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DMAP Quality Improvement and Medical Section

Number: DMAP IM 12-024

Authorized Signature

Issue Date: 03/07/2012

Topic: Medical Benefits

Subject: MCO announcement: Senate Bill 201 Disenrollment Codes

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 post the following [MCO announcement](#) and distribute to the OHP Managed Care Organization Updates eSubscribe list.

- It tells Fully Capitated Health Plans (FCHPs), Physician Care Organizations (PCOs) and Dental Care Organizations (DCOs) that DMAP will disenroll OHP members who choose to use the SB 201 disenrollment options using two new codes (see page 2 for details).
- DMAP has also updated the Plan Disenrollment Quick Guide (see page 3 for update).

If you have any questions about this information, contact:

Contact(s):	Jon Pelkey, DMAP QI and Medical Section Manager		
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E-mail:	jon.pelkey@state.or.us		



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**Oregon Health Plan
 Electronic Memorandum**

Date: March 7, 2012
 To: FCHPs, PCOs and DCOs
 From: Jon Pelkey, DMAP QI and Medical Section Manager
 Subject: New 834 maintenance reason codes due to Senate Bill 201 implementation

Effective immediately, DMAP Client Enrollment Services will begin using two new reason codes to report enrollment changes.

- The table below describes the new codes and how they will report on the 834.
- We will update the [Oregon MMIS 834 Maintenance Reason Code Crosswalk](#) to reflect these codes.

DMAP code	What this code means	Used	HIPAA 834 maintenance reason code	Description
RC	Recipient choice	When a client requests disenrollment from their OHP medical or dental plan without cause, another plan is available, and no other disenrollment options are available to the case. (Effective July 1, 2011 and available once per OHP enrollment/certification period)	21	Reports value AI (no reason given)
MR	Mass rollover	When a provider has 500 or more patients, leaves a plan's network and enters another plan's network, and the patients choose to switch to the provider's new plan. (Effective Jan. 1, 2012)	22	Plan change

Why is this happening?

In June 2011, the Oregon Legislature passed Senate Bill 201, which gives OHP medical and dental plan members two new options to change their medical or dental plan.

Thank you for your support

Thank you for your continued support of the Oregon Health Plan. If you have any questions about this information, contact Jon Pelkey at 503-947-2315 or e-mail jon.pelkey@state.or.us.

Medical and Dental Plan Disenrollment Requests

Quick Guide

These disenrollment options (*without cause*) are based on a client:

- Without active exemptions or exceptions
- Benefit package that supports the request
- In an area where more than one Medical or Dental Plan is available for enrollment

Each of these options is available once per eligibility period.

Caseworkers process these disenrollment requests at month-end.

Send requests with **extenuating** circumstances or mid-month changes to CES.

Eligibility redetermination	Code OR: Clients may change Plans any time case eligibility is redetermined.
30-Day	Code EE: MMIS auto-enrolled or manual-enrolled error clients may disenroll within 30 days of the enrollment.
90-Day	Code EE: First-time OHP clients may disenroll within 90 days of their initial Plan enrollment.
6-Month	Code OR: Clients may disenroll after six months in the Plan.

Available once per eligibility period

Send these disenrollment requests to CES.

Recipient Choice <i>Effective 7/1/11</i>	Code RC: Clients may request to change their Plan once per eligibility period, when no other disenrollment options are available.
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DMAP Client Enrollment Services (CES)

E-mail disenrollment/enrollment and exemption/exception requests to CES:

- Outlook users: DMAP CES (no comma)
- Users outside of the DHS|OHA network: ces.dmap@state.or.us

Disenrollment requests with third party liability

Contact the Health Insurance Group (HIG) at 503-378-6233 or fax 503-373-0358.

Client Questions

Clients may call DMAP Client Services Unit (CSU) at 1-800-273-0557, Monday through Friday; 8:00 a.m. to 4:55 p.m. (closed 12:30 to 1:30 p.m.)