

**Health Services
Office of Medical Assistance Programs**

**Policy
Transmittal**

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Authorized Signature

Number: OMAP-PT-04-002

Issue Date: 06/01/2004

Effective Date: 06/01/2004

Topic: Medical Benefits

Subject: Revised Administrative Hearings Process for OHP Managed Care Clients

Transmitting (check the box that best applies):

- New Policy
 Policy Change
 Policy Clarification
 Executive Letter
 Administrative Rule
 Manual Update
 Other: _____

Applies to:

DHS staff and others identified on the SPD, CAF, OMHAS and OMAP transmittal lists

Policy/Rule Title:	Notice of Action by Prepaid Health Plan; Administrative Hearings		
Policy/Rule No(s):	410-141-0263; 410-141-0264	Release No:	
Effective Date:	6/1/04	Expiration:	
References:	OHP (Managed Care) Administrative Rulebook		
Web Address:	http://www.dhs.state.or.us/policy/healthplan/guides/ohp/		

Discussion/Interpretation:

Effective June 1, 2004, the administrative rules regarding hearings have changed for Medicaid clients enrolled in a managed care plan. Clients who have been denied a service by their managed care plan must first appeal the decision through their plan before they may request a hearing.

Once the managed care plan has completed its appeal process, the plan will send the client a Notice of Appeal Resolution stating the plan's decision. If the client is not satisfied with the outcome, s/he may follow the instructions on the Notice of Appeal Resolution and request an Administrative Hearing.

There is no change to the administrative hearings process for open card (fee-for-service) Medicaid clients.

Implementation/Transition Instructions:

OMAP can continue to receive hearing requests from managed care clients for Notices of Action dated before June 1, 2004.

Training/Communication Plan:

The upcoming 8/1/04 revision to the OMAP Worker Guide will include the updated processes for administrative hearings, at http://www.dhs.state.or.us/healthplan/data_pubs/wguide.html.

The OMAP 3030 (OMAP Hearing Rights) form has been updated to reflect this process change and is located at <http://dhsforms.hr.state.or.us/Forms/Served/OE3030.pdf>.

Local/Branch Action Required:

If a client requests an administrative hearing, determine if the client is in a managed care plan. If the client is in a managed care plan, ask the client if s/he has been through the managed care plan's appeal process, and ask for a copy of the client's Notice of Appeal Resolution.

1. If the client has not been through the appeal process and the Notice of Action is dated after June 1, 2004, refer the client to the plan. Explain that clients must complete the plan's appeal process before requesting an administrative hearing.
2. If the client has not been through the appeal process and the Notice of Action is dated before June 1, 2004, have the client complete and forward the Administrative Hearing Request (DHS 443) to OMAP.

If the client is not in a managed care plan, have the client complete and submit the DHS 443 to OMAP. Ask for a copy of the client's decision notice to include with the completed form.

Central Office Action Required:

If the client has not been through the managed care plan's appeal process and the Notice of Action is dated before June 1, 2004, OMAP will refer the client's Administrative Hearing Request to the Office of Administrative Hearings. OMAP will also forward the hearing request to the managed care plan to be processed as an appeal. The plan will have 45 days from the date of the hearing request to resolve the appeal.

Field/Stakeholder review: Yes No

If yes, reviewed by:

Filing Instructions:

If you have any questions about this policy, contact:

Contact(s):	Kelly Jamison, OMAP Hearings Representative		
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