



eoocco
EASTERN OREGON
COORDINATED CARE
ORGANIZATION

Policy & Procedure

Company:	EOCCO	Department Name:	Medicaid Services		
Subject:	Transition of Care				
P & P Original Effective Date:	1/1/2020	P&P Origination Date:	n/a	P & P Published Date:	1/1/2020
Division:	Medicaid				

What is Transition of Care?

Eastern Oregon Coordinated Care Organization (EOCCO) will make sure that members who:

- Change plans
- Have serious health issues
- Need hospital care or inpatient behavioral health care

can still get the same services. This means that care will not change when you:

- Change from one Coordinated Care Organization (CCO) to another CCO or
- Move from Oregon Health Plan (OHP) fee-for-service to a CCO.

Here is how long your transition of care will last:

Membership Type	Access to care TOC will last
Medicaid and Medicare Members (Full benefit Dual Eligible)	90 days
Medicaid only	30 days for physical and oral health*
Medicaid only	60 days for behavioral health*

*Or until your new primary care provider (PCP) has reviewed your treatment plan.

During this transition of care time, EOCCO will take preapproval documents (or prior authorizations) of continuing covered services. EOCCO also needs to continue the whole course of treatment for these types of transition of care situations:

- Prenatal and postpartum care
- Transplant services through the first year after the transplant
- Radiation or chemotherapy services for the current treatment
- Prescriptions with a clear, minimum course of treatment that goes past the transition of care time

EOCCO can also give Non-Emergent Medical Transportation (NEMT) if members need a ride. You can also keep getting care from your last provider or provider you were seeing before even if they are not part of EOCCO's network. You can do this until the preapproved visits have been completed or if your provider decides that care is not medically necessary.

Who is included in Transition of Care?

EOCCO will provide continued access to care to:

- Members who need end-stage renal disease (ESRD) care
- Medically fragile children
- Breast and cervical cancer treatment program members
- Members getting Care Assist help due to HIV/AIDS
- Members who had a transplant. This includes services before and after a transplant
- Members who are pregnant or just had a baby
- Members getting treatment for cancer. This includes radiation or chemotherapy services
- Any member that if they don't get continued services may suffer serious detriment to their health or be at risk for the need of hospital or institution care

How EOCCO will help:

EOCCO will ask your old CCO or OHP for information to make sure you can keep getting:

- Preapproved care you received in the last 24 months
- Prescriptions
- Behavioral health care
- Care Coordination

If you are leaving EOCCO, we will work with your new CCO or OHP to make sure you can get those same services in the list above.

If you need care while you change plans or have any questions about Transition of Care please call EOCCO Customer Service at:

1-888-788-9821 (TTY users: 711)

Hours: Monday through Friday, 7:30 a.m. to 5:30 p.m. PST

You can get this document in other languages, large print, Braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 1-888-788-9821 or TTY 711. We accept relay calls.

Puede obtener este documento en otros idiomas, en letra grande, braille o en un formato que usted prefiera. También puede recibir los servicios de un intérprete. Esta ayuda es gratuita. Llame al servicio de atención al cliente 1-888-788-9821 o TTY 711. Aceptamos todas las llamadas de retransmisión.

Eastern Oregon Coordinated Care Organization must follow state and federal civil rights laws. We cannot treat people unfairly in any of our services or programs because of a person's age, color, disability, gender identity, marital status, national origin, race, religion, sex, sexual orientation, health status or need for services