



## **YCCO/ PH Tech Transition FAQ For Providers**

### **Will Yamhill Community Care still be a CCO?**

Yamhill CCO is a private, not-for-profit organization. Yamhill CCCO will continue to be a CCO and will continue providing the same benefits they have been providing.

### **Can you describe this new partnership?**

Yamhill Community Care Organization (YCCO) is responsible for the care of the OHP members in Yamhill County. They partnered with PH TECH to perform administrative services and with Providence Plan Partners to help build a YCCO specific provider network, conduct case management and provide Pharmacy Benefit Management.

### **What other members will be accessing this contract?**

OHP Members of YCCO will be accessing this network.

### **How will we know if someone is a YCCO member?**

The member's ID card will clearly indicate that the member is a YCCO member. You may also check member eligibility via CIM, PH TECH's online portal or in MMIS.

### **Where will I send claims?**

For claims with a DOS prior to 1/1/2019 will go to CareOregon, claims with DOS on or after 1/1/2019 will be sent directly to PH TECH. They are already connected with many clearing houses. Electronic claims can be sent directly to PH Tech through the online portal CIM and paper claims can be mailed to PO Box 5490, Salem, OR 97304. If you do not already have access to CIM please contact PH Tech EDI help center. weblink: <https://help.phtech.com/hc/en-us/sections/203679017-Provider-EDI-and-Electronic-Claims>

### **Who do I call for pre-authorization?**

You will call PHP/PPP for Pre-authorization or submit the pre-authorization request online via CIM. PHP/PPP's telephone number will be listed on the member's ID card.

Medical: 503-574-6400 or Pharmacy: 503-574-7400

Please see the authorization FAQ for more information.

### **Where do I enter referrals or check on referral status?**

Referrals can be entered, or referral status can be checked, in PH TECH's online portal: CIM. You may already be registered and familiar with CIM due to your network relationship with another health plan. For any provider not already registered, PH TECH will reach out to work with you on getting registered and provide training on how to use CIM. Please see the authorization and referrals FAQ for more information on referrals.



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**Who do I contact for an appeal or a payment dispute?**

All appeals and payment disputes should be directed to PH TECH. PH TECH will be providing Customer Service and Provider Support. The customer service number is 855-722-8205

**Where do I call with any questions or any inquiries?**

You will call PH TECH who will provide YCCO providers and members Customer Service and Provider Support, 855-722-8205.

**Where will I see a list of my assigned members?**

You will use CIM to access the list of your assigned members.

**Where do I send Provider changes, additions and terminations?**

Please send to PHP/PPP as they will manage this as part of the network and share changes with PH TECH.

**Who will do the credentialing**

PHP/PPP will do provider credentialing and recredentialing.

**Are there changes to the YCCO OHP program?**

Although many of our current providers will be in the new YCCO network, there will be changes. We will continue to update and add to the network to best fit the needs of our members.

You will be able to access the online provider directory through the YCCO website or call PH Tech with questions. Currently that function is under development, but a PDF will be available.

OHP members must be assigned to PCP who is responsible for their care.

All PCP services must be performed by the selected PCP (or call share provider).

Any non-emergent PCP services provided by a non-selected PCP will not be covered.

**What if I have been seeing a patient and I am not the assigned PCP, can that be changed?**

In most cases, we have tried to keep the same provider for the member. They will need to see their assigned PCP for the PCP to submit claims for services. If you are not the assigned PCP and you provide routine care for a member, the claim will be denied.

If you are not the assigned PCP and you and the member wish to remain seeing each other, the provider and/or the member may call customer service and initiate the request to change PCP at 855-722-8205.

A referral from the PCP is required for services performed by a specialist. Any non-emergent Specialist services provided without a referral will not be covered.



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Emergency services, ED follow up and women's health claims will pay without a referral.

**Where will I find information about Pharmacy Benefits?**

Pharmacy benefits will be managed by Providence Plan Partners (PPP). The help desk number is 503-574-7400. The formulary will be available on the YCCO website, in CIM, and in a PDF format as well.

**How will I find out updates and resources?**

In CIM, you can find changes, updates, clinical practice guidelines and much more in the Provider Service Link.

**Are Behavioral Health, Dental Services and /or transportation services changing?**

YCCO will continue to work with Yamhill HHS for behavioral Health services and Capital for oral health. We will continue to provide NEMT services through the WellRide program run by First Transit.