

Patricia Krewson, Manager
DMAP Coordinated Care Support Unit

Authorized Signature

Number: DMAP-IM-13-064

Issue Date: 08/08/2013

Topic: Medical Benefits

Subject: Client announcement to PrimaryHealth of Josephine County members about Siskiyou Pediatric Clinic providers

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

Message:

Effective 09/01/2013, Siskiyou Pediatric Clinic will no longer be a contracted provider with PrimaryHealth of Josephine County. The clinic serves 140 PrimaryHealth members in Douglas, Jackson and Josephine counties. Their families have the option to either:

- Remain enrolled with PrimaryHealth and select a new primary care provider (PCP) for their child(ren); OR
- Change enrollment to AllCare CCO to continue going to Siskiyou Pediatric Clinic for their child(ren)'s care. Adult members may then need to select a new PCP if their current PCP is not contracted with AllCare.

In July, PrimaryHealth mailed families the attached letter about this change.

Siskiyou Pediatric Clinic also sent a letter explaining that they will no longer serve PrimaryHealth members starting September 1, but will accept AllCare CCO members and fee-for-service ("open card") members.

If you have any questions about this information, contact:

Contact(s):	Cheryl Wood, CCO Account Representative, DMAP		
Phone:	503-945-6250	Fax:	503-373-7689
E-mail:	cheryl.a.wood@state.or.us		



128 SW I Street, Suite A
Grants Pass, OR 97526
(541) 471-4207 or 1-800-471-0304

[DATE]

Dear PrimaryHealth Member,

Starting September 1, 2013 Siskiyou Pediatric Clinic will no longer serve as a Primary Care Provider for PrimaryHealth of Josephine County (PHJC). Because the clinic will no longer be in PHJC's network, your child will need to change providers. To make sure your child's health care doesn't stop, the PHJC staff is in the process of calling all members affected by this change. We want to answer any questions and help you choose a new Primary Care Provider (PCP) from our network of physicians.

Getting to know your child's new provider is important. Please make an appointment to see your new provider right away. Do not wait until your child is sick to receive care from your new provider. Your provider is responsible for all treatment your child receives:

- preventive health exams and screenings
- prescriptions for medications
- referrals to specialists.

As a special offer, if you establish care with your new provider by October 1, 2013, PrimaryHealth will give you a \$20 Fred Meyer gift card.

Getting the gift card is easy. Once you have picked your new PCP, Primary Health of Josephine County will send you a new member card along with a form for your new PCP to sign. Bring the completed form to the PrimaryHealth office between the hours of 8-5, Monday-Friday to pick up your gift card. The PrimaryHealth office is located at 128 SW "I" St. in Grants Pass.

Feel free to contact PHJC if you have any questions about this letter or have missed your call from a PHJC staff member!

Sincerely,
PrimaryHealth of Josephine County

"Here to serve you in our community"