



Division of Medical Assistance Programs

Information Memorandum Transmittal

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DMAP Delivery Systems Unit

Number: DMAP IM 14-035
Issue Date: 7/31/2014

Authorized Signature

Topic: Medical Benefits

Subject: Client announcement: Yamhill Community Care Coordination members will transition to Willamette Valley Community Health, LLC in zip codes 97002, 97026 and 97071 service areas effective 9/1/2014.

Applies to:

- Checkboxes for: 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:

This week and next, the Division of Medical Assistance Programs will send the following letter to approximately 1,000 Yamhill Community Care Coordination coordinated care organization (YCCO) members in FIPS 047, region A455, E455, J455, N455 with zip codes 97071, 97002 & 97026 telling them they will be enrolled in Willamette Valley Community Health CCO, effective 9/1/2014.

From: Marion County /FIPS 047, Region A455 YCCOA, E455 YCCOB, J455 YCCOE, and N455 YCCOG with zip codes 97071, 97002 & 97026

To: Willamette Valley Community Health CCO Marion County / FIPS 047, A055 WVCH CCO A, E055 WVCH CCO B, J055 WVCH CCO E, N055 WVCH CCO G.

If you have any questions about this information, contact:

Table with contact information: Contact(s), Phone, Fax, and email addresses.

Client ID number:

Recently you received a letter stating that your health coverage would be part of the coordinated care organization (CCO) called Yamhill Community Care Organization.

Today we are writing to let you know that a different plan will serve Oregon Health Plan (OHP) members in your area and soon we will enroll you in that plan. The name of the plan is Willamette Valley Community Health (WVCH or Willamette Valley) CCO.

When this will happen

On September 1, 2014, your health services will be coordinated through Willamette Valley CCO.

What you should do

You do not have to do anything and you will automatically be enrolled in the new plan. More information will be sent to you soon from Willamette Valley CCO.

Your health care providers

Most providers will be part of your new organization. It is likely the provider you have today can be your provider under the new plan. But some providers might not be covered under the new plan. You may want to talk with your doctor or other provider to find out which CCO he or she works with. If you need to choose a new provider, you must contact a provider who works with Willamette Valley CCO and is accepting new patients. You can call Willamette Valley CCO at 1-866-362-4794 or 503-584-2150. To learn more about the new health plan, visit: www.wvchealth.org.

Your benefits

- Your Oregon Health Plan benefits will stay the same.
- Your Medicare benefits and coverage will stay the same.

ID card

You can still use your current Oregon Health ID (also known as DHS Medical Care ID).

American Indian and Alaska Native

If you are an American Indian or an Alaska Native you are not required to move into the new CCO. You can ask to change your enrollment at any time by calling 1-800-699-9075.

Need more information?

- Call OHP Customer Service at 1-800-699-9075 (available from 7 a.m. to 6 p.m., Monday through Friday) if you need this letter in another language or format, such as large print, Braille, audio recording, Web-based communications, and 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, dial 711.
- For questions about benefits, contact Client Services at 1-800-273-0557, available Monday through Friday, 8:00 a.m. - 5:00 p.m.
- For questions about eligibility, contact the OHP Customer Service at 1-800-699-9075 (available from 7 a.m. to 6 p.m., Monday through Friday).

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