

Chris Norman, Manager  
DMAP Coordinated Care Support Unit

**Authorized Signature**

**Number:** DMAP-IM-13-085

**Issue Date:** 12/27/2013

**Topic:** Medical Benefits

**Subject:** Client letters: Cascade Health Alliance closing to new enrollment; members will be moved to fee-for-service until further notice

**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 Cascade Health Alliance in Klamath County closing to new enrollment on January 1, 2014, DMAP will send the following letter to approximately 850 clients in Klamath County.

The letter tells them that since Cascade Health Alliance CCO is currently not available to them, they will move to fee-for-service and DMAP will pay for their care until further notice. They should have the same providers but if there is a problem in this area, they are instructed to call DMAP Client Services.

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

<b>Contact(s):</b>	Chris Norman, Manager, DMAP Coordinated Care Support Unit		
<b>Phone:</b>	503- 945-8825	<b>Fax:</b>	503-947-5221
<b>E-mail:</b>	<a href="mailto:chris.p.norman@state.or.us">chris.p.norman@state.or.us</a>		



December 27, 2013

Case # <<CASE>>

<FIRST NAME><LAST NAME>  
<ADDRESS 1>  
<ADDRESS 2>  
<CITY>, <STATE><ZIP>

Dear Oregon Health Plan client,

We recently sent you a letter saying that you would enroll into Cascade Health Alliance on January 1, 2014. This is no longer the case.

**Starting January 1, you will have an “open card” plan.**

This means that you can see any health provider who accepts your Oregon Health ID Card.

**What you should do**

You do not have to do anything. You will automatically enroll as an open card member on January 1.

**ID card**

If you already received an OHP enrollment packet in the mail, please use the Oregon Health ID card that was included as proof of insurance. If you have not received your enrollment packet, you will get one in the mail soon.

I apologize for any confusion this may have caused you. 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

You can get this letter in another language, large print, or another way that is best for you. Call 1-800-699-9075 (TTY 711) or email [altformat.app@state.or.us](mailto:altformat.app@state.or.us).

**Questions?**

If you have any questions, please call the Oregon Health Plan help line for questions about this letter at 1-855-226-6170. For TTY service, dial 711.