

Jon Pelkey, Manager  
DMAP Quality Improvement and Medical Section

**Number:** DMAP-IM-11-101

**Authorized Signature**

**Issue Date:** 10/25/2011

**Topic:** Medical Benefits

**Subject:** **Client announcement:** Correction regarding FamilyCare PCO enrollment in Morrow and Umatilla counties

**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"/> Seniors and People with Disabilities   |
| <input type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Other (please specify): DHS and OHA 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 letter to 790 FamilyCare Physician Care Organization (PCO) members in Morrow and Umatilla counties. These members received an incorrect coverage letter saying they were no longer enrolled with FamilyCare PCO effective Nov. 1, 2011.

The letter explains that they are still enrolled with FamilyCare PCO and will get a corrected coverage letter later this month.

**About FamilyCare PCO:**

On October 1, 2011, FamilyCare changed its Oregon Health Plan (OHP) contract with the State of Oregon from a Fully Capitated Health Plan (FCHP) to a Physician Care Organization (PCO), in Morrow (P055) and Umatilla (P056) counties. For FamilyCare PCO members in these counties:

- Hospitals will bill DMAP directly for inpatient hospital stays.
- Primary care and specialty providers will continue to bill FamilyCare, and request prior authorization from FamilyCare, for professional services provided to members who are inpatients. These services include professional visits during an inpatient stay (e.g., midwife or OB/Gyn visits during a member's maternity stay); pre-surgery work-ups; ambulatory surgical services; prescriptions; durable medical equipment; rehabilitation

services; laboratory and imaging services; emergency medical transportation; and emergency room services.

- Providers will also bill DMAP for Post-Hospital Extended Care (PHEC) Coordination. This is a 20-day benefit for Medicaid-only (OHP Plus, or BMH) members who meet Medicare criteria for post-hospital skilled nursing facility placement.

FamilyCare PCO will accept clients with both OHP Plus and OHP Standard benefit plans.

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

<b>Contact(s):</b>	Suzanne M. Hart, DMAP Prepaid Health Plan Coordinator		
<b>Phone:</b>	503-945-6977	<b>Fax:</b>	503-947-5221
<b>E-mail:</b>	<a href="mailto:suzanne.m.hart@state.or.us">suzanne.m.hart@state.or.us</a>		



October 25, 2011

**Subject: *Your FamilyCare medical plan enrollment effective Nov. 1, 2011***

Dear Client,

Later this month, you will get a new OHP coverage letter that shows FamilyCare Physician Care Organization (PCO) enrollment for your household's OHP Standard members. When you get this letter, please keep it and throw away any older versions.

### ***Why is this happening?***

The week of Oct. 10, your household got an OHP coverage letter that said members with OHP Standard benefits were no longer enrolled with FamilyCare PCO beginning Nov. 1, 2011.

This letter was wrong. Clients with OHP Standard benefits will stay FamilyCare PCO members on and after Nov. 1, 2011. We are sending you a new coverage letter to correct this.

We are sorry for any confusion this may have caused.

### ***Questions?***

- **If you have any questions about this letter, please call OHP Client Services at 1-800-273-0557.** They are here to help Monday through Friday, 8:00 a.m. to 4:55 p.m. (phone lines closed 12:30 to 1:45 p.m. daily).
- **Call your worker if you need this letter in another language or another format,** such as (but not limited to) large print, Braille, audio recordings, Web-based communications and other electronic formats.
- **Call FamilyCare Customer Service at 1-800-458-9518** if you have questions about your OHP medical coverage.
- **For TTY service:** Dial 711.