



Division of Medical Assistance Programs

Information Memorandum Transmittal

Jon Pelkey, Manager
DMAP Quality Improvement & Medical Section

Authorized Signature

Number: DMAP-IM-11-118
Issue Date: 12/01/2011

Topic: Medical Benefits

Subject: OHP Managed Care Service Area Changes: CareOregon in Klamath County

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: Effective January 1, 2012, CareOregon will no longer serve clients in Klamath County (H-164). On Wednesday, Nov. 30, CareOregon mailed letters to approximately 550 clients, according to zip code area, to explain the following:

Zip code 97601:

- **Zip code 97601 is a mandatory enrollment service area.** Effective Dec. 31, 2011, clients will roll over from CareOregon to Cascade Comprehensive Care Inc. (CCC).
- **All dual eligibles** in the 97601 mandatory zip code service area will be exempt from enrollment for 60 days (1/1/12 through 2/29/12) so case workers can 'choice counsel' clients. If clients choose to enroll in CCC, the caseworker can contact DMAP Client Enrollment Services at ces.dmap@state.or.us to remove the exemption.
- CCC will require an OHP 7208M Medicare Advantage form that caseworkers can fax to 541-885-9858.

All other zip codes:

- **All other zip code areas (97603, 97621, 97622, 97623, 97624, 97625, 97627, 97632, 97633, 97639)** are voluntary. Effective Dec. 31, 2011, clients who live in the zip codes listed above will receive services on a fee-for-service (FFS or open card) basis and will have a choice to remain on FFS or enroll with CCC and be assigned a contracted provider.

For details about mandatory and voluntary area options see the Worker Guide at http://www.oregon.gov/OHA/healthplan/data_pubs/wguide/2008/v_wg_0508.pdf

Case workers may instruct clients to call CCC directly at 541-883-2947, or Client Services at 1-800-273-0557 (TTY 711).

Remember to check the Managed Care→PMP Information screen at <https://mmis.oregonmmis.com> for the most current information

If you have any questions about this information, contact:

Contact(s):	Lisa A. Mallett / CareOregon Suzanne, M. Hart / CCC, Prepaid Health Plan Coordinator, DMAP		
Phone:	503-945-6348, Lisa 503-945-6977, Suzanne	Fax:	503-947-5221
E-mail:	suzanne.m.hart@state.or.us		lisa.a.mallett@state.or.us

November 29, 2011

Subject: CareOregon No Longer Operating in Klamath County

Dear OHP Client,

We are writing to tell you that your OHP health plan, CareOregon, will no longer be serving Klamath County, as of January 1, 2012. Your enrollment with CareOregon will end on 12/31/2011.

On January 1, 2012, you will be enrolled in a new OHP health plan, Cascade Comprehensive Care, Inc., (CCC), if you live in zip code area 97601.

If you wish to remain with your current provider, you will need to be on an OHP open card (fee-for-service). You must contact your case worker for choice counseling to determine if you meet the criteria to be on an open card.

If you have questions about your family's choices, please call your case worker or the OHP Client Services line at 1-800-273-0557 (TTY 711). If you have any questions or concerns about Cascade Comprehensive Care, please give them a call. They will be glad to talk with you, and help get your needs met: 541-883-2747 (TTY 711).

It has been a pleasure serving you and your family.

Sincerely,

Karen Mattila
CareOregon Customer Service

November 29, 2011

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We are writing to inform you that your current health plan, CareOregon, will no longer be operating in Klamath County, as of January 1, 2012. Your enrollment with CareOregon will end on 12/31/2011.

If you live in the zip code area 97601, on January 1, 2012, you will be automatically enrolled in a new health plan, Cascade Comprehensive Care, Inc., (CCC). You can continue to see your current health care provider at Cascade East Family Practice, which is also part of Cascade Comprehensive Care's provider network.

If you have both Medicaid and Medicare contact your case worker to determine if this managed care plan meets your needs.

If you have questions about your family's choices, please contact your case worker or the OHP Client Services line at 1-800-273-0557 (TTY 711). If you have any specific questions or concerns about Cascade Comprehensive Care, please give them a call. They will be glad to talk with you, and to help you meet your needs: 541-883-2747 (TTY 711).

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Sincerely,

Karen Mattila
CareOregon Customer Service

November 29, 2011

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If you live in zip code area 97603, 97621, 97622, 97623, 97624, 97625, 97627, 97632, 97633, or 97639 you can choose to enroll with Cascade Comprehensive Care, Inc., and continue to see your current health care provider at Cascade East Family Practice. Or, you can do nothing and be on OHP open card (fee-for-service). If you choose open card, you can see any provider who accepts an open card.

If you have both Medicaid and Medicare contact your case worker for help determining if this managed care plan meets your needs.

If you have questions about your family's choices, please call your case worker or the OHP Client Services line at 1-800-273-0557 (TTY 711). If you have any questions or concerns about Cascade Comprehensive Care, please give them a call. They will be glad to talk with you and help get your needs met: 541-883-2747 (TTY 711).

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