Easy Guide

to Health Share of Oregon, CareOregon and the Oregon Health Plan
January 1, 2021

Name JANE DOE
Member ID ABC1234 Language ENGLISH

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

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

Physical Health Plan
CareOregon
800-224-4840 (TTY/TDD 711)
Rx BIN/Rx PCN: 610011/IRX
Rx Grp: CORMCAID

Primary Care Provider (PCP)
PHYSICAL HEALTH CLINIC
503-000-0000

Mental Health & Substance Use Plan
CareOregon 503-416-4100

Your Dental Health Plan

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

Primary Dental Provider (PCP)
DENTAL CLINIC
800-000-0000

Your Primary Care Provider (PCP)

Your Mental Health Plan

Your Member ID card shows your benefits. These may include physical,
dental and mental health and substance use treatment. Your Welcome Letter will also tell you what benefits you have.
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/members or call CareOregon Customer Service at 503-416-4100.

We’re here to help!

Stay connected to care

To keep your OHP coverage, you may need to reapply every 12 months. OHP will send you a letter about how to do this.

Welcome call and questionnaire

If you are a new member, 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. We will also send you a Health and Wellness Questionnaire in the mail soon. When you get it, please take a minute to fill it out. Your answers will help us give you better service and care.

Benefits overview

The Oregon Health Plan provides benefits in many areas

Physical health (traditional and alternative care) ............................................ 3
Dental care ............................................................... 4
Mental health and substance use treatment .................................... 4
Routine vision ......................................................... 4
Pregnancy ................................................................. 4
Pharmacy ............................................................... 5
After-hours care .................................................... 5
Other services ......................................................... 6
Care coordination .................................................. 7
Questions ............................................................... 8
Get to know CareOregon................................................. 9

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.

CareOregon Customer Service: 503-416-4100
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. Some providers now offer telehealth appointments, which are appointments by phone or video. Ask your provider what kind of appointment is best for you.

Changing your provider

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

• Change your primary care provider (PCP) or mental 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 Customer Service

When you visit your provider or the pharmacy

Bring both your Health Share 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 authorization)
• Prescription drugs (See Pharmacy section)

Your 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 works with CareOregon and dental groups 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.

Mental health and substance use treatment

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

Care includes:
- Assessments
- Psychiatry and counseling/therapy
- Medication-assisted treatment, also known as medication-supported recovery
- Behavioral health crisis services

You can reach your mental health and substance use treatment provider at 503-416-4100, TTY 711. The number is also on your Health Share Member ID card.

For a mental health crisis, call one of the help lines in your Member Handbook or 911.

Pregnancy

Newborns are not automatically enrolled in 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 oregon.benefits@dhsoha.state.or.us

CareOregon also has 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 you simple checklists for each trimester. And offer ideas, like prenatal vitamins and dental appointments, to help you and your baby be healthy and happy. If you want to know more, go to careoregon.org/carebaby
Pharmacy

We pay for many prescription drugs. The ones we cover are on a drug 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 formulary 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 happen at any time. Your PCP or primary dental provider (PDP) 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.

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

After-hours care continued

Sick when away from home

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

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. These symptoms can be things like 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 PDP, 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.
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

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!

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

Community Advisory Board (COCAB)

Want to have a say in how we improve our community’s health? Join our Community Advisory Board and make your voice heard. Visit careoregon.org/COCAB to learn more.

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

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 can help you with personalized coaching and more.

Visit quitnow.net/Oregon for details.

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 can help you with personalized coaching and more.

Visit quitnow.net/Oregon for details.
Care coordination

**Care coordinators** work with your providers and help you get the most out of your health plan. We know how hard and confusing it can be. *We're here to help.*

**BEFORE**

How will I...

- Be understood?
- Get a wheelchair?
- Find a dentist?
- Find food resources?
- Get to my appointment?
- Make sure providers share information about me?
- Schedule an appointment?
- Get medicine?
- Get diabetic supplies?
- Connect to housing resources?
- Deal with this bill?
- Find my health plan?
- Find a specialist?
- Find a counselor?

**AFTER**

With one call...

Your care coordinators can:

- Learn about your needs and help you find the right solution.
- Make sure all of your providers are talking to each other.
- Help with additional services, including housing, food (SNAP) and transportation resources.
- Get you the right supplies, including medication, diabetic supplies, wheelchairs, oxygen tanks and more.
- Help you get the care, tests and treatment you need.

Call Customer Service at **800-224-4840** or **TTY 711** to learn more about care coordination.
Other questions?

Q: Will CareOregon ever send me a bill?
A: No. We will never charge you for any covered Medicaid/OHP service. If a health care provider sends you a bill, don’t pay it. Instead, call our Customer Service right away. For a list of covered services, please see your Member Handbook.

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 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 or request a new one through our member portal at careoregon.org/portal

CareOregon Customer Service:
503-416-4100

We cover emergency and urgent care anywhere in the U.S.
Get to know CareOregon

When people talk about Medicaid in Oregon, you may hear them say a lot of different names or letters. That’s because there are many organizations involved in making sure you get the care you deserve. How can you make sense of it all?

It helps to think of Medicaid in Oregon like a pyramid

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

**Health Share of Oregon (HSO)** is what’s called a coordinated care organization (CCO). Health Share of Oregon works under OHA to serve OHP members in the tri-county area.

**CareOregon** is one of several insurance providers in the tri-county area that help Health Share CCO deliver care. Our care coordination team helps you navigate the whole health care system.

**Your primary care provider (PCP)** coordinates your care with CareOregon and other medical team members like nurse practitioners, mental health providers, pharmacists and others.

CareOregon provides services like these for Medicaid (OHP) members:
- Physical health care
- Mental health care
- Dental care
- Medicare
- Hospice and palliative care through Housecall Providers

You’ll also be able to use important services like these:
- Care coordination
- Pharmacy
- Prenatal and infant care
- Transportation options
- Language interpreter services
- ER & urgent care
You can get this information in different languages, large print, electronic format, oral presentation (face-to-face or on the phone) or braille. Call Customer Service at 800-224-4840 or TTY 711.
Got questions? Here’s who to contact

Contact Oregon Health Authority:
  • For information about enrollment, including: renewals, your application status, changing your CCO, name/address changes, pregnancy/childbirth, and employment or income 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 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 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 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