

Introduction to EOCCO

Intro/Menu



eoocco

EASTERN OREGON
COORDINATED CARE
ORGANIZATION

INTRODUCTION TO EOCCO



1. Who is EOCCO?

Section 1 - Who is EOCCO?



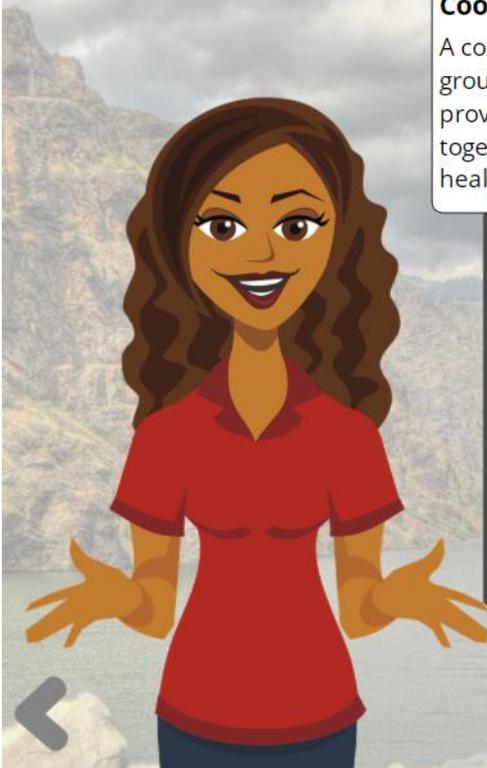
EOCCO stands for Eastern Oregon Coordinated Care Organization. It is one of 16 CCOs in Oregon. [i](#)

EOCCO received its first contract from the Oregon Health Authority in 2012 to administer Medicaid benefits in Eastern Oregon for those who qualify for the Oregon Health Plan (OHP).

A renewed 5-year contract was signed in 2019 effective 01/01/2020.

OHP members include working families, children, pregnant women, single adults, seniors, people with disabilities, and more.

Section 1 - Who is EOCCO?



Coordinated Care Organization
A coordinated care organization (CCO) is a group that includes all types of healthcare providers who have agreed to work together to help people who receive healthcare under the Oregon Health Plan.

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Section 1 - Who is EOCCO?

The Oregon Health Plan (OHP) pays for people with low income to have healthcare. The State of Oregon and the Centers for Medicare & Medicaid Services (CMS) fully fund the program.

OHP covers services such as:

- Regular check-ups
- Prescriptions
- Mental health care
- Addiction treatment
- Vision
- Dental care



Section 1 - Who is EOCCO?

EOCCO provides coverage to nearly 50,000 Medicaid members in 12 rural and frontier counties in Eastern Oregon including:

- Baker
- Gilliam
- Grant
- Harney
- Lake
- Malheur
- Morrow
- Sherman
- Umatilla
- Union
- Wallowa
- Wheeler

Hover your mouse over the below icon to see a detailed coverage map.



Section 1 - Who is EOCCO?

