

Lois Ann Day, Administrator  
Office of Safety & Permanency for Children

**Authorized Signature**

**Number:** CW-AR-10-005

**Issue Date:** 08/04/2010

**Topic:** Medical Benefits

**Due Date:** 08/04/2010

**Subject:** Choices for Care Oregon foster children who see Children's Health Alliance providers

**Applies to (check all that apply):**

- |   |  |
|---|--|
| <input type="checkbox"/> All DHS employees                        | <input type="checkbox"/> County Mental Health Directors  |
| <input type="checkbox"/> Area Agencies on Aging                   | <input type="checkbox"/> Health Services   |
| <input checked="" type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities  |
| <input type="checkbox"/> County DD Program Managers               | <input checked="" type="checkbox"/> Other (please specify): Child Welfare Caseworkers, Certifiers and Medical Assistance Specialists |

**Action Required:** For CW staff who receive calls regarding foster children enrolled with Care Oregon, follow these procedures:

For calls regarding:

- A change from Care Oregon to Family Care, or
- Disenrollment from Care Oregon for an open card

Do not change the enrollment. Instead, the medical specialist and caseworker will discuss the requested change. If the caseworker approves, the medical specialist will send an e-mail to "DMAP,CES" in GroupWise with the client's Prime ID, county, and enrollment choice.

For calls regarding:

- A change in the foster child's primary care provider

The medical specialist will discuss with the caseworker, and if approved by the caseworker, the caseworker or designee will call Care Oregon to request the change in primary care provider.

**REASON FOR ACTION:** Effective June 30, Children’s Health Alliance (CHA) ended their contract with Care Oregon and moved to Family Care, Inc. This week DMAP will mail letters to Care Oregon households whose clients were assigned a CHA doctor as their primary care provider. The letter tells clients what to do if they want to continue with their CHA provider.

- 1. Letter to Marion and Clatsop counties (3 child welfare children):** The household can choose Family Care as their new OHP medical plan.
- 2. Letter to Tri-County families in Family Care service areas (351 child welfare children):** The household can choose Family Care as their new OHP medical plan; this will also change their mental health plan to Family Care.
- 3. Letter to Yamhill and Columbia counties (5 child welfare children), and Washington County ZIPs not served by Family Care (664 households):** The household can choose to end their Care Oregon enrollment and receive medical services on an “open card” (fee-for-service) basis.

**NOTE:**

For Child Welfare, the term household is replaced by “caseworker.” Only the CW program manager or caseworker is authorized to make decisions on behalf of foster children in their care. In addition, because foster children are considered a “household of one” a foster child’s enrollments are based on the child’s residence and continuity of care needs, rather than foster or biological family case needs. Send requests for changes to a foster child’s enrollment to “DMAP,CES.”

For children served under a CW Branch 60 medical case who need an enrollment change, parents and guardians need to call DMAP Client Services Unit at 1-800-273-0557

**Field/Stakeholder review:**       Yes       No

**If yes, reviewed by:**

*If you have any questions about this action request, contact:*

<b>Contact(s):</b>	Tamara Hammack-Ryan, CW Medical Assistance Resource Coordinator		
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