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Authorized Signature

Number: DMAP-IM-14-037
Issue Date: 8/29/2014

Topic: Medical Benefits

Subject: Trillium Community Health Plan CCO will add physical health coverage for approximately 3,000 (CCOG) members, effective October 1, 2014

Applies to:

- | | |
|---|--|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" 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 and AMH staff |
| <input type="checkbox"/> County DD Program Managers | |

Message:

Effective October 1, 2014, we will transition approximately 3,000 Trillium Community Health Plan CCO members from status CCOG (dental & mental healthcare) to CCOA (dental, mental and physical healthcare).

DMAP will mail the attached letter to the affected clients telling them that Trillium will add their physical health care coverage and that effective October 1, Trillium will cover dental, mental **and** physical health care. Members' OHP benefit level and providers will not change. Clients will also receive notification of this change directly from their CCO. Coverage Letters (via MMIS) will not be mailed.

DMAP will process this change using the Stop Reason RO – Roll-over code.

If you have any questions about this information, contact:

Contact(s):	Carrie Shike, CCO Account Representative		
Phone:	503- 945-6267	Fax:	503-947-5221
E-mail:	carrie.shike@state.or.us		

September 5, 2014

Client ID#:

Important information about your health care

Dear Oregon Health Plan (OHP) client,

Effective October 1, 2014, the Division of Medical Assistance Programs (DMAP) will add your physical health coverage to the other services you are currently receiving from your coordinated care organization (CCO), Trillium Community Health Plan (Trillium CCO).

This means your CCO will coordinate your dental, mental and physical health care needs making it easier for your providers to work together. This change will also help with access to services.

Your Oregon Health Plan benefits

This change does not affect your OHP benefits. You will continue to receive the benefits for which you are eligible.

Your provider(s)

It is likely the provider you have today already works with Trillium CCO. If not, or if you need to check, please call Trillium CCO at (877) 600-5472 or (541) 485-2155. Your CCO will work with you so that there is no break in your care.

ID card

You can still use your Oregon Health ID card or DHS Medical Care ID card. Both cards 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 change your enrollment to fee-for-service at any time. This means that you can see any provider who accepts Oregon Health Plan clients. They must also accept Medicare coverage since Medicare is the primary payer before OHP. Please call your case manager if you have any questions.

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**.

Need more information?

- If you have questions about this change or about Trillium Community Health Plan, please call them at (877) 600-5472 or (541) 485-2155.
- If you need this letter in another language or format, such as large print, Braille, audio recording, Web-based communications, and other electronic formats. Call OHP 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.
- For questions about benefits, call 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).