

Karen House, Manager for the Office of Client  
and Community Services/Healthy Kids

Chris Norman, Manager  
DMAP Coordinated Care Support Unit

**Authorized Signature**

**Number:** DMAP IM 14-038  
**Issue Date:** 9/4/2014

**Topic:** Medical Benefits

**Subject:** Cascade Health Alliance CCO will begin coordinating Advantage Dental and Capitol Dental clients living in Klamath County for dental, mental and physical health care beginning October 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 October 1, 2014, we will systematically enroll affected Klamath County clients currently enrolled in Advantage Dental (D107) and Capitol Dental (D017) into Cascade Health Alliance CCO. Barring exemptions, CHA will also serve the mental health and physical health care for these clients who were previously on fee-for-service.

Approximately 4,000 affected clients will receive the letter below telling them that their dental, mental and physical health care will be covered through CHA.

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.

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

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

<b>Contact(s):</b>	Lisa A. Mallett, DMAP Account Representative		
<b>Phone:</b>	503- 945-6348	<b>Fax:</b>	503-947-5221
<b>E-mail:</b>	<a href="mailto:lisa.a.mallett@state.or.us">lisa.a.mallett@state.or.us</a>		

September 9, 2014

<<Address block>>

Client ID#:

**Cascade Health Alliance will coordinate your dental health care  
beginning October 1, 2014**

Dear Oregon Health Plan (OHP) client,

We are writing to let you know that beginning October 1, 2014 you will have a new type of health plan for dental, mental and physical health care. The new plan, also called a coordinated care organization (CCO), brings together all kinds of care under one group to better coordinate your care.

Starting October 1 your dental, mental and physical health care will be coordinated by Cascade Health Alliance (CHA). CHA will send you more information soon. To learn more about CHA, you can see their website at [www.cascadehealthalliance.com](http://www.cascadehealthalliance.com).

**Your OHP benefits**

This change of plans will not change your OHP health benefits. You will continue to receive the benefits for which you are eligible.

**Why is this plan change happening?**

Most OHP clients are moving into CCOs. CCOs are set up so that anyone who provides your care — doctors, dentists, counselors, nurses — will be better able to focus on prevention and improving care.

**Will I be able to keep my provider?**

CHA works with two dental care organizations, Advantage Dental and Capitol Dental. Since you are currently enrolled in one of these dental plans, there will be no change. For physical and mental health care, it is likely the provider you have today can be your provider under the new plan. If your provider does not work with CHA, we will work with you so that there is no break in your care.

## **What should I do?**

You do not need to do anything at this time. If you have questions about this change or about Cascade Health Alliance, please call 541-883-2947 or toll free at 1-888-989-7846.

## **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.

## **Need more information?**

- If you need this letter in another language or format, such as large print, Braille, audio recording, Web-based communications, and other electronic formats. Call OHP Customer Service at 1-800-699-9075 (available from 7 a.m. to 6 p.m., Monday through Friday).
- 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.
- For questions about benefits, call Client Services at 1-800-273-0557, available Monday through Friday, 8:00 a.m. - 5:00 p.m.
- For questions about eligibility, contact the OHP Customer Service at 1-800-699-9075 (available from 7 a.m. to 6 p.m., Monday through Friday).