

QUICK REVIEW OF CCO ASSIGNMENT AND CHANGING PROVIDERS

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CCO and provider assignment

Assignment

Two areas, each with their own process

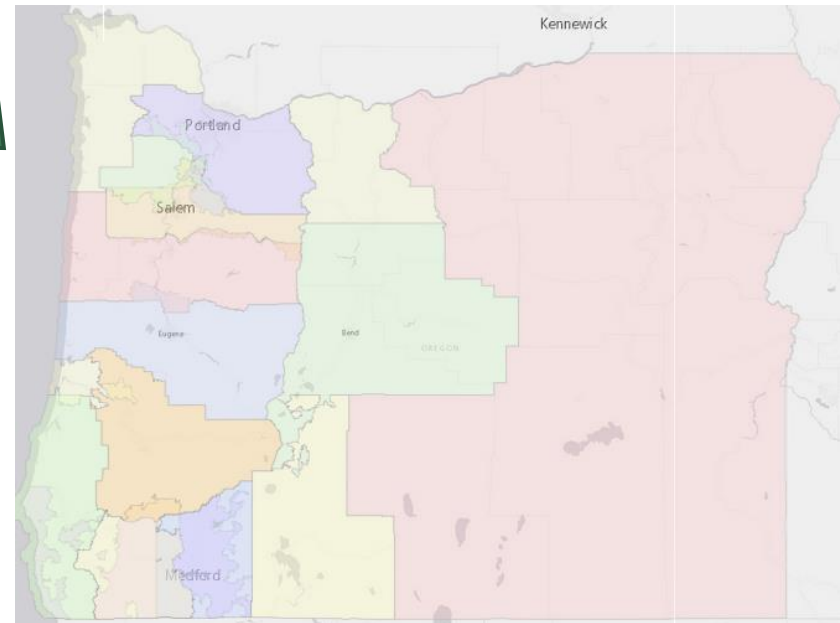
1 – to CCOs, which manage care

2 – from CCOs to appropriate medical, dental, and mental health providers and networks

Process of CCO Assignment

OHA receives prospective CCO members from enrollment

Assigns to 1 of 16 CCOs



Wrong CCO?

We can use the **CCO Change Request Form** to change CCO assignment

- Client is assigned to a CCO not in their area
- Client needs to stay in their CCO to keep continuity with their provider
- Urgent/emergent needs: in active treatment, surgery, pregnancy, medication needs, etc.

Other circumstances

Can't use this form for:

- Changing to or from Fee for service
- A change that has to happen immediately should be called into OHA:
1800-273-0557
- Changing mental, dental or other providers within the CCO

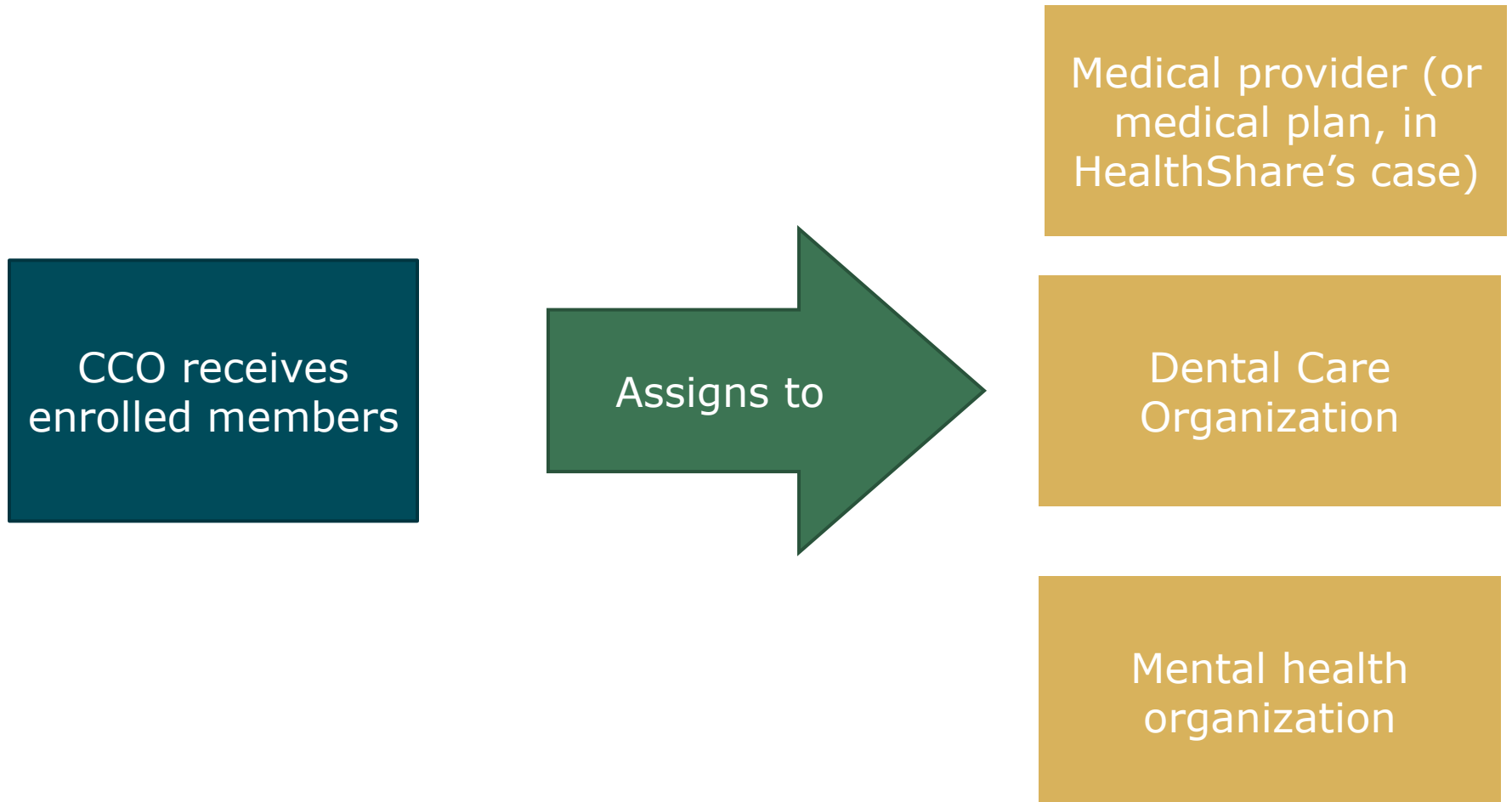
Are you using this form now?

How's it working for you?

How long are you waiting for responses?

Concerns?

2: CCO Dental, mental health and HSO



Questions on CCO Assignment

Problems you're seeing in this area?

Any difficulties getting patients to the correct dental provider, mental health provider, or PCP within a CCO?

Thank you!