

Jon Pelkey, Manager
 DMAP Quality Improvement & Medical Section

Number: DMAP- IM-10-138
Issue Date: 11/10/2010

Authorized Signature

Topic: Medical Benefits

Subject: New DMAP contacts for Client Enrollment Services and Prepaid Health Plan Coordinators

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:

Effective Monday, November 15, DMAP's Prepaid Health Plan Coordinators will be assigned by function to provide efficient and effective assistance.

The attached document is your new contact information, effective November 15. To ensure the smoothest transaction, please include the following information in your e-mail:

- Subject line: Identify the inquiry reason
- E-mail body: Full description of the issue and how we may assist you.

If you have any questions about this information, contact:

Contact(s):	Tom van der Veen, DMAP Delivery Systems Unit Manager		
Phone:	503.945.6349	Fax:	503.947.5221
E-mail:	tom.vanderveen@state.or.us		

Division of Medical Assistance Programs – Delivery Systems Unit Staff Assignments

Tom van der Veen, Manager

Phone: 503-945-6349

E-mail: tom.vanderveen@state.or.us

Fax: 503-947-5221

Managed Care Organizations and DHS Staff

Effective Nov. 15, 2010

Not for Public Distribution

DSU, Contract	DMAP, CES	DSU, MMIS
Contract-Related Issues	Enrollment / Disenrollment	MMIS/MCO Issues
<ul style="list-style-type: none"> • Access issues • Amendments • Contracted provider issues/questions • Exhibit K • Monthly capacity • Rules & contract interpretation <p>contract.dsu@state.or.us</p> <p>Suzanne M. Hart 503.945.6977</p> <p>Vacant</p>	<ul style="list-style-type: none"> • Disenrollment incarceration • Dual prime issues • Enrollment/ disenrollment exemptions • Mental health enrollment • Newborn enrollment • Plan issue for address/eligibility • Complex enrollment/ disenrollment issues for plan approval • Urgent enrollment/ disenrollment requests • Retroactive enrollment/ disenrollment requests <p>ces.dmap@state.or.us</p> <p>Rosa Frank 503.945.6917</p> <p>Lisa A. Mallett 503.945.6348</p> <p>Marilyn G. Wade 503.947.2328</p>	<ul style="list-style-type: none"> • 834 & 820 Issues • Exhibit O discrepancies for resolution • MMIS-related capitation issues • MCO Tracker for managed care • Reporting possible system defects <p>mmis.dsu@state.or.us</p> <p>Tonya Burckhardt 503.947.5243</p> <p>Sue Burlison 503.945.6922</p>

Managed Care Contracts Administrator	Financial Solvency Coordinator	PCM Program	Materials Coordinator	Reports Coordinator
<p>Katrina Gonzales 503.945.6919</p> <p>katrina.m.gonzales@state.or.us</p>	<p>Ted Johnson 503.945.6959</p> <p>ted.w.johnson@state.or.us</p>	<p>Carol Simila 503.945.8837</p> <p>carol.simila@state.or.us</p> <p>Sue Burlison 503.945.6922</p> <p>sue.burlison@state.or.us</p>	<p>Carol Simila 503.945.8837</p> <p>carol.simila@state.or.us</p>	<p>Vacant</p>

To request a copy of this list, please e-mail Jean Rasmussen at jean.rasmussen@state.or.us.

Revised 11/17/2010