

Bulk purchasing program overview

The bulk purchasing program is intended to support active CareOregon members enrolled in the following CCOs: Health Share of Oregon (Metro), Columbia Pacific CCO, and Jackson Care Connect. Items supplied through the program are to be supplied only for short term (month or less) solutions for members' needs. Supplying items to members through the program should be utilized as a last resort and should not be utilized if the items are covered under a member's health plan. Bulk purchases are available to help clinics and providers have an on-hand, supply of commonly needed items for CareOregon members in alignment with their treatment plan(s).

Agreement

- Each clinic will sign an agreement with CareOregon to follow specific guidelines and procedures
- Upon completion of both parties signing the agreement, the clinic will be assigned a unique numeric code which it can use to request items

Requests

- Requests are submitted through an online web form via the CareOregon website
- Each clinic will have a numeric code they will use to confirm their identity during the request submission
- Requests are meant to be an estimate of how many items you will provide to members within the following four weeks of submission
- There are quantity limits on items. Items cannot be requested again until reporting for that specific item has been submitted and you have more than five items to report on

Fulfillment example:

A clinic has requested ten items and reported on eight. Another request is made for ten items with two left to report. This request will be fulfilled

Non-fulfillment example:

A clinic has requested ten items and reported on four. Another request is made for ten items with six left to report. This request will not be fulfilled

Bulk purchasing program overview (continued)

Fulfillment

- Requests are reviewed, validated, and sent to the procurement team to fulfill
- Items are sent to the address provided during the signing of the agreement
- You will receive a confirmation email when your items have been ordered
- If any questions arise regarding ordering and fulfillment, please email vendorservices@careoregon.org

Reporting

- Specific member reporting is required for each item provided to clinics to hand out to CareOregon members
- A reporting tracker will be provided, or the clinic can decide to track distributions on their own tracker, but it must include the following:
 - Member ID
 - Member (legal) first & last name
 - Date of birth
 - Date item was distributed
 - Item type
 - Number of item(s) distributed
 - Assigned phone number (if applicable)
- The reporting tracker of all distributed items is due by the 15th of the following month and should be sent via secure email to socialhealth@careoregon.org

FAQs

1. How long does it take for me to receive my requested items?

A: Once you submit your request, our team works hard to fulfill them as soon as we can. Most items are received within 1-2 weeks of being requested.

2. Why are there limits on each item when I go to request them?

A: Due to our own requirements with OHA and reporting on member data, we have set limits for items so that clinics avoid stockpiling large quantities of inventory. Each item sent to a clinic will eventually need a member tied to it, so offering a smaller quantity of each item helps mitigate any error with reporting.

3. I lost my unique numeric code to submit a request, what do I do?

A: If you lost your code, please email socialhealth@careoregon.org

4. How many weeks worth of items should I request at a time?

A: A four-week estimate of each item should be requested at a time

5. What if my delivery address changed since signing the agreement?

A: Whoever originally signed the agreement from your clinic can reach out to socialhealth@careoregon.org to update your clinic's delivery address

6. How do you send a secure email?

A: To send a secure email, type the word "secure" in the subject line of your email BEFORE entering the subject

7. What if a CareOregon member requests an item but is not established at my clinic?

A: If your clinic isn't actively supporting the member, either in a traditional or nontraditional healthcare setting (CBO), then it is not appropriate to provide items for them.