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Delivery System Support Unit

Authorized Signature

Number: DMAP-IM-15-012

Issue Date: 09/30/2015

Topic: Medical Benefits

Subject: Wave 1 of Kaiser Physician Care Organization (PCO) to coordinated care organization (CCO) transition effective 11/1/2015 in Marion and Polk counties.

Applies to:

- | | | | |
|-------------------------------------|-------------------------------|-------------------------------------|---|
| <input type="checkbox"/> | All DHS employees | <input checked="" 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): Health Systems (formerly AMH and MAP) staff |
| <input checked="" type="checkbox"/> | County DD Program Managers | | |

Message:

Kaiser PCO in Marion (P048) and Polk (P049) counties will term their contract 12/31/2015. All OHP Kaiser PCO clients will have to change to a CCO, but their OHP eligibility and benefits will not change.

The change will happen in two waves, on 11/1/2015 and 1/1/2016. Please read the [staff talking points](#) for important details about each wave, exceptions and frequently asked questions.

OHA is mailing the attached letter (page 3) to approximately 1,000 members. Most are enrolled in another plan's CCO-E or CCO-G. They will be rolled into that plan's CCO-A effective 11/1/2015.

- Clients in FamilyCare CCO-E or G will roll into FamilyCare CCO-A.
- Clients in Willamette Valley Community Health (WVCH) CCO-E or G will roll into WVCH CCO-A.
- Clients in Yamhill Community Care Organization (YCCO) CCO-E or G will roll into YCCO CCO-A.
- HNA (American Indian/Alaska Native) members in this group will move to fee-for-service (FFS) OHP for their medical care effective 11/1/2015.

If the client wishes to have a different CCO, they can call OHP Client Services at

1-800-273-0557 (TTY 711) or the OHP Customer Service Center at 1-800-699-9075 (TTY 711) to make that request. Clients will have 30 days following their enrollment into the CCO-A to call to request a plan change.

Current OHP members with Kaiser TPL, employer-based or private Kaiser coverage, or Kaiser Medicare Advantage can keep their Kaiser enrollment through that plan. Their **OHP** coverage will be fee-for-service.

If you have any questions about this information, contact:

Contact(s):	Lisa A Mallett, Account Representative		
Phone:	503- 945-6348	Fax:	503-947-5221
E-mail:	lisa.a.mallett@state.or.us		



Statewide Processing Center
PO Box 14520
Salem, OR 97309-5044

Voice: 1-800-699-9075
FAX: 503-373-7493
TTY: 711
www.OHP.oregon.gov

September 28, 2015

<<Case Name>>
<<Street Address>>
<<City, State>> <<ZIP>>

Your Oregon Health Plan (OHP) plan enrollment will change soon

Kaiser Permanente is ending its Physician Care Organization (PCO) plan that serves OHP clients in Marion & Polk counties. For that reason, OHP will change you from Kaiser PCO to <<CCO name>> on November 1, 2015. We are sorry for any problems this change causes.

Why this is happening

Kaiser PCO is ending its OHP contract at the end of 2015. As part of Health Share of Oregon Coordinated Care Organization (CCO), Kaiser will continue to serve its OHP members in Clackamas, Multnomah and Washington counties.

You are now enrolled with <<CCO name>> for either your mental health, dental services, or both. They will provide your medical services starting November 1, 2015.

What you need to do

Unless you have Kaiser through another plan or an employer, you need to choose a new primary care provider outside of Kaiser. <<CCO name>> will send you a letter in November that will explain how to choose a new doctor. You can look for a new doctor anytime by going to the CCO's website and searching its provider directory.

If you are in active treatment for conditions such as cancer, Kaiser will cover your current and pre-approved treatments up to 90 days after you are no longer a Kaiser member.

Prescriptions

We urge you to refill your prescriptions during October, before your Kaiser PCO enrollment ends on October 31, 2015. Starting on November 1, go to a pharmacy in your CCO's network.

You can get this letter in another language, large print, or another way that is best for you. Call 1-800-699-9075 (TTY 711).

Questions? Please visit www.OHP.oregon.gov or call 1-800-699-9075 or 711 (TTY)

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If you are enrolled with Willamette Valley Community Health (WVCH) CCO, you may take your prescriptions to any local pharmacy except Walgreens.

Your OHP eligibility and benefits will not change

But because Kaiser physicians do not serve the general public, you will have to work with <<CCO name>> to find a new primary care doctor in its provider network.

New ID Card and member handbook

<<CCO name>> will send you a new ID card and member handbook in November. You can use your current Oregon Health ID or DHS Medical ID card until your new card arrives.

You can choose a different CCO that serves your area

You will have until November 30, 2015 to change CCOs. Find your county and ZIP code below for the CCOs that are available to you. If you want to make a change, call OHP Client Services at 1-800-273-0557, TTY 711.

County	ZIP code	CCO available
Marion	97137	Yamhill Community Care Organization
Marion	All ZIP codes	Willamette Valley Community Health
Marion	97002, 97032, 97071, 97362, 97375 and 97381	FamilyCare, Inc. CCO
Polk	All ZIP codes	Willamette Valley Community Health
Polk	97304, 97347, 97371 and 97396	Yamhill Community Care Organization

American Indians and Alaska Natives

If you are an American Indian or an Alaska Native, you will change to fee-for-service OHP on November 1, 2015. You will not change to a CCO and do not have to be enrolled in a CCO. But if you want to enroll in a CCO, call OHP Client Services at 1-800-273-0557, TTY 711.

