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DMAP Coordinated Care Support

**Authorized Signature**

**Number:** DMAP-IM-13-063  
**Issue Date:** 08/07/2013

**Topic:** Medical Benefits

**Subject:** Client announcement: Cascade Comprehensive Care to Cascade Health Alliance CCO transition effective 9/1/2013

**Applies to:**

- |                                     |                               |                                     |   |
|-------------------------------------|-------------------------------|-------------------------------------|---|
| <input type="checkbox"/>            | All DHS employees             | <input type="checkbox"/>            | County Mental Health Directors  |
| <input checked="" type="checkbox"/> | Area Agencies on Aging        | <input checked="" type="checkbox"/> | Aging and People with Disabilities  |
| <input checked="" type="checkbox"/> | Children, Adults and Families | <input checked="" type="checkbox"/> | Other (please specify): DHS and OHA staff and others identified on the APD, CAF, AMH and DMAP transmittal lists |
| <input type="checkbox"/>            | County DD Program Managers    |                                     |   |

**Message:**

DMAP mailed the letter below to Cascade Comprehensive Care members in Klamath County telling them the following:

- Cascade Comprehensive Care will become a new coordinated care organization (CCO) called Cascade Health Alliance (CHA), effective 9/1/2013.
- Cascade Comprehensive Care members will be enrolled in Cascade Health Alliance for both mental and physical health care coverage effective 9/1/2013.
- If they received mental health services on a fee-for-service (“open card”) basis, they may need to find a new mental health provider that works with CHA CCO. CHA CCO and DMAP will support them in the transition to avoid break in care.

Everyone’s benefit levels will stay the same.

Clients will also receive notification of these changes directly from CHA, and a Coverage Letter (via MMIS) when the enrollment change takes place.

DMAP will process this change using the Stop Reason RO – Roll-over code.

Additionally, Coverage Letters sent as a result of this rollover should be sent with the 5503 return address.

**If you have any questions about this information, contact:**

<b>Contact(s):</b>	Patricia Krewson, Manager, DMAP Coordinated Care Support		
<b>Phone:</b>	503- 945-8825	<b>Fax:</b>	503-947-5221
<b>E-mail:</b>	<a href="mailto:patricia.krewson@state.or.us">patricia.krewson@state.or.us</a>		



Case number:

**Cascade Comprehensive Care, Inc.  
members will have a different plan on September 1, 2013**

**Your benefits will stay the same.**

I am writing to let you know that on September 1, 2013, your health plan, Cascade Comprehensive Care, Inc. will become a coordinated care organization (CCO), with a new name, Cascade Health Alliance. Cascade Health Alliance will coordinate all of your physical and mental health care needs beginning Sept. 1.

**Why this is happening**

Most Oregon Health Plan members receive care in CCOs, like Cascade Health Alliance. CCOs are set up so that anyone who provides your care – doctors, counselors, nurses – are better able to focus on prevention and improving care.

**What you need to do**

You do not need to do anything. We will transfer your records into the new CCO and send you a coverage letter.

Cascade Health Alliance will also send you information soon.

**Providers**

For physical health, it is likely the provider you have today can be your provider under Cascade Health Alliance. However, some providers might not be covered under this new plan, especially mental health providers. We will work with you to avoid any break in your care.

**ID card**

You can still use your Oregon Health ID card or DHS Medical Care ID card. Both cards are accepted.

## **Medicare and Medicaid members**

Medicare benefits and coverage will not change. If you receive both Medicare and Medicaid, you do not have to be in a CCO. You can ask to change your enrollment to an “open card” at any time. This means that you can see any provider who accepts Oregon Health Plan members.

## **American Indians and Alaska Natives**

If you are an American Indian or an Alaska Native you do not have to be in a CCO. You can ask to change your enrollment at any time by calling **1-855-226-6170**.

## **Questions**

**Call the help line** for questions about this letter at **1-855-226-6170**.

**Call your worker** if you need this letter in another language or format, such as large print, Braille, audio recordings, Web-based communications, other electronic formats and more.

**For TTY service**, dial **711**.

If you have any questions at all, please call us. We want to make sure that you have the information you need.



Judy Mohr Peterson  
Oregon Medicaid Director