



Division of Medical Assistance Programs

# Information Memorandum Transmittal

Patricia Krewson, Manager  
DMAP Delivery Systems Unit

**Authorized Signature**

**Number:** DMAP-IM-12-134

**Issue Date:** 12/18/2012

**Topic:** Medical Benefits

**Subject:** OHP Plan Service Area Changes: Umatilla and Morrow Counties CCO transition - CareOregon members move to Eastern Oregon CCO effective 1/1/2013

**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 01/01/2013, CareOregon will no longer serve clients in Umatilla (H165) and Morrow (H221) counties.

CareOregon members in these counties will be disenrolled from CareOregon 12/31/2012, then enrolled into Eastern Oregon CCO (Umatilla - E310 or Morrow - E300) effective 01/01/13.

On 12/01/2012, CareOregon sent the following letter to affected CareOregon members notifying them of this change.

**\*\*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:*

<b>Contact(s):</b>	Suzanne M. Hart, Prepaid Health Plan Coordinator, DMAP		
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CareOregon

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503-416-4100 or 800-224-4840  
[www.careoregon.org](http://www.careoregon.org)

December 1, 2012

**Subject: CareOregon No Longer Operating in Umatilla and Morrow Counties**

Dear OHP Client:

We are writing to tell you that your OHP health plan, CareOregon, will no longer serve Umatilla or Morrow Counties on January 1, 2013. Your enrollment with CareOregon will end on 12/31/2012.

You will be enrolled into the Eastern Oregon Coordinated Care Organization (EOCCO) for your medical and behavioral health needs. Please call EOCCO to select a primary care provider in their network. You may call them at 1-888-788-9821. EOCCO 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 us at 1-800-224-4840.

It has been a pleasure serving you and your family.

Sincerely,

Karen Mattila  
CareOregon Customer Service