

Chris Norman, Manager  
Delivery System Support Unit

**Authorized Signature**

**Number:** DMAP-IM-15-014  
**Issue Date:** 11/02/2015

**Topic:** Medical Benefits

**Subject:** Wave 2 of Kaiser Physician Care Organization (PCO) transition effective 12/1/2015 and 1/1/2016 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. OHA is mailing the following letters related to this change.

- Letter to 27 higher-utilizing Kaiser members (page 2). They will move to Willamette Valley Community Health (WVCH) CCO-A effective 12/1/2015.
- Letter to 350 Aging and People with Disabilities clients (page 4). They will move to fee-for-service OHP for their medical care effective 1/1/2016.

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.

Please read the updated [staff talking points](#) for important details about each wave, exceptions and frequently asked questions.

*If you have any questions about this information, contact:*

<b>Contact(s):</b>	Lisa A Mallett, Account Representative		
<b>Phone:</b>	503- 945-6348	<b>Fax:</b>	503-947-5221
<b>E-mail:</b>	<a href="mailto:lisa.a.mallett@state.or.us">lisa.a.mallett@state.or.us</a>		

Statewide Processing Center  
PO Box 14520  
Salem, OR 97309



P.O. Box 14520, Salem, OR 97309-5044  
Voice: 1-800-699-9075  
FAX: 503-373-7493  
TTY: 711  
[www.ohp.oregon.gov](http://www.ohp.oregon.gov)

10/30/2015

<<Case Name>>  
<<Street Address>>  
<<Street Address 2>>  
<<City>>, <<State>> <<ZIP>>

Client ID: <<Case#>>

## **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 Willamette Valley Community Health (WVCH) on December 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 WVCH for either your mental health services, dental services, or both. They will provide your medical services starting December 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. WVCH will send you a letter in December that will explain how to do this. You can look for a new doctor anytime by going to the WVCH website at [www.wvchealth.org/medicaid-ohp/for-patients](http://www.wvchealth.org/medicaid-ohp/for-patients) and searching their 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.

**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).**

## Prescriptions

We urge you to refill your prescriptions before your Kaiser PCO enrollment ends on November 30, 2015. Starting on December 1, go to a pharmacy in your CCO's network. As a WVCH member, 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 WVCH to find a new primary care doctor in its provider network.

## New ID card and member handbook

WVCH will send you a new ID card and member handbook in December. 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 December 31, 2015 to change CCOs. Find your county and ZIP code below for the other 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	97002, 97032, 97071, 97362, 97375 and 97381	FamilyCare, Inc. CCO
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 do not have to be enrolled in a CCO. If you do not 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.



# Oregon

Kate Brown, Governor

DHS Aging and People with Disabilities  
500 Summer St NE, E18  
Salem, OR 97301-1074

**Department of Human Services**

*Aging and People with Disabilities*

500 Summer St NE, E18

Salem, OR 97301-1074

ADRC: 1-800-469-8772

TTY: 711

[www.oregon.gov/dhs](http://www.oregon.gov/dhs)

10/30/2015



<<Case Name>>

<<Street Address>>

<<City, State>> <<ZIP>>

Case ID: <<Case#>>

## **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 on December 31, 2015.

### **Your OHP coverage will not change**

But Kaiser clinics do not serve the general public, so you will have to find a new primary care doctor and pharmacy. We are sorry for any problems this change causes.

### **What you need to do**

Please call your case manager or ADRC (Aging and Disability Resource Connection) at 1-800-469-8772, TTY 711, as soon as possible to talk about your health care options.

### **Prescriptions**

We urge you to refill your prescriptions before your Kaiser membership ends on December 31, 2015. Starting on January 1, 2016, do not go to Kaiser pharmacies anymore. You can use any pharmacy that accepts your Oregon Health ID or DHS Medical ID card.

### **Medicare members**

Your Medicare coverage will not change. If you are in Kaiser's Senior Advantage plan, you can still use Kaiser clinics for services and prescriptions that Medicare covers. (Kaiser will send you a letter about this soon.)

### **American Indians and Alaska Natives**

If you are an American Indian or an Alaska Native, you can use a tribal wellness center or IHS (Indian Health Services) clinic starting January 1, 2016.

**Questions?** Please call ADRC at 1-800-469-8772, TTY 711. We will help you make this change.

You can get this letter in another language, large print, or another way that is best for you. Call 1-800-469-8772 (TTY 711).

*"Safety, health and independence for all Oregonians"*

An Equal Opportunity Employer

15-527 (10/30/2015)

# 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 got a *30-day notice* about their upcoming enrollment change (see [DMAP IM 15-012](#) to learn more).

- Most are enrolled in another plan's CCO-E or CCO-G. They will roll into that plan's CCO-A effective 11/1/2015.
- HNA (American Indian/Alaska Native) members moved 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. Most are in Willamette Valley Community Health (WVCH) CCO-E or CCO-G, and will roll into WVCH CCO-A effective 12/1/2015. Kaiser will honor ongoing and pre-authorized treatments for these members for up to 90 days, assisting with the transition to new providers who take fee-for-service. They will get a *30-day notice* about their upcoming enrollment change.
- Aging and People with Disabilities 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.

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

Kaiser PCO enrollment will end effective either 10/31/2015, 11/30/2015, 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 and 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 (10/31/2015, 11/30/2015 or 12/31/2015). 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.