

Easy Guide

to Health Share of Oregon, CareOregon and the Oregon Health Plan

Name
MEMBER NAME HERE

Member ID **ABC1234** Language **ENGLISH**

For urgent care, call your PCP 24 hours/day
In an emergency, call 911 or go to the hospital AUG/18

Health Share of Oregon
www.healthshareoregon.org
503-416-8090 or 888-519-3845
TTY/TDD 711



Your Coordinated Care Organization (CCO)

Your Physical Health Plan

Medical Plan 
Medical Plan Name Here
503-000-0000
RxBIN/Rx PCN: 000000/XYZ
Rx Grp: 000000

Dental Health Plan 
CareOregon Dental
888-440-9912
(TTY/TDD 711)

Primary Care Provider (PCP)
PCP/Clinic Name Here
503-000-0000

Mental Health & Substance Use Plan 
CareOregon 800-224-4840

Your Dental Health Plan

Your Primary Care Provider (PCP)

Your Behavioral Health Plan



Welcome

We're glad you're in the CareOregon and Health Share of Oregon family

CareOregon is proud to be part of the Health Share of Oregon Coordinated Care Organization (CCO). Whether you're a new member or have been with us for a while, we hope this Easy Guide makes the Oregon Health Plan (OHP) easy to use. You can also find details about your coverage online in the Members section at careoregon.org or call CareOregon Customer Service at 503-416-4100.

We're here to help!

Stay connected to care

To keep your Oregon Health Plan coverage, **you must reapply every 12 months**. OHP will send you a letter about how to keep your coverage.

Welcome call and questionnaire

You will be receiving a welcome call soon from CareOregon. We will be happy to answer any questions you may have about your coverage and benefits. You will also find a Health and Wellness Questionnaire in this packet. Please take a minute to fill it out — your responses will help us provide you with better service and care.

CareOregon Customer Service: 503-416-4100

Benefits overview

The Oregon Health Plan provides benefits in many areas

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Benefits for OHP members with Medicare

If you have Medicare, your Oregon Health Plan benefits under CareOregon may work differently. For example:

- OHP can help cover Medicare premiums, copays and other things that Medicare does not cover (such as rides to your appointments and dental care).
- Your OHP benefits do not include drugs covered by Medicare Part D. Under Part D, you may have small copays on covered drugs.

To learn more, call your Medicare plan or CareOregon Customer Service to find out how Medicare and OHP benefits can work together.

Let's get started

Start with a wellness visit

As soon as you can, call the primary care provider's office on the front of your Member ID card. Let the clinic know you're a new patient and CareOregon member, and that you'd like to schedule a wellness visit.

Changing your provider

We want you to feel comfortable with your health care team. If you want to:

- Change your primary care provider or behavioral health provider, call CareOregon Customer Service
- Change your dental provider, call their customer service, which is listed on the back of your Member ID card
- Switch to a different health or dental plan, call Health Share of Oregon Customer Service

When you visit your provider or the pharmacy

Bring both your Health Share of Oregon Member ID card and a photo ID to all appointments. (If you also have Medicare coverage, please bring your Medicare ID card, as well.)

Remember to let the clinic know ahead of time if you cannot come to an appointment you've scheduled.

Physical health (traditional and alternative care)

Your physical health plan is administered by CareOregon

Your benefits include:

- Doctor visits
- Lab tests and X-rays
- Family planning
- Pregnancy care
- Hospital stays
- Hearing services
- Durable medical equipment, such as a wheelchair or walker
- Physical therapy, chiropractic, acupuncture and other alternative care for specific health conditions (with referral)
- Prescription drugs (See Pharmacy section)

Your primary care provider (PCP) may be a doctor, nurse practitioner or physician assistant.

To make the most of your visit with your PCP, it's a good idea to prepare. Bring a list of questions you may have. Also, bring a list of all the medications you are currently taking.

If you do not speak English, have difficulty understanding English or need sign language interpretation, let the clinic know when you call to make your appointment. You have a legal right to free interpretation services.

