ Lack of natural eye lense(s) following cataract surgery.

Dental services no longer covered:

- Crowns;
- Office visits for observation;
- Replacement of full dentures;
- Root canals on molars and some other tooth root procedures;
- Some gum or oral surgery; and
- Some types of dentures and partials.

DMAP will provide limited coverage for dentures:

- Adjustments and repairs of dentures;
- Complete dentures (only covered when dentures are made within three months of final upper or lower teeth extractions - check with your provider about coverage);
- Relines (resurfacing of the tissue side of a denture);
- Temporary partial dentures; and
- Replacement of partial resin dentures.

Your visual or dental provider will know what services DMAP pays for.

No changes for certain clients

OHP Plus and OHP with Limited Drug clients who are younger than 21 or clients who are pregnant are not affected by the changes described in this notice.

To receive full dental and vision coverage, call your worker:

- If you become pregnant, *or*
- If you are currently pregnant but haven't notified your worker yet.

Other benefit packages, such as OHP Standard, will not change.

Questions?

- **Call OHP Client Services** at 1-800-273-0557 or TTY 711 if you have questions about this notice.
- **Contact your worker** if you need this notice in another language or format, such as (but not limited to) large print, Braille, audio recordings, Web-based communications and other electronic formats.

See other side for amended hearing rights.

Information about your Hearing Rights – Pursuant to ORS 411.095, you have a right to request a contested case hearing as provided by the Administrative Procedures Act (ORS chapter 183). The following administrative rules relate to this notice: OAR 410-120-1210, OAR 410-120-1860, OAR 410-123-1000 through 410-123-1670 (specifically OAR 410-123-1260), and OAR 410-140-0000 through 410-140-0400 (specifically OARs 410-140-0050, 410-140-0140, 410-140-0160, 410-140-0200, 410-140-0260).

To request a hearing, you must fill out an Administrative Hearing Request form (DHS 443). You can get one from any DHS or AAA office or by calling your worker. The request form must be received within 45 days following the date of the mailing of this notice to you. The request should be sent to any DHS office. Call 1-800-699-9075 (711 TTY) for office locations. After receiving the request, a hearing date will be set and you will be notified.

If you ask for a hearing, you may have another person speak on your behalf or have an attorney represent you. The state cannot pay the costs for an attorney or witnesses. A Legal Aid Office or the local Bar Association may be able to help you. Additional information on the procedures, rights of representation, and the rights of parties relating to the conduct of the hearing will be sent to you before the hearing.

If you fail to request a hearing within 45 days, if you request a hearing and subsequently withdraw your request for hearing, if you fail to appear for the hearing, or if a hearing is scheduled and you later notify DHS that you will not appear at the specified time and place, DHS may issue a final order in this matter.