



COUNTY OF ORANGE
HEALTH CARE AGENCY

**MEDICAL SERVICES
MEDICAL SAFETY NET**

MARK A. REFOWITZ
AGENCY DIRECTOR

RICHARD SANCHEZ
ASSISTANT DIRECTOR

HOLLY A. VEALE
DEPUTY AGENCY DIRECTOR
MEDICAL SERVICES

TERI SCHULTZ
CHIEF OF OPERATIONS
MEDICAL SERVICES

SHELLEY VRUNGOS
ACTING DIVISION MANAGER
MEDICAL SAFETY NET

MAILING ADDRESS:
P. O. BOX 355
SANTA ANA, CA 92702

TELEPHONE: (714) 834-6248
FAX: (714) 834-6292

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Re: MSN Care Coordination Unit

MSN Providers:

The MSN program will be transitioning care coordination services in-house from March 1, 2015 to June 30, 2015. The MSN Care Coordination Unit (CCU) will continue to operate in the same capacity as previously, assisting hospitals with authorization and arrangement of inpatient services for MSN enrollees, transfers, discharge planning, post-discharge ancillary services (i.e., home health, DME) and referrals to outpatient specialists for necessary follow-up care. Beginning on March 1, 2015, all authorization requests and associated documentation should be submitted to the MSN CCU secure **fax line** at (714) 834-6292. Electronic submissions will no longer be accepted.

The MSN CCU will be available to assist hospital providers with the coordination of MSN member care during regular business hours, Monday thru Friday. You can contact the MSN CCU at (714) 834-3557, *Option 5*. For further information regarding MSN care coordination rules and procedures, please consult the updated Provider Manual, Second Edition, Spring 2015, which is available at www.ohealthinfo.com.

For any other questions, you may contact Shelley Vrungos, Program Administrator at svrungos@ochca.com or (714) 834-6249.