

Jon Pelkey, Manager
 DMAP Quality Improvement & Medical Section

Authorized Signature

Number: DMAP- IM-10-058

Issue Date: 05/24/2010

Topic: Medical Benefits

Subject: Client announcements: Choice in CareOregon enrollment for families served by Children's Health Alliance

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"/> Seniors and People with Disabilities |
| <input type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Other (please specify): DHS staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |
| <input type="checkbox"/> County DD Program Managers | |

Message:

DMAP will mail the following letters to CareOregon households who currently see Children's Health Alliance (CHA) providers. The letters tell families their options for keeping their current CHA provider.

- Letter to Marion and Clatsop counties (19 households):** Households can choose FamilyCare as their new OHP medical plan.
- Letter to Tri-County families in FamilyCare service areas (5,688 households):** Households can choose FamilyCare as their new OHP medical plan; this will also change their mental health plan enrollment to FamilyCare.
- Letter to Yamhill and Columbia counties (65 households), and Washington County ZIPs not served by FamilyCare (664 households):** Households can choose to end their CareOregon medical plan enrollment and receive medical services on an "open card" (fee-for-service) basis.

CHA is a network of 22 clinics with locations in Multnomah, Washington, Clackamas and Yamhill counties. CHA has contracted with FamilyCare to serve OHP clients. Their contract with CareOregon ends June 30.

The letters ask clients to respond to DHS by June 15. After June 15, CareOregon will send a letter to the remaining families who have not already responded to DHS. The letter will tell them that CareOregon has assigned their children a new primary care provider and provide options for choosing a different PCP.

- If you get questions from clients about these letters, use the phone script on page 9.
- If you get requests to change enrollment for families affected by this change who you have confirmed live in the FamilyCare service area, send a daily list of the requests to Kris Kersine, Client Services Manager at kristine.kersine@state.or.us.

If you have any questions about this information, contact:

Contact(s):	Tom van der Veen, DMAP Delivery Systems Manager		
Phone:	503-945-6349	Fax:	503-947-5221
E-mail:	tom.vanderveen@state.or.us		

You have a choice to make

About your CareOregon enrollment

On July 1, 2010, your children's primary care pediatrician will no longer serve CareOregon members. Your children's primary care pediatrician now serves Oregon Health Plan (OHP) members who are enrolled in FamilyCare.

Your family's health care benefits will not change; however, you have a choice to make about who you receive your OHP medical benefits from. OHP will continue to cover dental and mental health services through your current plans and providers.

You have two options: 1) You may do nothing and stay with CareOregon, or 2) you may choose to move to FamilyCare so that you can keep your children's current primary care pediatrician.

Stay with CareOregon:

You will need to choose a new primary care provider for your children; but all of your other medical and vision care providers will stay the same.

If you want to stay with CareOregon, you don't need to do anything. CareOregon will send you information about choosing a primary care provider for your children. You may also call CareOregon Customer Service for help (see other side of this letter).

Move to FamilyCare:

You will be able to keep your children's primary care pediatrician. Your family will receive medical benefits through FamilyCare. However, you may have to change your other medical providers. Ask your other providers if they accept FamilyCare.

If anyone in your family has Medicare, they may need to change their Medicare Advantage Plan to FamilyCare's plan.

If you want to change to FamilyCare, let us know by Tuesday, June 15:

- Complete and return the information below in the enclosed pre-paid envelope; or
- Call OHP Client Services at 1-800-273-0557 (TTY 711).

To change your plan to FamilyCare, complete and return this form in the enclosed postage-paid envelope. Make sure DHS receives your form by **Tuesday, June 15**.

Once DHS processes your request, you will receive an updated coverage letter, and FamilyCare will send you information about itself and a list of providers.

- I would like to change my family's medical plan to FamilyCare.** I understand that by making this change, I may have to change other providers for me and other family members. My mental health and dental care plans/providers will not change.

Do you have an appointment with your child's current doctor after June 30?

This information will help DHS make sure the change occurs before the appointment.

- Yes, my appointment is scheduled for: _____

- No, I don't have an appointment.

