

Patricia Krewson, Interim Manager  
DMAP Coordinated Care Support Unit

**Number:** DMAP-IM-13-075

**Authorized Signature**

**Issue Date:** 10/08/2013

**Topic:** Medical Benefits

**Subject:** Client announcement: Corrected coverage letters for FamilyCare CCOA members

**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 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 will mail the following letter as an insert to corrected coverage letters for 2,282 FamilyCare CCOA members.

- These members were enrolled into the wrong FamilyCare CCOA service area effective October 1, then enrolled into their previous DCO and Family Care CCOB effective October 7.
- The letter explains that the coverage letters they received for these changes were wrong, and to keep the coverage letter they receive with the attached letter. They are now enrolled in the correct FamilyCare CCOA service area for medical, dental and mental health care effective October 1.

The coverage letter shows their enrollment in FamilyCare CCOA effective October 7. However, MMIS will show enrollment effective back to October 1 for these members.

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

<b>Contact(s):</b>	Patricia Krewson, DMAP Coordinated Care Support		
<b>Phone:</b>	503-945-8825	<b>Fax:</b>	503-947-5221
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October 7, 2013

***FamilyCare, Inc. coordinates your medical, mental health and dental care starting October 1, 2013***

Dear Oregon Health Plan member,

Last month, we let you know that starting October 1, 2013, your dental care would be coordinated through your health care network, FamilyCare, Inc. This is still true.

However, we recently sent you coverage letters that contained incorrect information.

I am writing to let you know that you are still a FamilyCare member. We apologize for any confusion these letters may have caused.

Please see the enclosed coverage letter for your current health plan and benefit information.

**FamilyCare will work with your dental plan to coordinate your dental care**

FamilyCare is working with the following dental plans to coordinate care. You do not need to change dentists.

- Access Dental
- Capitol Dental
- Family Dental Care
- Managed Dental Care of Oregon
- Willamette Dental

**Contact FamilyCare if you paid for any health care services on or after October 1**

FamilyCare will still coordinate your medical, mental health and dental care, and pay for covered services you received on or after October 1.

If you paid for any health care services, such as prescription drugs, between October 1 and October 7, please contact FamilyCare Member Services at 503-222-2880 (Portland) or 1-800-458-9518 (TTY 1-800-735-2900).

**Questions?**

- **For questions about this letter**, call OHP Client Services at **1-800-273-0557**.
- **Call OHA Customer Service at 1-800-699-9075** if you need this letter in another language or another format, such as (but not limited to) large print, Braille, audio recordings, Web-based communications and other electronic other electronic formats.
- **Medicare recipients who receive benefits from Area Agency on Aging or Aging and People with Disabilities:** Call your local office.
- **Foster parents:** Call your local Child Welfare Office.
- **For TTY service:** Call **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