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Patricia Krewson, Manager  
Coordinated Care Support Unit

**Authorized Signature**

**Number:** DMAP-IM- 13-066

**Issue Date:** 08-27-2013

**Topic:** Medical Benefits

**Subject:** Dental care integrated into coordinated care organizations effective October 1, 2013

**Applies to:**

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

**Message:**

Effective Oct. 1, 2013, a number of coordinated care organizations (CCO) will incorporate dental care into their network.

The last week of August, we will send the attached letter to approximately 80,000 case addresses for 5 CCOs that will be contracting with dental plans. The letter tells affected clients that as of Oct. 1, 2013 clients whose dental care organization (DCO) is becoming part of their CCO will receive all of their medical, mental health, and dental care through their CCO.

A list of CCOs and their DCOs is included in the letter. Clients were instructed to call their CCO to verify the list is current as of Oct. 1.

Their benefit level and providers will not change. Clients will also receive notification of this change directly from their CCO, and a Coverage Letter (via MMIS) when the enrollment change takes place.

<b>For members currently enrolled in... and...</b>	<b>in all counties Statewide...</b>	<b>MMIS will display CCOA enrollment as of Oct. 1, 2013, in...</b>
All Care CCOB	ODS Dental Willamette Dental	All Care CCOA
Family Care CCOB	Access Dental Capitol Dental Managed Dental Willamette Dental	Family Care CCOA
Intercommunity Health Network (IHN) CCOB	Advantage Capitol Dental ODS Dental Willamette Dental	Intercommunity Health Network (IHN) CCOA
Primary Health CCOB	Advantage Capitol Dental ODS Dental Willamette Dental	Primary Health CCOA
Willamette Valley Community Health CCOB	Capitol Dental ODS Dental Willamette Dental	Willamette Valley Community Health CCOA

DMAP will process this change using the Stop Reason RO – Roll-over code.

To minimize field workload impact, coverage letters sent as a result of this roll-over will list the OHA Statewide Medical Processing Center (branch 5503) as the return address.

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

<b>Contact(s):</b>	Patricia Krewson, Manager, DMAP Delivery Systems		
<b>Phone:</b>	503- 945-8825	<b>Fax:</b>	503-947-5221
<b>E-mail:</b>	<a href="mailto:patricia.krewson@state.or.us">patricia.krewson@state.or.us</a>		



<<Date>>

<<First name>> <<Last name>>

<<Address 1>>

Case number: <<Case#>>

<<City>>, OR <<Zip>>

**<<CCO Name>> will work with your dental plan to coordinate your care  
starting October 1, 2013**

**Your benefits will stay the same.**

Dear Oregon Health Plan member,  
Starting October 1, 2013, your dental care will be coordinated through your health care network <<CCO Name>>. You will receive more information soon.

**Your dental benefits will stay the same.  
You can still see the same dentist.**

### **Your care will stay the same**

I am writing to let you know that this will not change your dental care in any way. You can still see your current dentist. This means that <<CCO name>> will work with your dental plan to better coordinate your care.

### **Why this is happening**

Most Oregon Health Plan members receive care in coordinated care organizations. Your dental care organization and your CCO will work together to better coordinate and improve your care.

### **ID card**

You can still use your Oregon Health ID card or DHS Medical Care ID card. Both cards are accepted.

## **Medicare and Medicaid members**

Medicare benefits and coverage will not change. If you receive both Medicare and Medicaid, you do not have to be in a CCO. You can ask to change your enrollment to an “open card” or fee-for-service, at any time. This means that you can see any provider who accepts Oregon Health Plan members. Be sure they also accept Medicare coverage as well since Medicare is the primary payer before OHP. Please call your case manager if you have any questions.

## **American Indians and Alaska Natives**

If you are an American Indian or an Alaska Native you do not have to be in a CCO. You can ask to change your enrollment at any time by calling **1-800-699-9075**.

## **Questions**

**Call the help line** for questions about this letter at **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

**Below is a list of CCOs and dental plans that will work together to better coordinate care – Effective October 1, 2013**

*Please note: This list may change before Oct. 1. Please contact your CCO for the most current information.*

CCOs	DCOs
<b>AllCare Health Plan</b>	<ul style="list-style-type: none"> <li>• ODS Dental</li> <li>• Willamette Dental</li> </ul>
<b>FamilyCare, Inc.</b>	<ul style="list-style-type: none"> <li>• Access Dental</li> <li>• Capitol Dental</li> <li>• Managed Dental Care of Oregon</li> <li>• Willamette Dental</li> </ul>
<b>Intercommunity Health Network (IHN) Coordinated Care Organizations</b>	<ul style="list-style-type: none"> <li>• Advantage</li> <li>• Capitol Dental</li> <li>• ODS Dental</li> <li>• Willamette Dental</li> </ul>
<b>Primary Health of Josephine County, LLC</b>	<ul style="list-style-type: none"> <li>• Advantage</li> <li>• Capitol Dental</li> <li>• ODS Dental</li> <li>• Willamette Dental</li> </ul>
<b>Willamette Valley Community Health, LLC</b>	<ul style="list-style-type: none"> <li>• Capitol Dental</li> <li>• ODS Dental</li> <li>• Willamette Dental</li> </ul>