

November 20, 2007

Department of Human Services

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To: All OHP Managed Care Plans

From: Jon Pelkey, Manager

DMAP Quality Improvement & Medical Unit

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Subject: New Web page for MCO announcements

For some time DMAP has communicated with the managed care plans via e-mails. Pertinent people sometimes missed a message because they weren't on the e-mail distribution group list. Maintaining an accurate list, or sets of lists, has become problematic for DMAP staff. We've heard it's a concern for you, too. Also, under the current system, we have no way to show you when, or if, various messages went out, or to whom.

We created a new MCO announcement page on the DHS Web site where we can store the messages indefinitely. Take a look at http://www.oregon.gov/DHS/healthplan/mco-announcements/main.shtml. It resembles our current FFS Provider Announcement or Client Announcement pages. You'll notice that it's eSubscribable, meaning it contains a list-serve option. Every time something new appears on such a Web page, eSubscribers receive an e-mail notifying them.

The eSubscribe option means YOU have control over the distribution list. Anyone in your organization can sign themselves up to receive these announcements, or remove themselves from the eSubscriber list. Individuals can sign up for as many DHS pages as they want to watch. Initially, we will automatically enroll to the new page all the plan contacts we have on our current e-mail group lists. After that, you may subscribe or unsubscribe at will.

Normally, we forward our staff transmittals to the plans, realizing some of you want to see these e-mails. Others don't. We have already added an eSubscribe option to our DMAP Staff IM Transmittal Web page as well. We plan to stop forwarding the staff transmittals. If you wish to continue reading staff memos from DMAP, you will need to eSubscribe to the current page: http://www.dhs.state.or.us/policy/healthplan/transmit/2007im.htm>.

Please let me know if you have any concerns about this new communications method.

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