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DMAP Policy and Planning Section

Number: DMAP IM 12-116

Authorized Signature

Issue Date: 10/29/2012

Topic: Medical Benefits

Subject: **Pharmacy announcements:** Wave 4 Coordinated Care Organization Transition and Hurricane Sandy inclement weather protocols

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"/> Seniors and People with Disabilities |
| <input type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Other (please specify): DHS and OHA staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |
| <input type="checkbox"/> County DD Program Managers | |

Message:

The OSU College of Pharmacy is sending the following messages to approximately 700 Oregon pharmacies:

- **Wave 4 CCO transition reminder (page 2, faxed Friday, Oct. 25)** – Tells pharmacies that approximately 30,000 Oregon Health Plan (OHP) fee-for-service clients will transition into CCOs Nov. 1, and provides a list of the CCO Pharmacy Benefit Managers (PBMs) to use after identifying which CCO to bill.
- **Oregon Pharmacy Call Center closed (page 3, faxed Monday, Oct. 29)** – Tells pharmacies that due to Hurricane Sandy, the call center, located in Delaware, is not answering calls “live.” It also explains what to do if pharmacies need help with CCO prescriptions and the call center is still closed Nov. 1.

About Oregon Pharmacy Call Center inclement weather protocols:

Today and until further notice, the call center is working remotely by picking up voicemails and responding from home. If power goes out in Delaware due to Hurricane Sandy, call center staff will be unable to access voicemails, and providers will need to contact OHP Client Services instead if they need immediate assistance filling a CCO prescription.

If you have any questions about this information, contact:

Contact(s):	DMAP Pharmacy Program
E-mail:	dmap.rxquestions@state.or.us

CCO transition update for OHP pharmacies

Wave 4 OHP Coordinated Care Organization client transitions

Effective November 1, 2012, approximately 30,000 Oregon Health Plan (OHP) fee-for-service clients will transition into Coordinated Care Organizations (CCOs). To ensure that all OHP clients continue to receive the prescriptions they need, the Oregon Pharmacy Call Center will help with all OHP prescriptions during this transition.

- Please ask clients which CCO they are enrolled with. Clients received a letter earlier this month telling them about their new CCO.
- If you are unable to identify which CCO to bill, call the Oregon Pharmacy Call Center at 1-888-202-2126. If necessary, the Oregon Pharmacy Call Center will authorize an override so that you may fill the prescription.

CCO reference information:

CCO Name	PBM	Phone	BIN	PCN
Umpqua Health Alliance, sponsored by DCIPA, LLC	Med Impact	1-800-788-2949	003585	ASPROD1
Western Oregon Advanced Health, LLC	MedImpact	1-800-788-2949	003585	38900
FamilyCare Tri-County	CVS Caremark	1-800-770-8014	610473	635
Intercommunity Health Network	Advantage Health Solutions	1-888-435-2396	009893	RIORX
Trillium Community Health Plans	Informed Rx	1-866-843-5126	610011	IRX
Willamette Valley Community Health, LLC	Med Impact	1-800-788-2949	003585	ASPROD1
AllCare Health Plan, Inc.	Med Impact	1-800-788-2949	003585	38060
PacificSource Health Plans	Express Scripts (ESI)	1-800-824-0898	003858	A4
Columbia Pacific Coordinated Care Organization, LLC	Express Scripts	1-800-824-0898	003858	A4
Eastern Oregon Community Care Organization	Med Impact	1-800-788-2949	003585	38600
Jackson County Coordinated Care Organization. LLC	Express Scripts	1-800-824-0898	003858	A4
Primary Health of Josephine County, LLC	Express Scripts	1-800-824-0898	003858	A4
Health Share of Oregon	Express Scripts	1-800-824-0898	003858	A4
Cascade Health Alliance	Med Impact	1-800-788-2949	003585	38960
Pacific Source - Columbia Gorge CCO	Express Scripts (ESI)	1-800-824-0898	003858	A4
Yamhill County CCO	Express Scripts	1-800-824-0898	003858	A4

Thank you for your continued support of the Oregon Health Plan. For more information about CCOs, please visit www.health.oregon.gov.

Questions?

- **Client questions or concerns:** Please share our Client Services toll-free number with OHP clients: 1-800-273-0557. Representatives are available Monday through Friday, 8:00 a.m. to 4:45 p.m.
- **About this announcement or the Provider Web Portal:** Call the Provider Services Unit at 1-800-336-6016, Monday through Thursday from 8:30 a.m. to 4:30 p.m. and 10 a.m. to 4:30 p.m. on Friday.
- **Pharmacy point-of-sale and prior authorizations:** Call Oregon Pharmacy Call Center at 1-888-202-2126.



Oregon Pharmacy Call Center customers

Delaware call center closed due to Hurricane Sandy; please leave voicemails at 1-888-202-2126 for same-day response

The Oregon Pharmacy Call Center at 1-888-202-2126 is located in Delaware. Due to Hurricane Sandy, the Oregon Pharmacy Call Center is closed, so calls will not be answered live.

- Instead, call center staff will be checking voicemail messages frequently, so please leave a message if you need assistance.
- Your call will be returned as soon as possible, usually within an hour or two.

Wave 4 Coordinated Care Organization transition – What to do if the Call Center is still closed on November 1

If the Call Center is still closed on November 1 due to Hurricane Sandy and you need help filling a CCO prescription:

- **Find out which CCO to bill** by calling OHP Client Services at 1-800-273-0557, or Automated Voice Response at 1-866-692-3864.
- **Bill the appropriate CCO** as shown in the table below.

CCO Name	PBM	Phone	BIN	PCN
Umpqua Health Alliance, sponsored by DCIPA, LLC	Med Impact	1-800-788-2949	003585	ASPROD1
Western Oregon Advanced Health, LLC	MedImpact	1-800-788-2949	003585	38900
FamilyCare Tri-County	CVS Caremark	1-800-770-8014	610473	635
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