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and Community Services/Healthy Kids

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DMAP Coordinated Care Support Unit

Authorized Signature

Number: DMAP IM 14-007

Issue Date: 3/4/2014

Topic: Medical Benefits

Subject: Coordinated care organizations continue adding dental care organizations
and cover more Oregon Health Plan clients, effective April 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 April 1, 2014, a number of coordinated care organizations (CCOs) will contract with dental care organizations (DCO), allowing more Oregon Health Plan (OHP) clients dental coverage under their CCO.

Members whose 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 60,000 clients telling them that on April 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.

Note that some DCOs may not be included in all counties listed.

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

and...

in these counties...

**Will display in
MMIS...**

For members currently enrolled in...	and...	in these counties...	Will display in MMIS...
AllCare	Advantage Dental	<ul style="list-style-type: none"> • Curry • Douglas • Jackson • Josephine 	CCOA & CCOG enrollment as of April 1, 2014 in all four (4) CCOs.
Columbia Pacific CCO	Advantage Capitol ODS Willamette	<ul style="list-style-type: none"> • Clatsop • Columbia • Coos • Douglas • Tillamook (Some DCOs may not be in all counties listed)	
FamilyCare, Inc.	CareOregon Dental	<ul style="list-style-type: none"> • Clackamas • Multnomah • Washington 	
Trillium Community Health Plan	Capitol ODS	<ul style="list-style-type: none"> • Benton • Lane • Linn 	

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

If you have any questions about this information, contact:

Contact(s):	Chris Norman, DMAP Coordinated Care Support Unit Manager		
Phone:	503- 945-8825	Fax:	503-947-5221
E-mail:	chris.p.norman@state.or.us		



February xx, 2014

Case number: <<case number>>

Your coordinated care organization (CCO) will cover your dental health care beginning April 1, 2014

Dear Oregon Health Plan client,

Starting April 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 April 1, 2014

CCOs	DCOs
AllCare Health Plan	<ul style="list-style-type: none"> • Advantage Dental Services, LLC
Columbia Pacific Coordinated Care Organization	<ul style="list-style-type: none"> • Advantage Dental Services, LLC • Capitol Dental Care, Inc. • ODS Community Health Inc. • Willamette Dental Group, P.C.
FamilyCare, Inc.	<ul style="list-style-type: none"> • CareOregon Dental
Trillium Community Health Plan	<ul style="list-style-type: none"> • Capitol Dental Care, Inc. • ODS Community Health Inc.

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.

A handwritten signature in black ink, appearing to read "Jeff Mahoney". The signature is written in a cursive, flowing style.

Oregon Medicaid Director