(Date of appointment)

Please complete and return the card below. If you have questions:

- ☎ Call OHP Client Services** at 1-800-273-0557 if you have questions about changing medical plans.
- ☎ Call CareOregon Customer Service** at 1-800-224-4840 with questions about changing your CareOregon provider. Select Option 4 for a Customer Service Representative who can help you select a new primary care provider for your children.
- ☎ Call FamilyCare** at 1-800-458-9518 with questions about available providers.
- ☎ Call your local Senior and Disabled Services Office** for help changing Medicare Advantage Plans.
- ☎ 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.
- ☎ Foster parents: Call your local DHS office** if you have questions about changing medical plans.
- ☎ For TTY service:** Call 711.



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OHP Standard provides free or low-cost health coverage.

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1-800-699-9075
It's easy, it's fair – Get on the List!

DMAP CAPE
10-383 CO-Marion 5/10

DMAP Client and Provider Education
500 Summer St NE, E35
Salem OR 97301

To the parent or guardian of:

Recip Name	Case ID
Mailing Address	
City, State, ZIP	

You have a choice to make

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On July 1, 2010, your children's primary care pediatrician will no longer serve CareOregon members. Your children's primary care pediatrician now serves Oregon Health Plan (OHP) members who are enrolled in FamilyCare.

Your family's health care benefits will not change; however, you have a choice to make about who you receive your OHP medical and mental health benefits from. OHP will continue to cover dental services through your current plan and providers.

You have two options: 1) You may do nothing and stay with CareOregon, or 2) you may choose to move to FamilyCare so that you can keep your children's current primary care pediatrician.

Stay with CareOregon:

You will need to choose a new primary care provider for your children; but all of your other medical, mental health and vision care providers will stay the same.

If you want to stay with CareOregon, you don't need to do anything. CareOregon will send you information about choosing a primary care provider for your children. You may also call CareOregon Customer Service for help (see other side of this letter).

Move to FamilyCare:

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- However, you may have to change your current mental health provider and other medical care providers. Ask your other providers if they accept FamilyCare.
- If anyone in your family has Medicare, they may need to change their Medicare Advantage Plan to FamilyCare's plan.

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Once DHS processes your request, you will receive an updated coverage letter, and FamilyCare will send you information about itself and a list of providers.

- I would like to change my family's medical and mental health plans to FamilyCare.** I understand that by making this change, I may have to change other providers for me and other family members. My dental care plan/providers will not change.

Do you have an appointment with your child's current doctor after June 30?

This information will help DHS make sure the change occurs before the appointment.

Yes, my appointment is scheduled for:

No, I don't have an appointment.

_____ (Date of appointment)

Please complete and return the card below. If you have questions:

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- ☎ Call your local Senior and Disabled Services Office** for help changing Medicare Advantage Plans.
- ☎ 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.
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www.ohplist.oregon.gov
1-800-699-9075

It's easy, it's fair – Get on the List!

DMAP CAPE
10-383 FC-TriCity

DMAP Client and Provider Education
500 Summer St NE, E35
Salem OR 97301

To the parent or guardian of:

Recip Name	Case ID
Mailing Address	
City State ZIP	



You have a choice to make

About your CareOregon enrollment

On July 1, 2010, your children's primary care pediatrician will no longer serve CareOregon members. Your family's health care benefits will not change; however, you have a choice to make about how you receive your Oregon Health Plan (OHP) medical benefits.

OHP will continue to cover dental and mental health services through your current plans and providers.

You have two options: 1) You may do nothing and stay with CareOregon, or 2) you may choose to disenroll from CareOregon's medical plan so that you can keep your children's current primary care pediatrician.

Stay with CareOregon:

You will need to choose a new primary care provider for your children; but all of your other medical and vision care providers will stay the same.

If you want to stay with CareOregon, you don't need to do anything. CareOregon will send you information about choosing a primary care provider for your children. You may also call CareOregon Customer Service for help (see other side of this letter).

Disenroll from CareOregon:

Your family may have to choose new health care providers. Ask your current health care providers if they accept "open card" (or fee-for-service) OHP clients. If they accept "open card" clients, you can still see them.

