



Support for House Bill 2950 (amended)
Respectfully submitted by Rose Englert, CareOregon
March 18, 2015

Thank you for the opportunity to present testimony in support of an amended version of HB 2950. CareOregon is a 501(c)(3) nonprofit company that serves over 1/3 of all OHP members in the state through ownership and operation of Columbia Pacific CCO and Jackson Care Connect CCO as well as partnerships with Health Share of Oregon CCO and Yamhill County CCO.

This bill aims to address many issues that can cut unnecessary costs, assist OHP members with their care experience, and assist CCOs in better serving members.

Following is a walkthrough of HB 2950 with the -1 amendments. CareOregon is continuing to work with the OHA and other CCOs to fine tune some of the language for the following issues.

Provider Handbook

OHA should produce and translate a single CCO handbook that all plans can use without having to amend. CCOs can add supplemental information specific to their plan as additional pages or a separate document. This will save money and hours of work when there do not have to be 16 different amended templates created, edited, and translated.

Single Case ID per Household

Require OHA to reestablish the former practice of assigning a single case ID to all of the OHP members that reside within one household. This will cut down significantly on many costs for member education materials and other items that must now be sent to each family member, even infants, causing undue cost and unnecessary mail for members.

OHP Member Email and Cell Phone data

Require OHA to share members' email and mobile phone information with CCOs, and allow CCOs to update member information in MMIS if the member submits contact information changes directly to the CCO. This will assist CCOs in better communicating with members and will reduce the burden on members who need to update their contact details.

OHA Metrics to Reduce Phone Wait Times

CareOregon would like to applaud OHA at making significant improvements in OHP member hold times and will request an amendment to remove this section from the bill.



Application Assisters

OHP members often call their CCOs asking for assistance with reenrollment, but CCO customer service representatives are currently not allowed to help with OHP applications. This section would ask the OHA to work with CMS and form strategies to allow members to get assistance with their OHP redetermination from their CCOs. We are trying to better craft the bill language to ensure appropriate choice counseling for members is given at the time of redetermination.

Application Processing Timelines

This is another area in which the OHA has made significant strides since the bill was filed. We believe this section should be removed from the bill.

CCO Metrics Notice

Because it takes a great deal of work with our provider partners to ensure quality metrics are being met for CCO members, all metrics and specifications for meeting measures should be adopted and publicized one quarter before a measurable year. This may be addressed in SB 440, and could be removed from this legislation.

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