

OEW WEBINAR

OREGON PRIMARY CARE ASSOCIATION

1-2:30PM
JULY 8, 2014

Agenda

- ❑ Introduction
- ❑ Cover Oregon update
- ❑ OPCA O&E update
- ❑ O&E Network update

Cover Oregon Update

- Update from Betse Thielman
 - Provider Campaign Coordinator of Cover Oregon and Oregon Health Authority
 - Elizabeth.S.Thielman@state.or.us

OEW Network update

- ❑ OEW Network webpage
 - Visit the [OPCA webpage](#) then select “**Initiatives & Networks**” and look for “**OEW Network**”
- ❑ OEW Appreciation awards
 - Email [Claire](#) or [Stephanie](#) for more information or to discuss possible dates.
- ❑ Upcoming trainings
 - August 19 Face to Face training in Eugene, Oregon.
- ❑ OEW stories and highlights
 - Karen House, OHA’s Program Manager will be addressing all of DMAP and is seeking stories from our community partners that illustrate the important work that they do on behalf of uninsured Oregonians. Stories, themes, highlight, bullet points will appreciated by July 15.

CCO Change Request

The Need to Knows & Best Practices

1. The form is not for changes from or to FFS, the client should contact Client Services Unit for those requests, the number is on the form in the “Member or Guardian” box.
2. The form is not for changes within a CCO, those should be directed to that CCO.
 - o HealthShare has internal assignments of Tuality, Providence, CareOregon and Kaiser. Any change request between those internal assignments should be directed to HealthShare at 888-519-3845
3. If the client member has an address change with the request, refer the client to the 5503 if possible as that will save processing time. The 5503 Customer Service number is 800-699-9075.

CCO Change Request cont'd

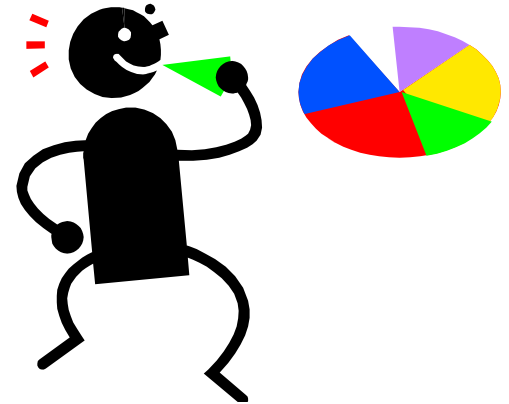
4. It is believed there is an immediate turn around for Change Request Forms submitted by Wednesday for the change to be completed the following Monday.
 - This is not a correct assumption, the Guide indicates the request is received, reviewed and approved before it is sent to our internal unit, Client Enrollment Services (CES), for the change.
 - CES has the guideline that if they receive and work a request through Wednesday, then the change should be effective the following Monday. A request received and worked by CES on a Thursday or Friday and the change should be effective on the second Monday from the request.
5. The "Note" section on the form is a great place for providers to list any information they wish to communicate.
 - Information that might be helpful are things like: "surgery needed ASAP", "in active treatment has appointment scheduled on DATE", etc.

CCO Change Request cont'd

6. Urgent and Emergent CCO to CCO change request should be marked "Urgent"
 - If not marked Urgent on the initial send, then re fax the request per process and mark it "2nd request, urgent".
 - Urgent examples would be; those needing surgery, those who are in active treatment that shouldn't be interrupted such as cancer or heart treatment, pregnancy, etc.
7. Emails and fax are worked by date received, so all Change Requests received on a particular date are worked at the same time.
 - Emails are processed with the same considerations as the Faxes but urgent and emergent forms are selected out and processed first.
8. If you do not see CCO changes from requests submitted prior to June 6 by July 1, please resend the request and mark it as "Second Request".

O&E so far and into the future

- Lets do some polling



August F2F Training

- When: August 19th 10:00 - 4:30PM
- Where: Eugene (address TBD)
- What to bring:
 - Yourself
 - An empty stomach (light breakfast and lunch will be provide)
 - Best O&E practices to share

O&E Questions?

- Contact your Regional Outreach Coordinator or one of us below and we will do our best to support your O&E needs.
 - Stephanie Castano – scastano@orpca.org
 - Claire Tranchese - ctranchese@orpca.org
 - Betse Thielman - Elizabeth.S.Thielman@state.or.us