



Division of Medical Assistance Programs

**Information Memorandum
Transmittal**

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Authorized Signature

Number: DMAP IM 13-079

Issue Date: 11/27/2013

Topic: Medical Benefits

Subject: Client announcement: Gilliam County fee-for-service mental and physical health clients will be enrolled into Eastern Oregon Coordinated Care Organization (EOCCO) January 1, 2014.

Applies to:

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

Message:

Effective January 1, 2014, Eastern Oregon Coordinated Care Organization (EOCCO) will begin serving OHP clients in Gilliam County making that a mandatory area. Therefore, approximately 130 fee-for-service (ffs) clients will be enrolled into EOCCO for their physical and mental health care.

Nov. 26: we mailed the attached letter to 80 affected households in Gilliam County informing them that their benefit level will not change. They may be able to use their current provider but if not, we will help them transition. Clients will also receive information from EOCCO.

For members who are currently on fee-for-service in Gilliam County, MMIS will display CCOE enrollments in EOCCO. DMAP will process this change using the Stop Reason RO – Roll-over code.

If you have any questions about this information, contact:

Contact(s):	Patricia Krewson, DMAP MMIS Business Project Manager		
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November 26, 2013

<First name> <Last name>

<Address 1>

<Address 2>

<City>, OR <Zip>

Case number: <<case number>>

Change to the Oregon Health Plan Effective January 1, 2014

Your Oregon Health Plan benefits will stay the same

Dear Oregon Health Plan client,

Oregon Health Plan (OHP) clients in your household with an “open card” will soon move into a new type of health organization serving OHP clients in your local community called coordinated care organizations or CCOs.

Most OHP clients are moving into CCOs. They are set up so that anyone who provides your care — doctors, counselors, nurses — will be better able to focus on prevention and improving care.

Effective January 1, 2014:

Eastern Oregon Coordinated Care Organization will coordinate your physical and mental health care. You will have the same OHP benefits you do today.

There will be no break in your care

It is likely you will have the same providers you use now but some providers might not be covered under the new plan. We will work with you so there is no break in your care.

Prior authorization for surgery or urgent health care services

Keep any scheduled appointments. If you have been pre-approved for health services or prescription drugs, your new CCO will work with you to transition your care.

What you should do

You do not have to do anything. You will receive more information from the OHP soon. You will also receive information from Eastern Oregon Coordinated Care Organization.

ID card

You can still use your current DHS Medical Care ID or the newer card called Oregon Health ID. Both 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 return to fee-for-service at any time and see any provider who accepts OHP clients. Be sure they also accept Medicare coverage as well since Medicare is the primary payer before OHP.

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 **1-800-699-9075**.

Questions? Contact:

- If you have questions about this letter or need it in another language or format such as large print, Braille, audio recording, Web-based communication or other electronic format, call OHA Customer Service at **1-800-699-9075** (available from 7 a.m. to 6 p.m., Monday through Friday).
- 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, dial 711.
- Client Services Unit at **1-800-273-0557**, available Monday through Friday, 8:00 a.m. to 12:30 p.m. or 1:45 p.m. to 4:55 p.m.

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