

Chris Norman, Manager  
Delivery System Support Unit

**Number:** DMAP-IM-15-020

**Authorized Signature**

**Issue Date:** 12/23/2015

**Topic:** Medical Benefits

**Subject:** CCO-A transition for JD Health and Wellness patients begins February 1, 2016

**Applies to:**

- |  |   |
|--|---|
| <input type="checkbox"/> All DHS employees             | <input type="checkbox"/> County Mental Health Directors   |
| <input type="checkbox"/> Area Agencies on Aging        | <input type="checkbox"/> Aging and People with Disabilities                                       |
| <input type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Other (please specify): Health Systems<br>Medicaid/CHIP staff |
| <input type="checkbox"/> County DD Program Managers    |   |

**Message:**

Willamette Valley Community Health (WVCH) terminated their contract with JD Health and Wellness Clinic without cause, effective 5/1/2015. For WVCH members who were patients at JD Health and Wellness, the Division:

1. In May, disenrolled members from WVCH CCO-A so they could continue using JD Health and Wellness on a fee-for-service (“open card”) basis.
2. This month, mailed the following letter (see page 2). It tells them that their open card status will end soon, and when they will re-enroll with WVCH CCO-A.
3. Will re-enroll members with WVCH CCO-A in three phases (February 1, 2016, February 15, 2016 and April 4, 2016).

If these members ask about enrolling in WVCH CCO-A before February, please enroll for the next weekly enrollment cycle. If they ask for a continued open card, please follow the open card request process.

If members ask about other CCOs in their area, please refer to MMIS for service area availability by ZIP code.

If you have any questions about this information, contact:

Contact(s):	Rosa Frank, Account Representative		
Phone:	503-945-6917	Fax:	503-947-5221
E-mail:	<a href="mailto:rosa.frank@state.or.us">rosa.frank@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

12/18/2015

«RECIP\_NAME»  
«RECIP\_STREET»  
«RECIP\_CITY», «RECIP\_STATE» «RECIP\_ZIP\_CODE»

Client ID: «ID\_MEDICAID»

## Your Oregon Health Plan Open Card enrollment will change soon

The coordinated care organization (CCO) that currently provides your mental health and dental care is Willamette Valley Community Health. Starting «CCOA\_DATE», Willamette Valley Community Health will also provide your medical care.

Your coverage will not change, but you will no longer have an Open Card for your medical care and prescriptions.

### Your health and well-being is important to us.

We are working with your current clinic, JD Health and Wellness, and Willamette Valley Community Health to find the right primary care provider for you.

In «MONTH», Willamette Valley Community Health will send you a welcome packet to support your change to a new medical care provider. The welcome packet will include your new member ID card, the name of your new primary care provider, and a member handbook.

We are working with JD Health and Wellness and Willamette Valley Community Health to ensure your transition to a new primary care provider is smooth. Please call Willamette Valley Community Health if you have questions or concerns about covered services or providers.

### Why is this happening?

Earlier this year you asked us to give you Oregon Health Plan Open Card for your medical care. This is called a *continuity of care exemption request*. We gave you an

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).

Open Card for 6 months so that you could keep appointments with your clinic while we reviewed your request. The 6 months end on «EXEMPT\_END\_DATE».

We were unable to approve a continued Open Card for your medical care based on the information we reviewed. If you think that you have a medical reason to keep your Open Card, please call the Oregon Health Plan's Client Services Unit at 1-800-273-0557.

### **What is a coordinated care organization?**

A coordinated care organization is a local health plan that manages all types of care:

- Primary care
- Specialty care
- Mental health care
- Dental care

Willamette Valley Community Health has providers that are looking forward to working with you to support your health and well-being.

To learn more about Willamette Valley Community Health, visit their website at [wvhealth.org](http://wvhealth.org) (click on "Medicaid," then "For Patients"). You can find answers to questions you may have about providers, transportation, prior authorizations, prescription coverage, and more.

### **We can help!**

Call Willamette Valley Community Health at 503-584-2150 if you have questions about their providers or services.

Call Client Services at 1-800-273-0557 if you want to use Willamette Valley Community Health for your medical care sooner than «CCOA\_DATE», or if you have questions about your Open Card ending.