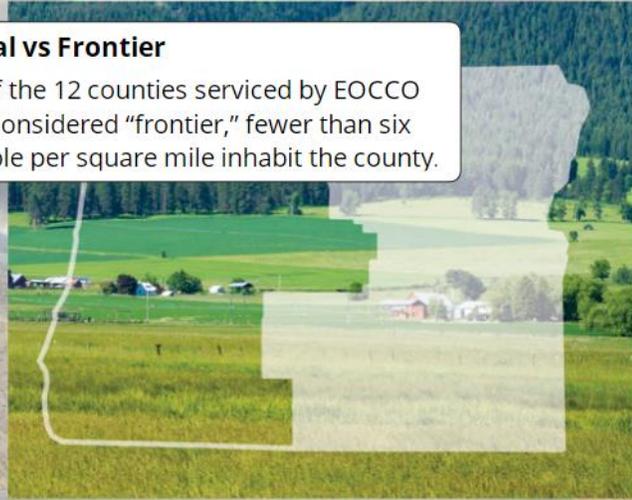
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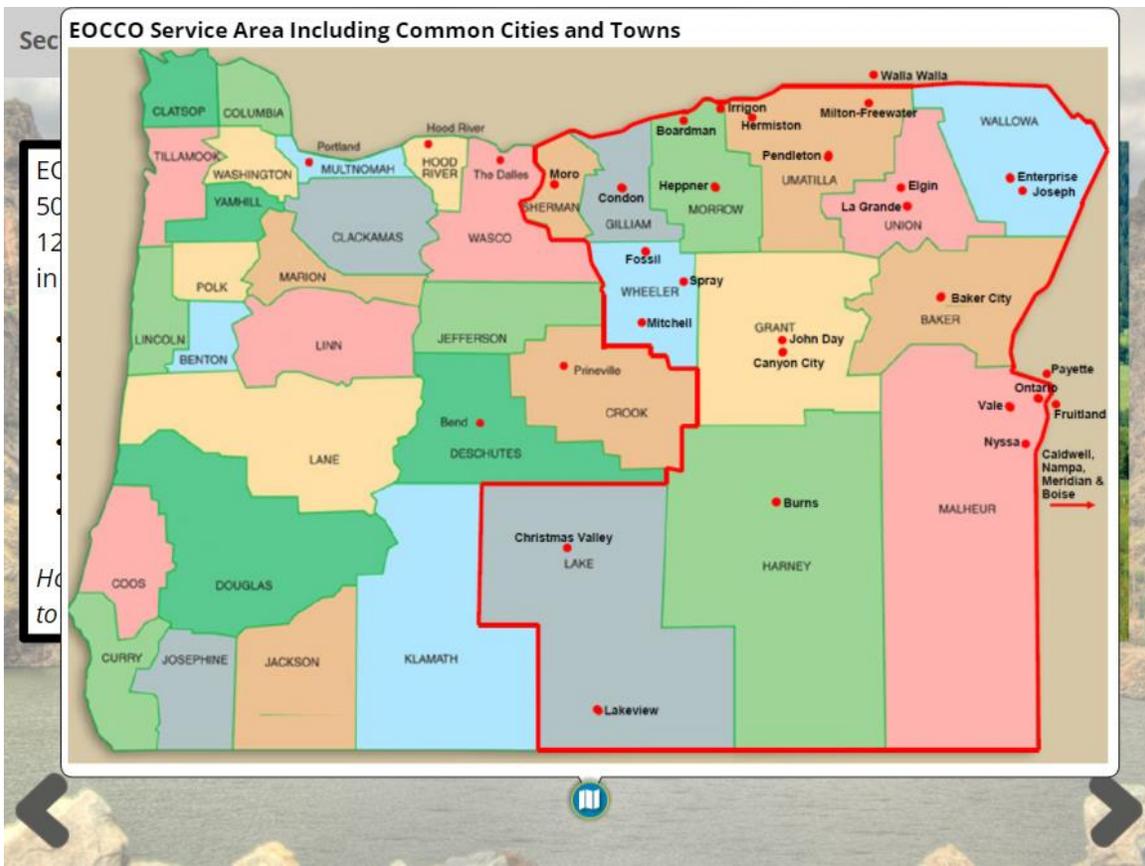
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Rural vs Frontier

10 of the 12 counties serviced by EOCCO are considered "frontier," fewer than six people per square mile inhabit the county.





Section 1 - Who is EOCCO?

EOCCO has a diverse ownership structure that includes a number of providers and hospital systems that deliver quality care for OHP members living in the EOCCO service area.

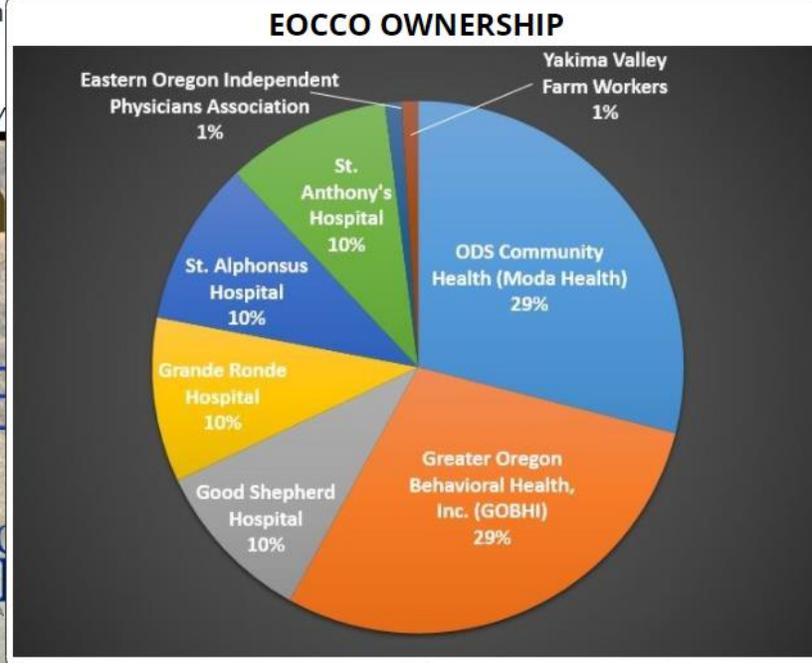
Each of the below organizations owns a stake in EOCCO.

