



Division of Medical Assistance Programs

Information Memorandum Transmittal

Jon Pelkey, Manager
DMAP Quality Improvement & Medical Section

Authorized Signature

Number: DMAP IM 12-048
Issue Date: 6/21/2012

Topic: Medical Benefits

Subject: OHP Managed Care Service Area Changes: Dental Changes in Clackamas, Multnomah and Washington counties

Applies to:

- All DHS employees
- Area Agencies on Aging
- Children, Adults and Families
- County DD Program Managers
- County Mental Health Directors
- Seniors and People with Disabilities
- Other (please specify): DHS and OHA staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists

Message:

Effective **8/01/2012** MultiCare Dental will no longer be serving clients in Clackamas (D173), Multnomah (D010) and Washington (D174) counties.

CareOregon Dental is a new dental plan that will be opening in Clackamas (D220), Multnomah (D221) and Washington (D222) counties effective 8/01/2012.

Recipients currently enrolled with MultiCare Dental will be enrolled with CareOregon Dental effective 8/01/2012. The attached letter will be sent to MultiCare Dental clients from MultiCare Dental and CareOregon Dental on June 22, 2012.

****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, Prepaid Health Plan Coordinator, DMAP		
Phone:	503-945-6348	Fax:	503-947-5221
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June 22, 2012

Dear MultiCare Dental Member,

We are happy to tell you that your dental insurance is moving to CareOregon. We want to thank you for being part of MultiCare Dental in the past and are excited that MultiCare Dental is becoming CareOregon Dental.

You Won't See Many Changes

- **Your dentist and dental clinic will stay the same.**
- **Your dental benefit coverage will stay the same.**
- **You should keep the dental appointments you already have.**
- **You will still get excellent care and great educational programs.**

Why is MultiCare becoming CareOregon Dental?

- By partnering together, we can better coordinate your care. Good oral health care is vital to your overall health and this change will improve your health care experience.

When does MultiCare Dental become CareOregon Dental?

- August 1, 2012

What will be different when MultiCare becomes CareOregon?

- You'll get a new dental plan ID card, arriving in July.
- CareOregon's great Customer Service team will have a dedicated number for you to call, both local and toll free.

Who do I call if I have questions now?

- You can call MultiCare Dental Customer Service at 503-988-3711 now.
- Beginning August 1, call CareOregon Dental Customer Service at 503-416-1444 or toll-free, 1-888-440-9912 (TTY/TDD users can call 1-800-735-2900).

If you have any questions or concerns, please call us. We are always glad to talk with you, and to help you meet your needs.

Sincerely,

Alyssa Franzen, DMD
MultiCare Dental Director

Dave Ford
CEO, CareOregon Dental