



Division of Medical Assistance Programs

**Information Memorandum
Transmittal**

Jon Pelkey, Manager
DMAP Quality Improvement & Medical Section

Number: DMAP IM 12-070
Issue Date: 8/1/2012

Authorized Signature

Topic: Medical Benefits

Subject: OHP Managed Care Service Area Changes: Lincoln County CareOregon to IHN CCO transition process

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 8/15/12, CareOregon , Inc. (H242) will close to new enrollment in Lincoln County.

Effective 9/1/12, CareOregon members in Lincoln County will be auto enrolled into InterCommunity Health Network CCO (IHN – E085).

CareOregon will send affected members the following letter about this change. Members should call IHN CCO at 541-768-5328 if they have questions prior to receiving a new member packet.

****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
E-mail:	lisa.a.mallett@state.or.us		



CareOregon

315 SW Fifth Avenue, Suite 900

Portland, Oregon 97204

503-416-4100 or 800-224-4840

www.careoregon.org

August 1, 2012

Subject: CareOregon No Longer Operating in Lincoln County

Dear OHP Client:

We are writing to tell you that your Oregon Health Plan (OHP) managed care organization, CareOregon, will no longer serve Lincoln County on September 1, 2012. Your enrollment with CareOregon will end on 8/31/2012.

You will be enrolled into the InterCommunity Health Network (IHN) Coordinated Care Organization (CCO) for your medical and behavioral health needs. Please call IHN to select a primary care provider in their network. You may call them at 1-800-832-4580. IHN will send you a welcome packet with more information.

If you have both OHP and Medicare, please call your case worker for help deciding if this CCO 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 for CareOregon, please give us a call. We will be glad to talk with you and help with your needs. You can reach them at 1-800-224-4840. TTY users can call 800-735-2900.

It has been a pleasure serving you and your family.

Sincerely,

Karen Mattila
CareOregon Customer Service