Dental care

Your teeth and mouth are important to your overall health

Health Share of Oregon partners with CareOregon and dental organizations to provide your dental care. Check your Health Share of Oregon Member ID card for the name of your Dental Health Plan.

Most members are eligible for:

- Exams and X-rays
- Cleanings and fluoride
- Dental sealants (ages 15 and under)
- Fillings
- Tooth removal
- Urgent and emergency dental care
- Full dentures every 10 years and partial dentures every 5 years, if appropriate

Some benefits may need preapproval or have limits. Call us or your dentist with any questions.

Routine vision

Vision services are provided through Vision Service Plan (VSP). Routine eye exams and glasses are covered for members who are:

- Age 20 and younger
- Pregnant women of any age
- Over 20 with a qualifying medical need or have eye surgery

Contact VSP directly for help with your eligibility, benefits and claims. Go to vsp.com or call VSP Member Services at 800-877-7195.

Members who have an eye infection or injury may call their primary (physical) care provider to help care for this.

Mental health and substance use treatment

CareOregon covers most mental health and substance use disorder treatment services. Some of these services may be available with your primary care team and coordinated by your PCP.

Care includes:

- Assessments
- Psychiatry
- Counseling/therapy
- Substance Use Disorder Treatment
- Medication Assisted Treatment, also known as Medication Supported Recovery
- Behavioral Health Crisis Services

Your Health Share of Oregon Member ID Card has your mental health and substance abuse plan's Customer Service phone number.

Pregnancy

Newborns are not automatically enrolled in the OHP. So if you become pregnant, be sure to let OHP know right away so that your child will be covered. Call OHP toll-free at 800-699-9075 or email oregonhealthplan.changes@dhsosha.state.or.us

We also have a program for new parents called CareBaby. It's a special program that was created to help guide our pregnant members through their pregnancy. We share info about extra benefits, give simple checklists for each trimester and offer ideas – from prenatal vitamins to dental appointments – to help you and your baby be healthy and happy.

Pharmacy

We pay for many prescription drugs. The ones we cover are on a list called a “formulary.” When your provider prescribes a medicine, ask if it’s on CareOregon’s formulary. The formulary also explains if there are special rules about the drug.

See the CareOregon/Health Share approved drug list at careoregon.org/druglist

If you urgently need a drug that’s not on our formulary, call Customer Service. You, your provider or your pharmacist can ask for an emergency 72-hour (maximum) supply.

To fill a prescription, go to any pharmacy in our network. You’ll have lots of choices. Our network includes most large pharmacy chains and many independent drug stores.

Please note that many mental health prescriptions are paid for directly by the State and not CareOregon, and may have a small copay.

After-hours care

Health needs can occur at any time. Your primary care provider/dentist is involved in your care even when the clinic is closed. Here’s what to do in different situations:

Evenings, weekends, holidays or for urgent care services

If you’re sick or injured and need after-hours advice, call your primary care clinic’s regular phone number or your dental plan’s phone number. The person who answers your call will either contact your doctor or a different doctor at the clinic, or advise you on what to do.

After-hours care continued

Sick when away from home

Call your primary care provider/dentist if it isn’t urgent. If it is urgent, find a local doctor/dentist that will see you right away. Ask that doctor/dentist to coordinate your care with your primary care provider/dentist.

Use of the Emergency Department

If you believe your health is in serious danger, go to the nearest hospital or call 911 for help.

A medical emergency is when you have severe symptoms, such as chest pain, head trauma, not breathing or mental distress.

If you think it is an emergency, go to the ER right away. You don’t need to call your doctor, dentist or health plan first.

Problems like common colds, constipation, diaper rash, back pain and toothaches are best cared for by your PCP or dentist, who knows you and your health history. Be sure to call them first when you are having problems like these. They will work hard to see you as soon as possible. If you need to be seen sooner than your provider can see you, go to an urgent care clinic instead of the ER. It’s usually faster and more convenient.

You can find a network pharmacy at careoregon.org/find-a-provider or call CareOregon Customer Service.

Other services

Get a ride to health care appointments

If you have no way to get to a covered health appointment, a free rideshare program called **Ride to Care** can get you there. Contact Ride to Care to talk about free transportation options, including TriMet tickets in Clackamas, Multnomah and Washington counties.

