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Coordinated Care Support Unit

**Number:** DMAP-IM-15-008

**Authorized Signature**

**Issue Date:** 08/11/2015

**Topic:** Medical Benefits

**Subject:** Address and CCO enrollment changes for adults receiving mental health residential treatment

**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): Health Systems (AMH and MAP) staff |
| <input type="checkbox"/> County DD Program Managers        |  |

**Message:**

The following guide (pages 2-3) explains when it is appropriate to change the residential address and FIPS code for adult Oregon Health Plan members receiving mental health residential treatment.

Changes to residential address and FIPS code trigger automatic coordinated care organization (CCO) changes, which can unintentionally disrupt care.

To avoid unnecessary CCO enrollment changes for these clients:

- Please review this guide and only make address changes as recommended in the guide.
- Please do not change CCO enrollment without consulting Client Enrollment Services (CES) first. If you receive a request to change CCO enrollment, please forward it to [ces.dmap@state.or.us](mailto:ces.dmap@state.or.us).

If you have any questions about this information, contact:

Contact(s):	Kari Johnson, CES Lead Worker		
Phone:	503-947-5101	Fax:	503-947-5221
E-mail:	<a href="mailto:kari.l.johnson@state.or.us">kari.l.johnson@state.or.us</a>		

## Address Changes for Clients Receiving Residential Treatment

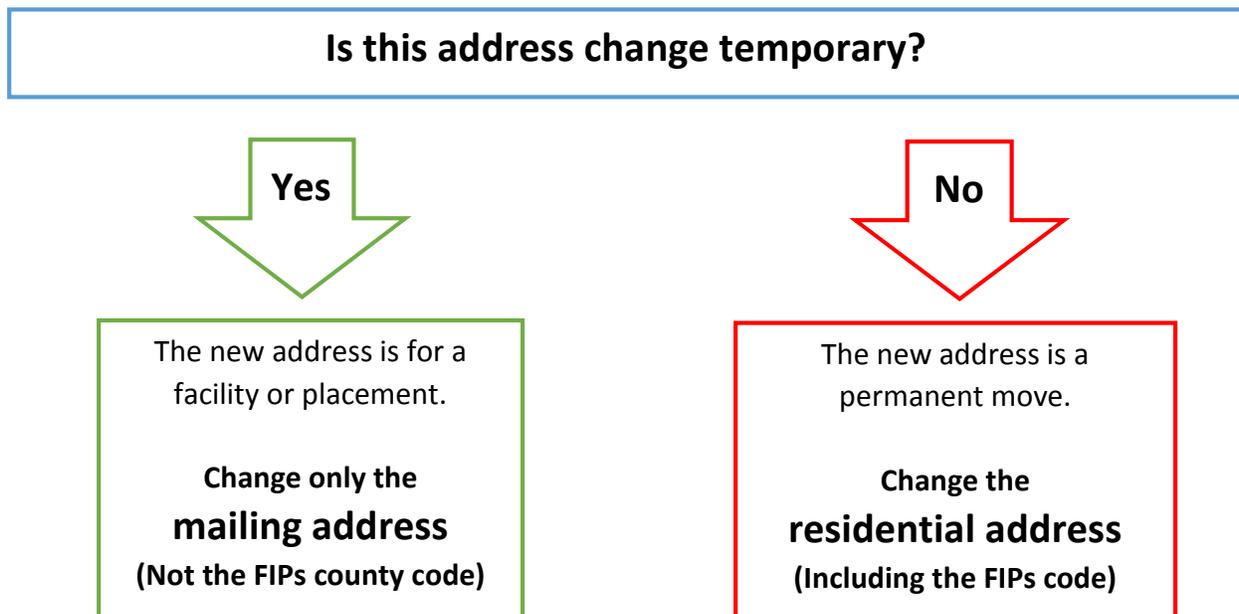
For individuals experiencing mental illness, residential treatment helps promote and enhance skills needed to lead independent healthy lives. Residential treatment offers support, stability, and rehabilitative care in homelike settings, preparing individuals to live independently in their own communities.

Many clients receiving mental health residential treatment are in temporary placements outside of their home community.

It is important to note that inappropriate address changes can disrupt care for these individuals, affecting enrollment in their home coordinated care organization (CCO).

Please change only a client's mailing address for placement or temporary moves. When you change a residential address or a FIPS county code, it triggers a change in CCO enrollment.

Please use the guide below to help determine which address should be changed.



### **Please do not change CCO enrollment for clients in residential settings**

Requests for changes in CCO enrollment for clients in residential settings should go through Client Enrollment Services (CES). Continuity of care is very important for adult mental health residential treatment clients and changing CCOs disrupts that care.

Please do not change CCO enrollment without consulting CES first. If you receive a request to change enrollment, please forward it to [CES.DMAP@state.or.us](mailto:CES.DMAP@state.or.us).

## The “home CCO” enrollment rule will take effect in September 2015

Although honoring a client’s home CCO has already been a part of our regular business practices, this September it will become rule.

Oregon Administrative Rule 410-141-3066 will ensure that Oregon Health Plan clients leaving Oregon State Hospital care and who are receiving mental health residential services have consistent coordinated care, regardless of placement setting.

Enrollment trainings are being provided to staff at the Oregon State Hospital in July and August. A webinar with more information about OAR 410-141-3066 will be available at the end of August.

## A new way to identify clients receiving residential treatment services in MMIS

In MMIS, the Medical Case Management (MCM) indicator has been repurposed to identify clients receiving mental health residential treatment services.

The MCM field will be flagged with “Yes” if that client is in a residential placement.

Updating the indicator is a manual process, so please contact [CES.DMAP@state.or.us](mailto:CES.DMAP@state.or.us) if you believe a record is flagged incorrectly.

<b>Pregnancy Due Date</b>		<i>Clients receiving residential treatment services will be flagged with “Yes” on the MCM indicator.</i>
<b>Renewal Date</b>		
<b>Medical Case Management</b>	Yes	
<b>Disease Case Management</b>	No	
<b>Print Format</b>	NOT APPLICABLE	

## Transitioning adult mental health residential treatment services into CCOs

OHA is committed to providing Oregonians the right service at the right time, in the right setting for the appropriate length of time.

As part of that commitment and continuing efforts to expand the coordinated care model in our state, OHA has coordinated several staff workgroups to meet the overall goal of successfully transitioning adult mental health residential treatment into coordinated care in July 2017.

For more information about the transition of adult mental health residential treatment including project updates, fact sheets and other resources, please visit [www.oregon.gov/oha/amh/rtt](http://www.oregon.gov/oha/amh/rtt).