Questions:

If you have any questions, please call OHP Customer Service at 1-800-699-9075, TTY 711. We want to make sure that you have the information you need.

Kaiser PCO Closure in Marion & Polk Counties

Call Center Talking Points & FAQ

Background

Kaiser's PCO (Physician Care Organization) contract with OHA ends on 12/31/2015. Kaiser PCO currently serves 1,664 members in Marion, Polk and Yamhill counties. Health Share of Oregon-Kaiser does not serve those areas. All current Kaiser PCO members will be disenrolled by 12/31/2015. Disenrollment will happen in two waves.

Wave 1: Ends 10/31/2015. This is the largest group, members with low utilization. They will get a *30-day notice* about their upcoming enrollment change.

- Most are enrolled in another plan's CCO-E or CCO-G. They will be rolled into that plan's CCO-A effective 11/1/2015.
- HNA (American Indian/Alaska Native) members in this group will move to fee-for-service (FFS) OHP for their medical care effective 11/1/2015.

Wave 2: Ends 12/31/2015. This includes these groups:

- Higher-utilizing members who need a "warm hand-off" with care management. This includes higher-utilizing HNA members. They too may be in a CCO-E or CCO-G, and will roll into a CCO-A effective 1/1/2016. They will get a *30-day notice* about their upcoming enrollment change. Kaiser will honor ongoing and pre-authorized treatments for these members.
- Medicare clients. They will move to FFS OHP for their medical care, effective 1/1/2016. They will get a *60-day notice* about their upcoming enrollment change.
- Child Welfare (foster care and adoption) clients.

Talking points

Exceptions

People with Kaiser TPL, employer-based or private Kaiser coverage, or Kaiser Medicare Advantage can keep their Kaiser enrollment through that plan.

Who to call for help

Child Welfare clients and their representatives should call their local Medical Assistance Specialist or call Medical Assistance Resource Coordinators at 503-945-5934 or 503-945-6613 if they have questions or concerns about their enrollment change, or if they want to change to a different CCO.

HNA members who want to enroll in a CCO can call OHP Client Services and ask to enroll in a CCO.

Medicare members must contact their senior services agency to enroll in a CCO as CSU does not handle any enrollment requests for Medicare members.

9/30/2015

All Kaiser PCO enrollment ends on or before 12/31/2015

Kaiser PCO enrollment will end effective either 10/31/2015 or 12/31/2015.

Kaiser PCO has been closed to new enrollment for over a year and remains closed. It will not reopen.

New ID card and member handbook

Within 14 days after enrollment, the CCO-A will send its new members a welcome packet that includes a CCO ID card and a member handbook. If they haven't received the packet, members should call the customer service number for the CCO-E or CCO-G listed on their OHP coverage letter.

OHA will also send [a new coverage letter](#) about the enrollment change.

If they don't know which CCO they have, they can call OHP Client Services at 1-800-273-0557, TTY 711.

Frequently Asked Questions (FAQ)

I've never had anything but Kaiser - how can I stay in Kaiser?

Since Kaiser PCO will cease to exist in Marion & Polk Counties for OHP clients, all Kaiser PCO members will have to change plans.

If a member has Kaiser Advantage, employer-based or private Kaiser coverage, they will remain enrolled in Kaiser. Their OHP benefits will be fee-for-service. Kaiser is not closing any facilities, just its PCO plan.

Health Share of Oregon-Kaiser only serves OHP members who live in Washington, Clackamas and Multnomah counties.

What will my new plan be?

Kaiser PCO members who are not in a CCO-E or CCO-G will be enrolled in a CCO in their area.

- Willamette Valley Community Health (WVCH) is the only CCO that serves all of Marion and Polk counties and most will roll into WVCH CCO-A.
- FamilyCare CCO and Yamhill Community Care Organization (YCCO) serve a few ZIP codes in the affected area and are options for members who live in those ZIP codes.

County charts showing enrollment options are on our website at

<http://www.oregon.gov/oha/healthplan/Pages/plans.aspx>.

Where will I get my prescriptions – can I continue to use Kaiser’s pharmacies?

You can use Kaiser’s pharmacies until your last day of enrollment, either 10/31/2015 or 12/31/2015 depending on whether you are in wave 1 or 2. We urge you to refill your prescriptions before your Kaiser enrollment ends.

Starting with your first day of enrollment in your CCO-A, that plan will be responsible for your prescriptions. Be sure to use the pharmacies in their network. You can find a list of network pharmacies on the CCO’s website, or call the CCO’s customer service for a list of network pharmacies:

- Willamette Valley Community Health (WVCH) Customer Service: 1-866-362-4794, TTY 1-866-735-2900
- FamilyCare Navigation Services: 1-800-458-9518, TTY 1-866-735-2900
- Yamhill Community Care Organization (YCCO) Customer Service: 1-855-722-8205, TTY 1-800-735-2900

You can ask your new pharmacy to call a Kaiser pharmacy to transfer your prescriptions. Or, you can ask your provider (Kaiser or outside Kaiser) to write new prescriptions, and then you can take those prescriptions to your new pharmacy.

I have an appointment scheduled after I leave Kaiser, what should I do?

Kaiser will honor ongoing and pre-approved treatments for 90 days. For questions, call Kaiser Customer Service at 1-800-813-200, TTY 1-800-735-2900.

When will Kaiser PCO reopen?

Kaiser PCO will cease to exist and will never reopen. Its contract with OHA permanently expires on 12/31/2015.