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administration Section

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Number: DMAP IM 13-087

Authorized Signature

Issue Date: 12/31/2013

Subject: **Resolving Pharmacy access issues for OHP members who are beginning new coverage with a coordinated care organization during the Affordable Care Act expansion.**

Applies to:

- | | |
|---|---|
| <input checked="" type="checkbox"/> All DHS employees | <input checked="" type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging | <input checked="" 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 checked="" type="checkbox"/> County DD Program Managers | |

Message:

The following information is being provided in an effort to provide staff with tools to help OHP members with new January 1, 2014 coverage as a result of the Affordable Care Act (ACA) expansion, and who are enrolled in a Coordinated Care Organization (CCO).

Prescription Drug Access

- If contacted by a member who is having problems getting prescriptions filled due to a new enrollment in a CCO due to the ACA expansion, please contact the DMAP CCO Account Representatives to resolve eligibility issues and to help facilitate clients obtaining needed medications. The chart below shows the DMAP Account Representatives by CCO.
- DMAP Account Representatives will work with the OHA Statewide Processing Center (Branch 5503) and the CCO to resolve the eligibility issue and confirm the CCO's Pharmacy claims payment system has been updated with the information.
- If enrollment can be resolved, DMAP Account Representatives will report back to the eligibility worker and have Client Services contact the member directly to inform them to return to the pharmacy to fill the prescription.

- If enrollment is not resolved DMAP Account Representatives will work with CCOs and pharmacies to ensure timely access to needed medications by all enrollees.

Coordinated Care Organization Account Representatives (CARs)		
<p>Rosa Frank 503-945-6917/8am to 5pm rosa.frank@state.or.us</p> <p>FamilyCare (CCO) Family Dental (DCO) Health Share of Oregon (CCO)</p>	<p>Cassandra J. Wakefield 503-945-6006/8am to 5pm cassandra.j.wakefield@state.or.us</p> <p>AllCare (CCO) Managed Dental (DCO) Umpqua Health Alliance (CCO)</p>	<p>Suzanne M. Hart 503-945-6977/6:30am to 3pm suzanne.m.hart@state.or.us</p> <p>Cascade Health Alliance (CCO) CareOregon (FCHP) CareOregon Dental (DCO)</p>
<i>Back Up: Sarah G. Smith*</i>	<i>Back Up: Lisa A. Mallett*</i>	<i>Back Up: Carrie Shike*</i>
<p>Carrie Shike 503-945-6267/8am to 5pm carrie.shike@state.or.us</p> <p>Eastern Oregon CCO (CCO) ODS Dental (DCO) PacificSource (CCO)</p>	<p>Cheryl A. Wood 503-945-6250/8am to 5pm cheryl.a.wood@state.or.us</p> <p>Advantage Dental (DCO) Jackson Care Connect (CCO) PrimaryHealth of Josephine County</p>	<p>Sarah G. Smith 503-945-6831/8am to 5pm sarah.g.smith@state.or.us</p> <p>InterCommunity Health Network (CCO) Willamette Dental (DCO) Willamette Valley Community Health (CCO)</p>
<i>Back Up: Suzanne M. Hart*</i>	<i>Back Up: Donna Metzger*</i>	<i>Back Up: Rosa Frank*</i>
<p>Lisa A. Mallett 503-945-6348/7am to 4pm lisa.a.mallett@state.or.us</p> <p>Capitol Dental (DCO) Columbia Pacific (CCO) Kaiser (PCO) Yamhill County Care Organization (CCO)</p>	<p><i>*Back-Up Account Representative handles only urgent issues when the primary contact is not available</i></p>	<p>Donna Metzger 503-947-5528/6:30am to 3pm donna.metzger@state.or.us</p> <p>Access Dental (DCO) Greater Oregon Behavioral Health (MHO) Mid-Valley Behavioral Care Network (CCO) Trillium Community Health (CCO) Western Oregon Advanced Health (CCO)</p>
<i>Back Up: Cassandra J. Wakefield*</i>		<i>Back Up: Cheryl A. Wood*</i>