Hover your mouse over the icon at the bottom to see the ownership percentages.



Section 1 - Who is EOCCO?

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Section 1 - Who is EOCCO?

Multiple agencies are involved in the day-to-day work of managing healthcare benefits for EOCCO members.

Click each logo below to see more.



Moda Health helps provide medical, pharmacy and chemical addiction treatment care and services.



Greater Oregon Behavioral Health, Inc. (GOBHI) helps provide behavioral healthcare and services.



Advantage Dental by DentaQuest and ODS Community Dental help provide dental healthcare and services.



Oregon Prescription Drug Program (OPDP) helps provide pharmacy services for EOCCO members.



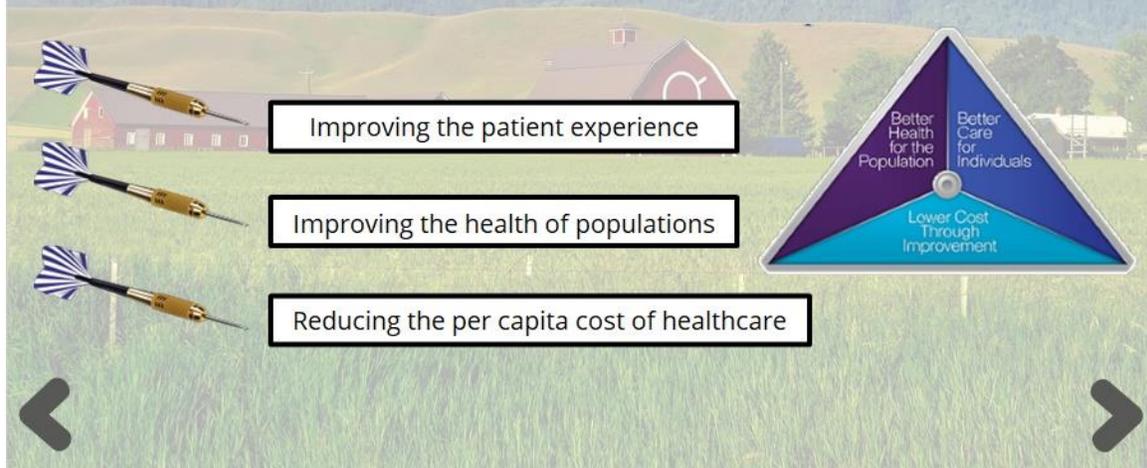
2. How is EOCCO Different?

Section 2 – How is EOCCO different?

In 2010, the Affordable Care Act (ACA) came into law with the goal of making healthcare more available and better managed. The State of Oregon applied for a Medicaid Waiver to create its own plan using CCOs to achieve the “Triple Aim.”

The Triple Aim is a framework developed by the Institute for Healthcare Improvement that describes an approach to optimizing health system performance.

Click each dart to see each aim that guides EOCCO.



Incentive Measures

Please click Course Resources to view the 2021 EOCCO Incentive Measure Guide.

Every year, the Oregon Health Authority (OHA) creates a set of measurements that are used to determine how well CCOs are achieving the Triple Aim.

The state holds back a percentage of EOCCO's premium based on our performance on key incentive measures.

In order to receive 100% of our premium (aka "the quality pool"), we must improve performance in at least 13 of 19 areas. 

100% of quality pool funds are invested in local communities and clinics.



3. Patient Responsibility

Section 3 – Patient Responsibility



EOCCO is only for Medicaid members, and Medicaid is paid at 100% of the Medicaid allowable.

Click each icon to learn more.

This means that EOCCO members will have no deductibles, no co-pays, and no co-insurance.

Moda will never reimburse a member since all claims are coming from the provider. EOCCO members are not able to submit claims to Moda.

Members will not receive an Explanation of Benefits (EOB) because covered services are paid at 100%.

EOCCO providers must inform EOCCO members of any charges for non-covered services prior to the services being delivered and make payment arrangements in advance.

