



March 23, 2020

The Honorable Senator Arnie Roblan, Co-Chair  
The Honorable Representative Paul Holvey, Co-Chair  
Joint Special Committee on Coronavirus Response

RE: Coordinated Care Organizations Aid in Pandemic Response Efforts

Co-Chair Roblan, Co-Chair Holvey, and Committee Members,

As Oregon grapples with the COVID-19 pandemic, CCOs are well positioned to help Oregonians access health care. At its core, the CCO model is designed to keep people out of emergency departments (EDs) and hospitals. In a time when we are expecting a huge surge of people to use the hospitals due to this pandemic, CCOs' ability to keep people out of hospitals for non-COVID-19 reasons and transitioning people out of the hospital into care settings where they can recover is absolutely paramount.

CCOs have worked hand in hand with providers and hundreds of locally based community partners on the ground to keep people from unnecessarily visiting EDs and hospitals for over six years.

We know the coming months will be taxing on the whole health care system, but CCOs can and will play an instrumental role in helping coordinate with the systems and community partners. We are working with the Oregon Health Authority (OHA) on regulatory actions that can help CCOs better serve members and providers, as well as address contract requirements that are not feasible due to the current crisis (e.g., face-to-face care coordination meetings and reports involving provider input).

With many CCO employees working remotely, it will be nearly impossible to conduct administrative business as usual. We are working with OHA on measures to facilitate operations in this new "Pandemic Reality" and, more importantly, use the diminished administrative capacity to figure out ways to help our employees and health care providers to focus on direct care to members of the community.

Sincerely,

Paul Phillips, Executive Director