



Oregon's Health CO-OP

October 21, 2016

RE: Oregon's Health CO-OP (OHC) Pending Claims

Dear Provider:

We are writing to you today to provide important updates in regard to claims processing and payments for OHC members. Any outstanding claims for OHC members must be postmarked or electronically sent **ON OR BEFORE October 31, 2016** to be considered for payment. Claims will be reviewed in the order received.

OHC was ordered into receivership by the Marion County Circuit Court on July 11, 2016. It is too early in the receivership process to know the amount of assets that will be available for the payment of claims, the extent to which payment can be made, and the timing of any payment. Submitting duplicate copies of claims will only serve to further delay the payment of your claim. You can check claim status on the Provider Portal at <https://www.ohcoop.org/> or by calling Customer Service at 1-844-509-4676.

In the meantime, we will process claims without issuing payment. An Explanation of Benefits (EOB) will be issued to members and an Explanation of Payments (EOP) issued to providers. This will enable you to bill members for applicable co-payments, deductible amounts, co-insurance amounts and other member liabilities, if applicable. The Provider Portal at <https://www.ohcoop.org/> or Customer Service at 1-844-509-4676 continue to be available for checking claims processing status. If you disagree with how a claim was processed, please complete and submit the **Claim Reconsideration Form** located at <https://www.ohcoop.org/>.

Please note that paragraph 7 of the court's order of July 11, 2016, prohibits providers from billing members for payments that OHC is not able to pay due to being in receivership. Should you attempt to bill a member for any amount owed by OHC or balance bill, it is a violation of the Court Order, and providers will be referred to the Oregon Department of Justice for follow-up. This court order applies to all providers of care, including (but not limited to) physicians and hospitals.

For additional information, please visit <https://www.ohcoop.org/>.

Sincerely,

Jan M. Moenck
Special Deputy Receiver

Enclosure