



Date: December 27, 2024
To: Coordinated care organizations (CCOs)
From: David Inbody, CCO Operations director
Subject: Due date extension for 2025 Grievance and Appeal System policies and procedures Attestation

This communication is to notify CCOs about the due date extension for the Contract Year 2025 deliverable listed below.

| Contract Deliverable | Original Due Date | New Due Date | Notes |
|---|--------------------------|---------------------|--|
| Ex. I, Sec. 10, Para. a (1) Grievance and Appeal (G&A) System policies and procedures (P&Ps) Attestation based on self-evaluation checklist | 3/1/2025 | 3/27/2025 | The new due date is 90 days from when OHA provided CCOs with the Attestation and self-evaluation checklist for the G&A System P&Ps. The Attestation reflects that the CCO is attesting to compliance with the content requirements for the P&Ps as of 3/27/2025. |

Questions?

If you have general questions about this communication, please contact Cheryl Henning, CCO Contracts Administrator, at Cheryl.L.Henning@oha.oregon.gov.

Thank you for your continued support of the Oregon Health Plan and the services you provide to our members.