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DMAP Medicaid Policy and Planning Section

Number: DMAP IM 14-047

Authorized Signature

Issue Date: 11/20/14

Topic: Medical Benefits

Subject: Maintaining coordinated care organization (CCO) enrollment for Oregon Health Plan (OHP) members in temporary placements outside their CCO service area

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 type="checkbox"/> | Children, Adults and Families | <input checked="" type="checkbox"/> | Other (please specify): AMH and DMAP staff |
| <input type="checkbox"/> | County DD Program Managers | | |

Message:

As outlined in Oregon Administrative Rule (OAR) [410-141-3160\(10\) and \(14\)](#), CCOs are responsible for coordinating care even when members are in a temporary placement to receive care outside the CCO's service area.

Client Enrollment Services (CES) uses the [Service Area Exception \(SAE\) process](#) to ensure uninterrupted CCO enrollment for OHP members in such placements.

When you receive requests to change a CCO member's address, please make sure to do the following:

1. [Review client record for Service Area Exceptions \(SAEs\)](#)
2. [Only change mailing address \(not residential address\) for temporary placements](#)

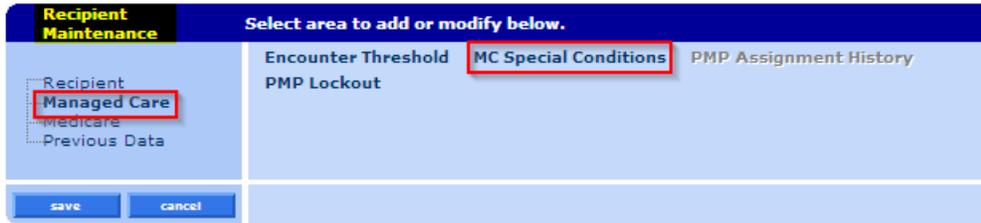
How to review for Service Area Exceptions (SAEs)

If present, SAEs will display in the MC Special Conditions panel of the client's MMIS Recipient Subsystem record.

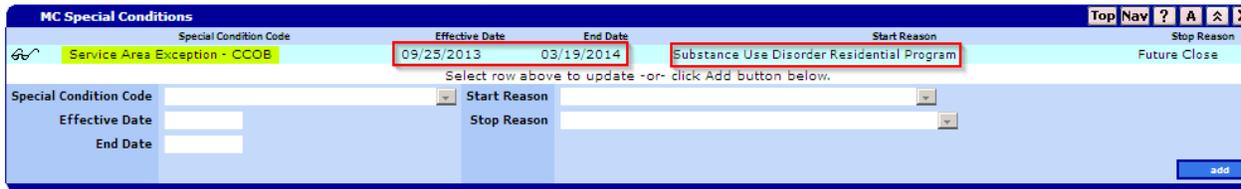
1. In the MMIS Recipient Subsystem, click on **Search** and enter the client's Prime Number in the "Current ID" field.



2. Once in the Recipient Information Panel, go to **Recipient Maintenance**. Click on **Managed Care**, then click on **MC Special Conditions**.



3. In the **MC Special Conditions** Panel, review for current dates. SAEs will have Special Condition Codes that begin with "Service Area Exception." The **Start Reason** column will show why the client requires the SAE.



For temporary address changes, only change the mailing address

MMIS auto-enrollment is based on the member's residential address. To avoid changing CCO enrollment for members in an out-of-area placement, do not change the **residential** address due to a temporary change. Such changes include, but are not limited to:

- Placement in a behavioral health residential facility (e.g., for substance use disorder or psychiatric care)
- Behavior rehabilitation services and psychiatric residential treatment for Child Welfare (CW) placements. (For CW placements, CW staff updates addresses in OR-Kids; MMIS receives the updates through nightly batch processing.)
- Travel for health care services not available in the home CCO service area

Please only update the member's residential address for **permanent** home address moves.

To learn more about CCO enrollment, please refer to the Delivery Systems section of the [DMAP Worker Guide](#).

If you have any questions about this information, contact:

Contact(s):	DMAP Client Enrollment Services
E-mail:	dmap.ces@state.or.us