

Patricia Krewson  
MMIS Business Project Manager, DMAP

**Authorized Signature**

**Number:** DMAP IM 13-078  
**Issue Date:** 11/22/2013

**Topic:** Medical Benefits

**Subject:** Client letters: Mid-Valley Behavioral Care Network is closing; members will be moved to Willamette Valley Community Health, LLC.

**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"/> Aging 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 APD, CAF, AMH and DMAP transmittal lists |
| <input type="checkbox"/> County DD Program Managers    |   |

**Message:**

Due to the closure of Mid-Valley Behavioral Care Network (MVBCN) in Linn, Marion, Polk and Yamhill counties effective December 31, 2013, DMAP will send the following (2) 30-day notices on Nov. 22 to approximately 4,500 case addresses (approx. 7,000 members total).

**Effective Jan. 1, 2014:**

- One letter (page 3) tells approximately 3,650 members that they will be enrolled into Willamette Valley Community Health, LLC. (WVCH) - CCO-G for **dental and mental health** since their current DCO is working with WVCH.
- The other letter (page 5) tells approximately 8,00 members that they will move to WVCH CCO-E, the only CCO with **mental health** coverage available to them. This means they did not have a DCO that works with WVCH.

The clients will keep the same provider(s).

The following table shows the transition from MVBCN with the dental match or no dental match and where the client will be moved to in the CCO:

From:			To:	
Mental	Physical	Dental	WVCH (with dental match):	WVCH (no dental match):
MVBCN	Fee-for-service (FFS), Kaiser Permanente, or CareOregon	Capitol Dental, ODS Dental, or Willamette Dental	CCO-G	CCO-E
MVBCN	Fee-for-service (FFS), Kaiser Permanente, or CareOregon	Advantage Dental		CCO-E

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:*

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Case number:

## **Your Oregon Health Plan will change beginning January 1, 2014**

Dear Oregon Health Plan member,  
Starting January 1, 2014, your dental and mental health care will be coordinated through Willamette Valley Community Health, LLC. (WVCH). WVCH will send you more information soon.

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

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

This will not change the provider you currently use or the care you receive. This just means that WVCH will soon coordinate and pay for your dental and mental health care.

WVCH will work with the following dental plans, beginning Jan. 1:

- Capitol Dental Care
- ODS Dental Plans, and
- Willamette Dental Group

### **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 about this.

### **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? Contact:**

- OHA Customer Service at **1-800-699-9075** (available from 7 a.m. to 6 p.m., Monday through Friday) if:
  - You have questions about this letter
  - You need this letter in another language or format, such as large print, Braille, audio recordings, Web-based communications, other electronic formats
- Medicare recipients who receive benefits from Area Agency on Aging or Aging and People with Disabilities: Call your local office.
- Foster parents: Call your local Child Welfare Office.
- For TTY service, dial 711.
- Client Services Unit at **1-800-273-0557**, available Monday through Friday, 8:00 a.m. to 12:30 p.m. or 1:45 p.m. to 4:55 p.m.

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



Case number:

## **Your Oregon Health Plan will change beginning January 1, 2014**

**Your OHP benefits will not change.**

Dear Oregon Health Plan member,  
Starting January 1, 2014, your mental health care will be coordinated through Willamette Valley Community Health, LLC. (WVCH). WVCH will send you more information soon.

**You can still see the same providers.**

**Your dental and physical health care will not change.**

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

This will not change the provider you currently use or the care you receive. This just means that WVCH will soon coordinate and pay for your mental health 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.

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Oregon Medicaid Director