



**Division of Medical Assistance Programs**

**Information Memorandum  
Transmittal**

Patricia Krewson, Manager  
DMAP Coordinated Care Support

**Number:** DMAP-IM-13-040  
**Issue Date:** 05/30/2013

**Authorized Signature**

**Topic:** Medical Benefits

**Subject:** Client letters: Jefferson Behavioral Health closing; members will be moved to fee-for-service or to a coordinated care organization.

**Applies to:**

- All DHS employees
- Area Agencies on Aging
- Children, Adults and Families
- County DD Program Managers
- County Mental Health Directors
- Aging and People with Disabilities
- Other (please specify): DHS and OHA staff and others identified on the APD, CAF, AMH and DMAP transmittal lists

**Message:**

Due to the closure of Jefferson Behavioral Health on June 30, 2013, DMAP will send the following letters to members in Klamath and Jackson counties.

The letter to Klamath County members tells them that since there is no other CCO available to them for mental health care, they will move to fee-for-service and DMAP will pay for their care. They should have the same providers but if there is a problem in this area, they are instructed to call DMAP Client Services.

The letter going to Jackson County tells clients that they will be enrolled into a CCO and probably will keep the same provider however, if their provider is not contracted with the CCO they are enrolled into, they can make a change within 30 days. Jackson County is the only area where there is a choice and we were careful to match clients' provider and CCO so we do not anticipate changes afterward.

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

<b>Contact(s):</b>	Patricia Krewson, Manager, DMAP Coordinated Care Support		
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Case number:

## Change to mental health plan beginning July 1, 2013

Dear Oregon Health Plan member,

I am writing to let you know that your mental health plan, Jefferson Behavioral Health, will close July 1, 2013. This will not change your mental health care. This just means that the Oregon Health Plan (OHP) will pay for your care instead of Jefferson Behavioral Health.

### **Your Oregon Health Plan Benefits will stay the same.**

#### **Contact your mental health provider**

Many mental health care providers accept Oregon Health Plan cards. It is likely that you can still see your same mental health provider. You should contact your mental health provider to make sure they will still accept Oregon Health Plan cards. We will work with you so that there is no break in your care. If you have questions or difficulty getting services, please call the DMAP Client Services Unit at **1-800-273-0557**.

#### **Use your Oregon Health ID card (DHS Medical Care ID)**

You can use your *Oregon Health ID* card or *DHS Medical Care ID* card to receive mental health care from any provider who accepts OHP.

#### **Medicare members**

Your Medicare benefits and coverage will not change.

## Questions?

**Call DMAP Client Services** for questions about this letter: **1-800-273-0557**.

**Call your worker** if you need this letter in another language or format, such as large print, Braille, audio recordings, Web-based communications, other electronic formats and more.

**For TTY service**, dial **711**.

If you have any questions at all, please call us. We want to make sure that you have the information you need.

A handwritten signature in black ink that reads "Judy Mohr Peterson". The signature is written in a cursive, flowing style.

Judy Mohr Peterson  
Oregon Medicaid Director



Case number:

## **Change to mental health plan beginning July 1, 2013**

Dear Oregon Health Plan member,

I am writing to let you know that your mental health plan, Jefferson Behavioral Health, will close July 1, 2013.

**Your Oregon Health Plan Benefits will stay the same.**

**Beginning July 1, 2013, you will be part of: <CCO Name>**

This is a Coordinated Care Organization (CCO) serving Oregon Health Plan members in your community.

**There will be no break in your care**

Most mental health providers will be part of your new organization. It is likely that you can still see your same mental health provider you do today. However, some providers may not be covered under the new plan. We will work with you so there is no break in your care.

**Why this is happening**

Most Oregon Health Plan members are moving into Coordinated Care Organizations. CCOs are set up so that anyone who provides your care – doctors, counselors, nurses – are better able to focus on prevention and improving care.

**You can choose a different Coordinated Care Organization**

If your current provider is not part of your new CCO, you can either change providers or ask your current provider if they work with another CCO in your area.

The CCOs in your area are:

- AllCare Health Plan
- Jackson Care Connect
- Primary Health of Josephine County

You have until July 31, 2013 to change CCOs. If you want to change your CCO, please call us at **1-800-699-9075**.

**Medicare members**

Your Medicare benefits and coverage will not change.

**American Indians and Alaska Natives**

If you are an American Indian or an Alaska Native, you are not required to move into the new CCO. You can ask to change your enrollment at any time by calling 1-855-226-6170.

**Questions?**

**Call the help line** for questions about this letter **1-800-699-9075**.

**Call your worker** if you need this letter in another language or format, such as large print, Braille, audio recordings, Web-based communications, other electronic formats and more.

**For TTY service**, dial **711**.

If you have any questions at all, please call us. We want to make sure that you have the information you need.



Judy Mohr Peterson  
Oregon Medicaid Director