



## **Transition of Care (TOC) while you change CCOs or move from fee for service (FFS) to YCCO**

Some members who change OHP plans can still get the same services, prescription drug coverage and see the same providers even if not in-network. That means care will not change when you switch CCO plans or move from OHP fee-for-service to a CCO.

If you have serious health issues, your new and old plans must work together to make sure you get the care and services you need.

### **Who can get the same care while changing plans**

This help is for members who have serious health issues, need hospital care, or inpatient mental health care. Here is a list of some examples of those who can get this help:

- Members who need end-stage renal disease 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;
- Members who are pregnant or just had a baby;
- Members getting treatment for cancer; or
- 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.

### **The time frame that the transition lasts is:**

- 90 days for members who have Medicare and Medicaid (dual eligible).
- For other members, the shorter of:
  - 30 days for physical and oral health and 60 days for behavioral health.
  - Until the member's new PCP reviews their care plan.

### **YCCO will make sure members who need transition of care get:**

- Continued access to care and non-emergency medical transportation (NEMT).
- Allow services from their provider even if they are not in the YCCO network until one of these happen:
  - The minimum or approved prescribed treatment course is completed or
  - The reviewing provider decides that the care is no longer medically needed. If the care is by a specialist the treatment plan will be reviewed by a qualified provider
- Some types of care will continue until complete with the current provider. These types of care are:
  - Prenatal and postpartum care
  - Transplant services through the first-year post-transplant

- Radiation or chemotherapy for their course of treatment or
- Drugs with a defined least course of treatment that is more than the transition of care period

If you are changing CCOs and need care transition call Care Management at 971-345-5932 or 833-257-2191 (TTY 711). You can also call Customer Service at 855-722-8205 (TTY 711).

If you need the TOC info in your language, large print, braille, or format you prefer, including oral interpretation, at no cost to you call Customer Service. You can reach Customer Service Monday through Friday, 8 a.m. to 5 p.m. at 855-722-8205 or TTY 711.