



Division of Medical Assistance Programs

Information Memorandum Transmittal

Chris Norman, Manager
DMAP Coordinated Care Support Unit

Authorized Signature

Number: DMAP IM 15-005
Issue Date: 4/2/2015

Topic: Medical Benefits

Subject: OHP Coordinated Care Organization (CCO) Service Area Changes:
Columbia Pacific CCO (CPCCO) is leaving Coos and Douglas counties
4/30/2015

Applies to:

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

Message:

Effective 4/30/2015 Columbia Pacific CCO will no longer provide services in Coos and Douglas County. Clients will transition into Trillium Community Health Plan CCO

Clients who are currently enrolled with Columbia Pacific CCO will be disenrolled 4/30/2015. Service areas affected:

- FIPS 011 Coos County, Region A360, E360, J360, and N360 Zip code: 97449
FIPS 019 Douglas County, Regions A365, E365, J365, and N365 Zip codes: 97441, 97467, 97436, and 97473

Clients will receive the following letter(s) from MAP stating they will be disenrolled from Columbia Pacific CCO 04/30/2015 and enrolled with Trillium CCO 05/01/2015.

Members have an option:

- Clients who live in Coos County, zip code 97449, will have a choice (within 30 days) to enroll with Western Oregon Advanced Health (WOAH) CCO, but may need to find a new provider by calling WOAH CCO at 1-800-264-0014

- Clients who live in Douglas County zip code 97436, will have a choice (within 30 days) to enroll with Umpqua Health Alliance (UHA) CCO, but may need to find a new provider by calling UHA CCO at 1-800-676-7735.

Child Welfare

- Families will be notified of their choices for CCO, and instructed to call one of the Medical Assistance Resource Coordinators and they will complete the enrollment.
- Child Welfare members will not be automatically enrolled. If no choice is made, enrollment will be completed by the Medical Assistance Specialist using the weekly enrollment spread sheet.

Clients can contact OHP Client Services 1-800-273-0557 (TTY 711), Oregon Health Plan Customer Service Center 1-800-699-9075, or for Child Welfare, the Medical Assistance Resource Coordinators, Tonya Burckhardt 503-945-5934, or Shelly Watts 503-945-6613.

****Remember to check the Managed Care→PMP Information screen at <https://mmis.oregonmmis.com> for the most current information****

If you have any questions about this information, contact:

Contact(s):	Lisa A. Mallett, Account Representative, Coordinated Care Support Unit		
Phone:	503-945-6348	Fax:	503-947-5221
E-mail:	Lisa.A.Mallett@state.or.us		

April 2, 2015

[Member name]
[Member address]

You can get this letter in large print, another language, or any way that is best for you by calling 1-800-699-9075.

Dear Oregon Health Plan member,

You now have Oregon Health Plan coverage through Columbia Pacific Coordinated Care Organization (CPCCO).

Starting May 1, 2015, a different plan will serve all Oregon Health Plan (OHP) members in your area. We will enroll you into the new plan, Trillium Community Health Plan Coordinated Care Organization (CCO), on May 1.

Your old and new plans will work together to make sure you get the care you need. Columbia Pacific CCO will help transition your care if you have any upcoming appointments, pre-approved health services or prescription drug refills.

When this will happen?

On May 1, 2015, your OHP health plan will change to Trillium Community Health Plan CCO.

What do I need to do?

Nothing. You will automatically enroll into Trillium Community Health Plan CCO. Trillium will send you a Member Handbook and ID card soon.

Can I keep my doctor or other provider?

Most doctors and providers already work with Trillium Community Health Plan CCO, so you may be able to keep the same provider. You may want to ask your provider which CCO he or she works with.

Your benefits will not change.

Your Oregon Health Plan benefits will stay the same. If you have other coverage, like Medicare, those benefits will also stay the same.

American Indians and Alaska Natives

If you are an American Indian or an Alaska native, you can get services from a tribal wellness center or Indian Health Service clinic whether or not you are in a CCO. You do not have to enroll in a CCO. You can opt out of coordinated care at any time by calling 1-800-699-9075.

Aged and People with Disabilities / Medicare

If you have Oregon Health Plan and Medicare coverage, you do not have to enroll in a CCO. You can opt out of coordinated medical care at any time by calling 1-800-699-9075.

Questions?

We are here to help. If you have any questions before you receive information from your new plan, please call OHP Customer Service at 1-800-699-9075 or 711 (TTY).

You can learn more about the Oregon Health Plan and coordinated care at www.ohp.oregon.gov.

Sincerely,



Judy Mohr Peterson
State Medicaid Director

April 2, 2015

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[Member address]

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Nothing. You will automatically enroll into Trillium Community Health Plan CCO. Trillium will send you a Member Handbook and ID card soon.

Umpqua Health Alliance Coordinated Care Organization is also available in your area. If you would like to enroll in Umpqua Health Alliance CCO

instead of Trillium Community Health Plan CCO, please call 1-800-699-9075 or 711 (TTY) before June 30, 2015, to make that change.

Can I keep my doctor or other provider?

Most doctors and providers already work with Trillium Community Health Plan CCO, so you may be able to keep the same provider. You may want to ask your provider which CCO he or she works with.

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Nothing. You will automatically enroll into Trillium Community Health Plan CCO. Trillium will send you a Member Handbook and ID card soon.

Western Oregon Advanced Health is also available in your area. If you would like to enroll in Western Oregon Advanced Health instead of Trillium

Community Health Plan CCO, please call 1-800-699-9075 or 711 (TTY) before June 30, 2015, to make that change.

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