

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 plan starting January 1, 2020

Dear <<First Name>>:

Thank you for being a part of 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.

The CCO plan you have now will close on December 31, 2019.

Your current plan, <<Current CCO>>, will no longer serve OHP members. You are still an OHP member, but you will have a new CCO plan next year.

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

Your new plan will start on January 1, 2020.

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.

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>>.

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.

Thank you,
Oregon Health Plan