You will no longer have guaranteed access to medical care through an OHP medical plan. You will need to arrange for your own specialty care, hospital care, and medical transportation.

If you want to disenroll from CareOregon, let us know by Tuesday, June 15:

- Complete and return the information below in the enclosed pre-paid envelope; or
- Call OHP Client Services at 1-800-273-0557 (TTY 711).

To disenroll from CareOregon, cut, complete and return this form in the enclosed postage-paid envelope. Make sure DHS receives your form by **Tuesday, June 15**.

Once DHS processes your request, you will receive an updated coverage letter.

- I would like to disenroll from CareOregon's medical plan.** I understand that by making this change, I may have to change other providers for me and other family members. My mental health and dental care plans/providers will not change.

Do you have an appointment with your child's current doctor after June 30?

This information will help DHS make sure the change occurs before the appointment.

Yes, my appointment is scheduled for:

No, I don't have an appointment.

_____ (Date of appointment)

Please complete and return the card below. If you have questions:

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DMAP CAPE
10-383 CO-Yamhill

DMAP Client and Provider Education
500 Summer St NE, E35
Salem OR 97301

To the parent or guardian of:

Recip Name	Case ID	
Mailing Address		
City	State	ZIP

Children's Health Alliance

Phone Script for CareOregon Client Calls

Background

Children's Health Alliance is ending their contract with CareOregon on June 30, 2010. Children's Health Alliance (CHA) comprises 22 clinics with locations in Multnomah, Clackamas, Washington and Yamhill counties.

These clinics are now FamilyCare providers.

For OHP households enrolled with CareOregon who regularly see a CHA provider, DMAP is sending a letter explaining their options. In most counties, they can choose to disenroll from CareOregon to keep the CHA provider, or stay enrolled in CareOregon. Clients can expect to receive this letter the week of May 24.

Approximately 664 households in the Washington County live in ZIP codes not served by FamilyCare. Even though Washington County is a mandatory medical enrollment area, DMAP is giving these families the choice of disenrolling from CareOregon to keep their CHA provider.

Support statements

Your family will continue to get the services they need.

Your clinic is committed to serving CareOregon clients until June 30. In the meantime, DHS will help you by providing information about what this change means.

You will have some decisions to make before June 30. We will give you the time and information you need to make these decisions.

Tone

Reassuring; understanding; sympathetic.

Specific questions and answers

Our clinic is no longer seeing CareOregon clients. Why?

- Your clinic is part of a network of pediatric providers called the Children's Health Alliance. The Children's Health Alliance's contract with CareOregon ends June 30, 2010.
- Your clinic is required to provide services to eligible CareOregon clients until June 30.

Our clinic told us that we need to change to FamilyCare in order for them to continue seeing us. What do we do?

Can I change to FamilyCare where I live?

How will my child(ren) get care after June 30?

I want to change plans. What other plans are available?

This month, you will get a letter from DHS with clear and current information to help you make

decisions about your family’s health care. In most counties, you will be able change your current OHP medical plan from CareOregon to FamilyCare.

CareOregon is also working to make sure that pediatric clinics are available for your child’s care in your area if you choose to stay with CareOregon.

Please wait to receive the letter from DHS before deciding whether or not to change plans or end your CareOregon enrollment.

CareOregon sent me a letter telling me that my child has a new doctor. I want to keep our current doctor. What can we do?

If you live in an area served by FamilyCare, we can change your medical plan enrollment to FamilyCare.

- If you live in Multnomah, Washington, or Clackamas County, this change will also change your mental health plan to FamilyCare.
- If your area is not served by FamilyCare, you will need to choose a new CareOregon provider, or disenroll from CareOregon to keep seeing your current doctor (if the doctor agrees). The letter from CareOregon explains what to do if you want to change doctors.

Can I change to FamilyCare where I live?

FamilyCare is available in:

- **Clatsop County**
- **Clackamas County**
- **Multnomah County**
- **Parts of Washington County** (Tigard, Aloha, Beaverton, Portland)
- **Marion County** (Silverton)

FamilyCare is not available in:

- **Columbia County**
- **Yamhill County**
- **Marion County** (outside Silverton)
- **Parts of Washington County** (ZIPs 97231, 97106, 97109, 97113, 97115, 97116, 97117, 97119, 97125, 97132, 97133, 97140, 97144, 97201, 97015, 97034, 97035, 97056, 97062, 97064)

I don’t want to wait for the letter. I need to change my plan now. Can you help?

