

Statewide Processing Center  
PO Box 14015  
Salem, OR 97309



www.OHP.Oregon.gov

11/01/2019

<<First Name>> <<MI>> <<Last Name>>  
<<Street Address>> <<Street Add\_2>>  
<<City>>, <<State>> <<ZIP>>

## You will have a new CCO starting January 1, 2020

Dear <<First Name>>:

You have health coverage through both Medicare and the Oregon Health Plan (OHP). OHP has local health plans that help you use your benefits. These plans are called coordinated care organizations or CCOs.

This letter is about changes to your OHP health coverage. OHP covers some things Medicare does not cover.

### **The CCO plan you have now for OHP will close on December 31, 2019.**

Your current plan, <<Current CCO>>, will no longer serve OHP members after this year. Your OHP benefits are not changing, but you will have a new CCO plan next year.

### **Your new CCO plan is: <<New CCO>>.**

Your new OHP plan will start on January 1, 2020. The Medicare Advantage Plan, Part C, that aligns care and benefits with your new CCO is: <<Medicare plan>>.

You can contact your local DHS office to change your Medicare plan at any time. You can find a list of Aging and People with Disabilities or Area Agency on Aging offices at [www.oregon.gov/dhs/offices](http://www.oregon.gov/dhs/offices). Click on "Senior and People with Physical Disabilities."

### **Your plans will work together to move your care.**

During this change, <<Current CCO>> will work with your new plan to make sure you get the care you need. If you get special services because of a disability, health condition or other issue your new CCO plan will have that information.

Please call <<Current CCO>> at <<Current CCO Number>> if you have questions about moving your care.

**You will get more information in the mail soon.**

Your new plan will send you a welcome letter with a new member ID card close to January 1.

**You can still use <<Current CCO>> through December 31.**

You do not need to make any changes before January 1, 2020. <<Current CCO>> can help you get the care you need now. Your new plan will help you get the prescriptions and treatments you need starting January 1, 2020.

**Keep your appointments and fill your prescriptions.**

Your CCO plans will work together to move your care.

- **Through December 31, 2019**
  - <<Current CCO>> will cover your appointments, rides and prescriptions.
- **After January 1, 2020**
  - <<New CCO>> will help you make appointments, get rides and prescriptions. If you have appointments scheduled after January 1, tell your new plan.

Many doctors, counselors, dentists and other providers work with both CCO plans. But if you need a different provider next year, your new CCO plan will help you pick one.

- **Physical health:** Your new CCO plan will work with doctors you have until March 31, 2020 to move your care.
- **Mental health:** For behavioral health, which includes mental health and substance use disorder treatment, your new plan will work with the providers you have now until June 30, 2020 to move your care.

**You can use emergency care at any time.**

You don't need to check with your CCO plan before you get care in an emergency. Go to an emergency room or call 911. Please don't wait because you don't have your ID card or don't know your CCO plan name.

**Your OHP benefits are not changing.**

You still have the same level of OHP physical, dental, and mental health benefits. Some CCO plans have extra services, like health classes. Check with your CCO plan about what extra services it offers.

## Eligibility

If you need to renew your OHP before January 1, your eligibility may change.

### **OHP and Medicare benefits can work better together.**

A CCO plan manages all your OHP medical, dental and mental health care. That makes it easier for you to get help. Some CCOs offer additional services, such as wellness programs. Medicare plans that work together with CCOs. are available if you choose.

**OHP covers some things that Medicare does not cover.** Medicare is your main source of health coverage. However, sometimes OHP covers things that Medicare does not. The CCO plan helps coordinate these services.

### **If you have questions about this change, please call your local office.**

You can find a list of Aging and People with Disabilities or Area Agency on Aging offices at [www.oregon.gov/dhs/offices](http://www.oregon.gov/dhs/offices). Click on “Senior and People with Physical Disabilities.”

## Need help?

- **Through December 31, 2019**

If you need help with your care before December 31, call your current plan at <<Current CCO Number>>.

- **After January 1, 2020**

If you need help after January 1, call your new plan at <<New CCO number>> or visit <<New CCO URL>>.

- **Call us if you do not want to be in a CCO.**

You do not have to have a CCO plan cover your OHP. If you do not want to be in a CCO, you can call 800-273-0557 and tell us.

## Other questions?

- You can call OHP any time at 877-647-0027 (TTY 711).
- You can get help in person. Find a trusted community partner in your area at [OHP.Oregon.gov](http://OHP.Oregon.gov).

Thank you,  
Oregon Health Plan