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and Community Services/Healthy Kids

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Manager

Authorized Signature

Number: DMAP IM 13-080

Issue Date: 11/27/2013

Topic: Medical Benefits

Subject: Dental care will be integrated into Coordinated Care Organizations in some
counties effective January 1, 2014

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 January 1, 2014, a number of Coordinated Care Organizations (CCOs) will
incorporate dental care into their plans.

Members whose Dental Care Organization (DCO) is becoming part of their CCO will
receive all of their dental care through their CCO.

DMAP will mail the attached letter to approximately 135,000 households with affected
clients telling them that on Jan. 1, their CCO will begin covering their dental care
services. 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.

Due to the abundance of mail being sent at this time, some of the translated letters
may be delayed. We and the print plant are working together to get everything out as
soon as possible.

**For members
currently enrolled
in...**

and...

in these counties...

**Will display in
MMIS...**

FamilyCare, CCO	ODS Community Health, Inc.	Clackamas (005) Marion (047) Multnomah (051) Washington (067)	CCOA & CCOG enrollment as of Jan. 1, 2014 in all four (4) CCOs.
Health Share of Oregon	Access Dental Plan, LLC Capitol Dental Care, Inc. CareOregon Dental Family Dental Care Managed Dental Care of Oregon ODS Community Health, Inc. Willamette Dental Group, PC	Clackamas (005) Multnomah (051) Washington (067)	
Jackson Care Connect	Advantage Dental Capitol Dental Care, Inc. ODS Community Health, Inc. Willamette Dental Group, PC	Jackson (029)	
Trillium Community Health Plan	Advantage Dental Willamette Dental Group, PC	Benton (003) Douglas (019) Lane (039) Linn (043)	

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

If you have any questions about this information, contact:

Contact(s):	Patricia Krewson, DMAP MMIS Project Manager		
Phone:	503- 945-8825	Fax:	503-947-5221
E-mail:	patricia.krewson@state.or.us		



Case number:

<CCO Name> will cover dental health care beginning January 1, 2014

Dear Oregon Health Plan client,

Starting January 1, 2014, your dental care will be coordinated through your coordinated care organization <<CCO Name>>. <<CCO name>> will send you more information soon.

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

There will be no break in your care

This will not change your dental care in any way. This just means that <<CCO name>> will coordinate your dental care.

It is likely that the provider you have today can be your provider under <<CCO name>>. If your provider does not work with <<CCO name>>, we will work with you so that there is no break in your care.

Below is a list of CCOs and dental plans that will work together to better coordinate care – Effective January 1, 2014

CCOs	DCOs
FamilyCare, Inc.	<ul style="list-style-type: none"> • ODS Community Health, Inc.
Health Share of Oregon	<ul style="list-style-type: none"> • Access Dental Plan, LLC • Capitol Dental Care, Inc. • CareOregon Dental • Family Dental Care • Managed Dental Care of Oregon • ODS Community Health, Inc. • Willamette Dental Group, PC
Jackson Care Connect	<ul style="list-style-type: none"> • Advantage Dental • Capitol Dental Care, Inc. • ODS Community Health, Inc. • Willamette Dental Group, PC
Trillium Community Health Plan	<ul style="list-style-type: none"> • Advantage Dental • Willamette Dental Group, PC

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