Do you have other health care providers you would like to continue seeing?

- If so, you can call FamilyCare first to find out if those providers work with FamilyCare.
- If they do not work with FamilyCare, you will need to choose new health care providers.
- If FamilyCare is not available in your area, you need to contact your providers and ask if they will accept your DHS Medical Care ID and bill DMAP directly for payment.

If you really need to change your medical plan and are in the FamilyCare service area, we can change your plan to FamilyCare now.

If you really want to disenroll from CareOregon, do not live in a FamilyCare service area and your provider will bill DMAP directly for payment, we can disenroll you from CareOregon so that you receive medical services on a fee-for-service (“open card”) basis.

- **DHS case workers** – Record the client’s case ID, and county. At the end of each business day, e-mail a list of the IDs/counties to change to Kris Kersine, Client Services Manager at kristine.kersine@state.or.us.

What will happen if I change my medical plan?

You, and everyone in your household (as listed on your OHP coverage letter), will become members of your new medical plan. Your child(ren) will be able to continue seeing their doctor; however, family members who see other providers may need to change the providers they see, if those providers are not contracted with your new medical plan.

If you live in Multnomah, Washington, or Clackamas county, your household’s mental health plan will also change.

If one of your household members has Medicare, their Medicare Advantage plan will need to change to the Medicare Advantage plan associated with your new medical plan. Contact your local Senior and Disabled Services office for help changing plans.

- **DHS staff** – Give clients their local SPD office contact information by going to <http://www.oregon.gov/DHS/localoffices/index.shtml>, asking for the client’s county/city.

What will happen to my prior authorizations (service authorizations) or prescriptions if I end my CareOregon enrollment or change to FamilyCare?

- If you disenroll from CareOregon, DHS will work with CareOregon to set up a new prior authorization with DMAP (for clients not moving to FamilyCare). DHS will also coordinate with FamilyCare to ensure a smooth transition to their plan.
- Prescriptions will also be coordinated as much as possible to ensure no disruption to how you receive services.
- We can also date your enrollment change effective July 1 to allow more time to address these needs between now and July 1.
- If you choose to change your enrollment to FamilyCare now, you can contact FamilyCare for information on how they will manage any authorizations and prescriptions you have now through CareOregon.

Our clinic will not schedule an appointment for us. We want an appointment before June 30. What can we do?

- Your clinic must provide services to CareOregon clients until June 30. However, it is possible that your clinic is booked until after June 30.
- If you made it clear that you wanted an appointment before June 30, contact CareOregon Member Services at 503-416-4100 in the Portland calling area or toll-free at 1-800-224-4840 outside the Portland calling area. TTY/TDD is 1-800-735-2900.
- CareOregon will work with your provider, or refer you to a different CareOregon provider who can meet your needs.

Did you know about this?

Yes, DHS was told about this change.

- We've been working on a plan to give affected families choice over how this change will impact them.
- We've told both CareOregon and FamilyCare that our goal is to protect our clients.
- We will have a plan worked out with them soon and will send all families affected a letter with clear information about their options later this month.

Where can I get help?

- If you want to change your medical plan, call OHP Client Services at 800-273-0557.
- If you have questions about this change, or want to know if your current provider is still with CareOregon, call your provider or call CareOregon Customer Service at 503-416-4100 in the Portland calling area or toll-free at 1-800-224-4840 outside the Portland calling area. TTY/TDD is 1-800-735-2900.
- If you want to find out if your current providers are with FamilyCare, call your provider or call FamilyCare at 503-222-2880 (Portland) or 800-458-9518. You can also look up providers in FamilyCare's current [provider directory](#).
- If someone in your family has Medicare, contact your local Senior and Disabled Services office for help changing Medicare Advantage plans.
 - **DHS staff** – Give clients their local SPD office contact information by going to <http://www.oregon.gov/DHS/localoffices/index.shtml>, asking for the client's county/city.