Most times, you should call at least 48 hours ahead. You may call on the day of the visit if it is medically necessary and urgent.

Some appointments may require you to call or get approval from CareOregon before help can be provided.

Portland metro: 503-416-3955

Toll-free: 855-321-4899

TTY/TDD: 711

Or schedule your request online at ridetocare.com

Quit smoking for life

We offer a number of ways to help you stop smoking—with no fees or copays. Ask your doctor about prescription medicines.

Also, the Quit For Life program helps you beat tobacco triggers with personalized coaching and more.

Visit quitnow.net/Oregon for details.

Language interpreter services

If you need an interpreter for visits or phone calls to your (or your child's) provider's office, you are legally entitled to this service free of charge. You may have been provided with a Preferred Language Card in your mailing to help you inform your provider's office of your spoken language. If you have any problems getting an interpreter, please let us know by calling CareOregon Customer Service.

Preferred Language Card

I speak Spanish

I need language help. Please give me a qualified or certified interpreter in my spoken language. Please note this language in your permanent records.

Thank you!

 Oregon Health Authority



Office of
Equity & Inclusion

Title VI of the Civil Rights Act of 1964
requires all federally funded agencies to
provide free language access services.

Preferred Language Card (Spanish 1/2014)

If your address, name or phone number changes, update your account at one.oregon.gov

Other questions?

Q: Will CareOregon ever send me a bill?

A: No. We will never charge you for any covered Medicaid/OHP service.

Q: Will I owe a copayment if I go to the doctor?

A: Our members are not charged copayments or fees when they see a doctor or other provider in our network. There may be a copayment at pharmacies for certain mental health prescriptions that are covered by the state.

If a medical office asks you for a copayment, ask the staff to call Customer Service.

When you make an appointment, let the office know you're covered by CareOregon.

Q: What should I do if a doctor's office mails me a bill?

A: You probably don't owe anything for covered services while you are a CareOregon member. Call CareOregon Customer Service right away to find out.

Q: I need to see a doctor, but I don't have my Health Share of Oregon Member ID card yet. What should I do?

A: Call Customer Service, they will be happy to help.

Q: I lost my Member ID card. How do I get a new one?

A: Call Customer Service.

CareOregon Customer Service:
503-416-4100

We cover emergency and urgent care anywhere in the U.S.

Got questions? Here's who to contact

Contact Oregon Health Authority:

- For information about enrollment, including: renewals, your application status, changing your CCO and name/address changes

The Oregon Health Authority (OHA) runs the Medicaid program for the entire state of Oregon, which is called the Oregon Health Plan (OHP).

Online one.oregon.gov

Phone Toll-free 800-699-9075 | TTY/TDD 711 | 8 a.m. to 5 p.m. Monday-Friday

Contact Health Share of Oregon:

- To replace a lost or stolen member ID card
- To make a health plan or dental plan change within Health Share

Health Share is what's called a coordinated care organization (CCO). It's one of two CCOs that work under OHA to serve OHP members in the tri-county area.

Phone 503-416-8090 or toll-free 888-519-3845 | TTY/TDD 711 | 8 a.m. to 5 p.m. Monday-Friday

Email info@healthshareoregon.org

Contact CareOregon:

- To change your PCP or to find a provider
- For questions about your benefits and eligibility, such as: Is my coverage active? What medications or services are covered? What's the status of my appeal or prior authorization?
- To submit a complaint

CareOregon is one of several insurance providers in the tri-county area that help Health Share CCO deliver care.

Phone 503-416-4100 or toll-free 800-224-4840 | TTY/TDD 711 | 8 a.m. to 5 p.m. Monday-Friday

Email customerservice@careoregon.org

Text Message 503-488-2887 | 8 a.m. to 5 p.m. Monday-Friday

Secure Message careoregon.org/portal

Facebook.com/CareOregon | **@CareOregon**

careoregon.org
healthshareoregon.org



OHP-HSO-19-376
CO-1936431-EN-0113