

Jon Pelkey, Section Manager  
DMAP Quality Improvement Medical Section

Authorized Signature

Number: DMAP-IM-09-078

Issue Date: 06/12/2009

Topic: Medical Benefits

Subject: New DCM and MCM vendor for FFS clients

Applies to (check all that apply):

- |  |   |
|--|---|
| <input type="checkbox"/> All DHS employees             | <input type="checkbox"/> County Mental Health Directors   |
| <input type="checkbox"/> Area Agencies on Aging        | <input type="checkbox"/> Health Services  |
| <input type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities   |
| <input type="checkbox"/> County DD Program Managers    | <input checked="" type="checkbox"/> Other (please specify): DHS staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |

Message:

On June 1, 2009, **APS Healthcare** replaced McKesson CareEnhance and Innovative Care Management (ICM) for Disease and Medical Care Management. Oregon Health Plan Care Coordination (OHPCC) is the name of APS' Healthcare program. OHPCC serves clients who are **not enrolled** in a medical care plan or Medicare.

**OHPCC Services**

APS has mailed a *Welcome Packet* to eligible clients. The packet contains a refrigerator magnet with the new toll free phone number: **1-800-562-4620**. Program services include:

- 24/7 Nurse Advice Line
- Audio Health Library
- Disease and Medical Care Management for qualified clients
- A Web site at: [www.OHPCC.org](http://www.OHPCC.org) for clients and providers containing health tips, client and provider program information and community resource links.

**OHPCC Disease Care Management (DCM) and Medical Care Management (MCM)**

Nurse Health Coaches help clients navigate the health care system through OHPCC's DCM and MCM programs. Coaches provide ongoing health assessments of needs, client education and skill building. The goal is to teach clients self-management skills, medication management and effective provider communication. By eliminating barriers to care and encouraging behavior changes, DCM and MCM programs improve clients' health outcomes and reduce overall cost.

Clients enrolled in DCM and MCM have been notified and about the move to OHPCC.

**DCM:** OHPCC enroll clients with a **variety** of health risks. Clients enrolled in DCM are at-risk or have chronic health conditions, consistently miss appointments or treatments, or are referred by a provider.

**MCM:** This program helps clients with complex health issues or who have high risk/cost medical treatments or transplant needs.

- DCM and MCM are **not managed** care plans.
- Clients **enrolled** in DCM or MCM programs are **exempt** from mandatory enrollment in medical plans.
- Clients may **request to opt out** of DCM or MCM if they want or need to enroll in a medical plan.

### Opting out

DCM and MCM enrollment status is in the MMIS Recipient Information panel. A client enrolled in DCM or MCM will show active “Exemptions” from enrollment in a medical plan. (The exemption panel is on the Recipient Maintenance screen, under the “Managed Care” menu, in the “Special conditions” option.) If an exemption removal is needed to enroll a client in a medical plan, please contact Adrian Daniel in the Client Services Unit (CSU) at: [adrian.j.daniel@state.or.us](mailto:adrian.j.daniel@state.or.us) or 503-945-6295.

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

<b>Contact(s):</b>	Client Services Unit		
<b>Phone:</b>	1-800-273-0557		