

## New dental programs and the DCO to CCOF transition

*Frequently asked questions for coordinated care organizations (CCOs)*

### DCO Transition

**When a member has any benefits through a CCO, then the CCO is responsible for all non-emergency transportation (NEMT) services, even the member also has fee-for-service (FFS) benefits. Does that mean the FFS NEMT brokerages are going away?**

No. The Oregon Health Authority (OHA) has current contracts with brokerages that will continue. Regardless of this transition, a significant number of members are still enrolled in FFS programs. NEMT is an underutilized benefit, so we hope to grow this program.

OHA plans to provide additional information in the coming months.

**Please share how Tribes are committed to providing health care coordination to American Indian/Alaska Native (AI/AN) members.**

In addition to care coordination offered by the Tribes, OHA contracts with CareOregon to provide care coordination services to FFS AI/AN members.

NARA has established an Indian Managed Care Entity (IMCE) to provide primary care case management services to FFS AI/AN members residing in Washington, Clackamas, and Multnomah counties.

**Are CCOs required to have a Tribal Liaison?**

Oregon's 1115 Medicaid Waiver requires each CCO to staff a Tribal Liaison position. All CCOs have now staffed these positions. CCO Tribal Liaisons can also help their AI/AN members navigate access issues and overcome barriers.

**How does OHA communicate with the Tribal Health Directors about the DCO transition?**

OHA holds a monthly meeting with Tribal Health Directors. Since May 2022, the DCO Transition has been a standing agenda item for discussions/questions with Tribal Health Directors.

June 8, 2022, OHA also provided official notice of the DCO Transition to the nine Tribes and NARA, offering Tribal Consultation as required by [OHA's Tribal Consultation Policy](#). OHA received no questions or consultation requests from Tribal Leaders.

**Will a Tribal member automatically be enrolled into a CCO?**

Federal law prohibits Oregon from requiring mandatory auto-enrollment of AI/AN individuals into CCOs. This means that AI/AN members:

- Will not be auto-enrolled into a CCOF product (or any other type of CCO product).
- Must ask for CCO enrollment if they want to enroll in any CCO product.
- Will transition from DCO to FFS enrollment unless they request CCOF enrollment.

## **How has OHA notified AI/AN DCO members about the transition?**

OHA Tribal Affairs has approved a draft communication to send to all AI/AN DCO members. It explains how they will need to ask for CCO enrollment if they would like to transition from their current DCO to a CCOF product.

## **COFA Dental and Veterans Dental Programs**

These are [dental-only Oregon Health Plan \(OHP\) benefits for qualifying Oregon Veterans and Compact of Free Association \(COFA\) citizens](#). Individuals can apply for these benefits starting November 1, 2022.

### **What kind of care can you get with these programs?**

They offer the same dental care as OHP Plus, like:

- Teeth cleanings
- Dental crowns
- Emergency dental care
- Dental care for mouth pain

### **How can COFA Dental Program and Veterans Dental members get dental care?**

If approved, members will be enrolled in a CCO within 1-2 weeks. The CCO will help members get dental care and mail a welcome packet. The packet will contain a CCO member ID card and information about covered services.

If a member needs to access dental care before their CCO enrollment starts, they should contact KEPRO, OHP's nurse advice line, at 1-800-562- 4620.

### **Who can apply for the COFA Dental Program?**

COFA citizens who:

- Live in Oregon, and
- Do not already have health care through OHP.

### **Who are COFA citizens?**

COFA citizens are from:

- The Federated States of Micronesia
- The Republic of the Marshall Islands
- The Republic of Palau.

COFA citizens are free to travel, work, and live in the United States through a Compact of Free Association (COFA) with the U.S. government.

### **For the Veterans Dental Program, does dental coverage depend on how the individual was discharged from the military?**

No, it does not. The dental benefits are the same.

### **Can Tribal members apply for the Veteran Dental Program?**

Yes. They can ask OHP Customer Service or an OHP Community Partner about their eligibility.

### **Why do individuals need to apply for these programs using the OHP application?**

Both programs are offered and delivered through the Oregon Health Plan.

**Do individuals need to pay to sign up for these programs?**

No, they do not need to pay anything to apply for either program.

**Can someone apply for a program on behalf of their parents or grandparents?**

Individuals should ask OHP Customer Service or an OHP Community Partner about this.

**What if someone doesn't get accepted for the COFA Dental or Veterans Dental Program?**

There may be other programs they can sign up for to get dental care. For example, COFA citizens may qualify for the Veteran Dental Program and vice versa.

Individuals can talk to OHP Customer Service, an OHP Community Partner, or eligibility staff at ODHS's Self Sufficiency Programs or Area Agency on Aging offices, for help.