



New dental plans for members in DCOs

Some OHP members will have a new dental plan starting January 1, 2023.

Some Oregon Health Plan (OHP) members use plans called dental care organizations or DCOs. Starting January 1, 2023, OHP is changing the way it works with DCOs. That's why OHP members who only use DCOs will move to a new plan. The new plan is called a coordinated care organization or CCO.

If your dental plan is changing, you will get a letter in early October.

OHP will send you a letter about the change. The letter will tell you about your new CCO plan or if you can pick between CCOs in your area. This change will be for a very small number of OHP members (less than 4%).

What is a coordinated care organization or CCO?

OHP has local health plans that help you use your benefits. These plans are called coordinated care organizations or CCOs.

- CCOs focus on prevention and help you stay you healthy.
- CCOs help organize your care so all your providers work together.
- CCOs can also help you get free rides to appointments.

Some areas have more than one CCO. In these areas, you can pick the CCO you want.

The letter you get in October will tell you about the CCOs in your area. Some areas have more than one CCO. If you live in one of these areas, you get to pick which CCO you want.

- Call OHP Client Services at 800-273-0557 (TTY 711) to pick your CCO.
- Visit <http://bit.ly/CCOplans> to see what CCOs are in your area.

Keep your appointments. Your plans will work together to move your care.

If you have an appointment scheduled, do not cancel it. Your DCO plan can help you get the dental care you need now. Your new CCO plan will work with the providers you have now until **March 31, 2023** to move your care.

You can get this document in other languages, large print, Braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 800-273-0557 (TTY 711). We accept relay calls.

QUESTIONS AND ANSWERS

1. Why is this change happening?

OHP is changing the way it works with dental care organizations (DCOs). OHP will no longer have contracts with DCOs. OHP will work with coordinated care organizations (CCOs) to get members the dental care they need.

2. Will my new CCO work with my DCO or my dentist?

Maybe. Some CCOs already work with the DCOs in their service area. That means many members can still see the same dentists and providers they use now.

- You can check to see what dentists or DCOs your new plan works with. Use the Compare CCOs tool at <http://bit.ly/CCOplans>. The tool lists which DCOs work with the CCOs in your area. You can also click on the CCO's "Provider Directory" to search for a dentist or provider.
- The letter you get in October will say if you can keep your dentist or DCO.

3. What if I have an appointment scheduled?

Keep your appointments. Your plans will work together to move your care. Your DCO plan can help you get the dental care you need now. Your new CCO will work with the providers you have now until **March 31, 2023** to move your care.

If you get special services because of a disability, health condition or other issue your new CCO plan will have that information. Please call your DCO if you have questions about moving your dental care.

4. What if I need to pick a new dental provider?

- Now: Your current DCO plan can help you pick a provider.
- After January 1, 2023: Your new CCO plan will help you pick a provider.

5. How will I know if my dental plan is changing?

You will get a letter in early October. This change affects members who use a dental care organization (DCO) and fee-for-service for physical and behavioral health.

6. I'm an American Indian or Alaska Native. Do I have to use a CCO?

No, you do not have to use a CCO. You have other options. American Indians or Alaska Natives can always get care with any Indian health care provider, like a Tribal clinic, Indian Health Service (IHS) facility, or an Urban Indian Health Program. Most Indian health care providers work with CCOs. You can change or leave your plan at any time.