

Donald Ross, Manager
DMAP Policy and Planning Section

Authorized Signature

Number: DMAP-IM-10-005

Issue Date: 01/15/2010

Topic: Medical Benefits

Subject: Client notice - Benefit reduction notice to OHP Plus clients who turn 21

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 187 OHP Plus clients who turn 21 this month and have no due date on file. It tells them that they will receive fewer dental and vision benefits beginning Feb. 1, 2010.

DMAP will mail this letter monthly to affected clients. If clients believe they received this letter in error, they should contact their worker. If clients have specific questions related to their current treatment:

- For dental care questions: Refer them to their dental provider or OHP dental plan.
- For vision care questions: Refer them to their vision care provider or OHP medical plan.
- For clients not enrolled in an OHP dental or medical plan: Refer them to their dental or vision care provider.

OHP Client Services does not answer specific questions related to benefits or treatment. Clients should contact their plan or health care provider instead. For information on what Client Services can and cannot do, go to www.oregon.gov/DHS/healthplan/clients/casu.shtml.

You can also find information about the OHP Plus benefit reductions on the new information page at www.oregon.gov/DHS/healthplan/plus-changes.shtml.

If you have any questions about this information, contact:

Contact(s): DMAP Client and Provider Education

E-mail: dmap.distribution@state.or.us

Reduction Notice

**Your OHP benefits will be
reduced on Feb. 1, 2010**

Date issued: 1/15/2010

About dental and vision benefits

We are writing to tell you about your dental and vision benefits. Some dental and vision benefits are only covered for clients who are pregnant or under age 21 and on the OHP Plus or OHP with Limited Drug benefit package.

Our records show that you will be turning 21 on [CLIENT DOB]. Because you will be 21 years old, you will receive fewer dental and vision benefits starting Feb. 1.

Your providers will know which dental and vision services are still covered for you.

Changes to your vision benefits

No longer covered:

Services to improve visual acuity:

- Glasses or contact lenses; and
- Fittings or eye exams for prescribing glasses or contacts.

Still covered:

- Emergency treatment;
- Eye exams and other non-emergency visual services to treat medical conditions such as aphakia, keratoconus, and cataracts.

Changes to your dental benefits

No longer covered:

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

Limited coverage for:

- Adjustments and repairs of dentures;
- Complete dentures;
- Denture relines;
- Interim partial dentures; and
- Replacement of partial resin dentures.

Still covered:

Most other dental services, including exams, X-rays, cleanings, fillings, and extractions.

You have the right to a hearing

If you disagree with this action, you have the right to a hearing. Read the back of this notice for more information.

Remember:

The services listed in this notice are covered for clients who are under 21 or pregnant. Call your worker if you:

- Become pregnant;
- Are currently pregnant but haven't notified your worker yet; or
- Believe we have the wrong information about your age.

Questions?

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

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 (TTY 711) 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.



Remember Healthy Kids!

Children with no health insurance may qualify for the Oregon Healthy Kids plan. Encourage families to sign up today! Learn more at www.oregonhealthykids.gov.



DMAP CAPE 09-806
Date issued: 1/15/10