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Number: DMAP IM 14-011

Authorized Signature

Issue Date: 3/14/2014

Topic: Medical Benefits

Subject: Revised OHP Client Handbook and new Client Toolkit available

Applies to:

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| <input type="checkbox"/> | All DHS employees | <input type="checkbox"/> | County Mental Health Directors |
| <input 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): DMAP staff; plans and coordinated care organizations (CCOs) |
| <input type="checkbox"/> | County DD Program Managers | | |

Message:

Client educational tools are now available:

1. DMAP has revised and reissued the OHP Client Handbook ([OHP 9035](#)).
2. A new educational toolkit ([OHP 9040](#)) focusing on information related to billing issues has been created.

The OHP Client Handbook and Client Toolkit are intended to provide clients with information to help them understand their benefits, rights and responsibilities, how to access services and to be informed and successful as they work with their providers and CCOs toward good health.

Major changes to the handbook include:

- Updated information and recent changes, including:
 - ✓ Removal of references to the Standard benefit package;
 - ✓ Removal of premium references;
 - ✓ Removal of the requirement that members all be in the same CCO/Plan;
 - ✓ Extending the time members have to change CCOs from 30 to 90 days;
 - ✓ Revised contact information from workers to OHP Customer Service.
- Incorporating all of the information from the update sheets that were used to revise the handbook for the past several years.
- Introducing coordinated care organizations and referencing them throughout the managed care section of the handbook.

The new Client Toolkit

Over the last few years we have seen an increase in clients being billed by their health care providers inappropriately. Clients have also contacted us asking for information on their appeal and hearing rights, what to do if they want to pay for a non-covered service, and the Notice of Action letters they receive. The purpose of the toolkit is to have quick information that a client might need on those and related topics shown below:

- How to successfully access services
- How providers request prior authorization
- The Notice of Action letter
- Appeal and hearing processes
- Copayments
- Paying for covered and non-covered services
- What to do if they get an unexpected bill
- Rights and responsibilities
- Common forms they may see and resources

Client Handbook and Toolkit availability

Both the handbook and client education toolkit are available on the [OHP Client Benefits and Information page](#).

Printed copies will be available for ordering in April.

- Clients may order copies by calling OHP Client Services at 1-800-273-0557, TTY 711.
- CCOs/plans and branches may order copies through the [DHS/OHA Distribution Center](#).

If you have any questions about this information, contact:

Contact(s):	Client and Provider Education, DMAP
E-mail:	dmap.distribution@state.or.us