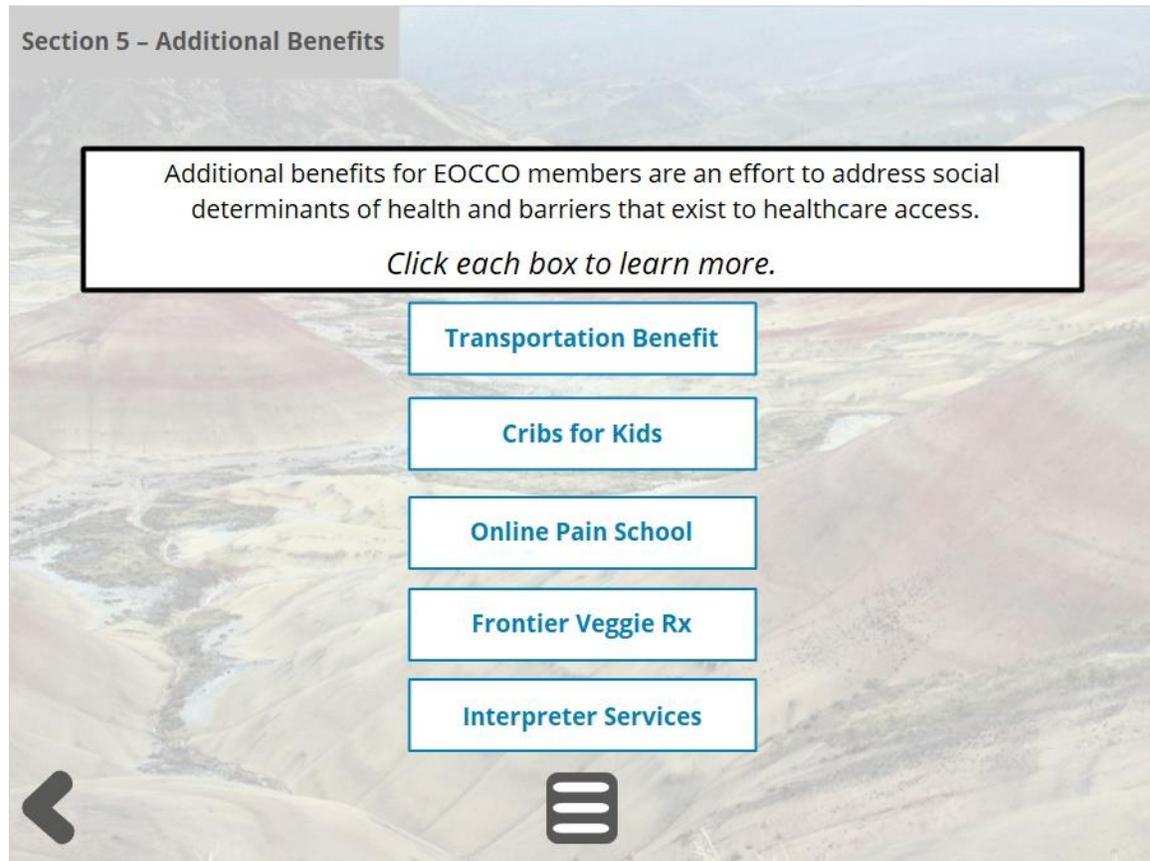
5. Additional Benefits

Section 5 - Additional Benefits

Additional benefits for EOCCO members are an effort to address social determinants of health and barriers that exist to healthcare access.

Click each box to learn more.

- [Transportation Benefit](#)
- [Cribs for Kids](#)
- [Online Pain School](#)
- [Frontier Veggie Rx](#)
- [Interpreter Services](#)



Section 5 – Additional Benefits

Member Transportation Benefit

EOCO offers members free rides to appointments for covered services. We operate the free ride program to provide non-emergency medical transportation. Members can call 877-875-4657 toll free to schedule a ride to a covered appointment. Members are asked to call at least 2 days prior to their appointment to make a reservation.



Section 5 – Additional Benefits

ECCO Cribs for Kids Program

This program provides members a safety-approved crib for newborns.



Section 5 – Additional Benefits

Free Online Pain School

This EOCCO Pain School is intended to help members better understand chronic pain, increase confidence in dealing with pain, and provide a range of options to consider for treatment.

The EOCCO Pain School is a series of four weekly classes on Zoom, an online teleconferencing service.

The program is available free of charge for EOCCO members. For a list of class dates, members should visit <https://www.painschool.co/pain-schools-about/>

Section 5 – Additional Benefits

Frontier Veggie Rx

The Frontier Veggie Rx (FVRx) Program is a healthy eating initiative that supports patients and their families in Sherman, Gilliam, and Harney counties. [i](#)

Through the voucher program, individuals meet with their provider to discuss household eating and food shopping habits. If eligible, people may receive prescriptions to buy healthy fruits and vegetables at participating stores or farmers' markets.



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Interpreter Services

Members who are hearing impaired, sight impaired, or need help with language translation can have a health care interpreter assist with their healthcare appointments.

Providers can arrange these services with one to two day's advance notice.

A member's PCP office can get an interpreter after hours for an urgent or emergency call.

Interpreter services include:

- Language Interpretation
- Sign Language Interpretation
- Written Translation
- Braille
- Large Print
- Audio
- Other Preferred Formats