#### Get to know ALL of your benefits



# Focus: Choosing a provider

It's important to have a trusting relationship with all of your providers — including physical, dental and mental health providers. A close relationship means your provider knows you and your health best, and you feel comfortable when you see them. Health Share/CareOregon wants to help you build that relationship and find a provider who works best for you.

#### How to choose a provider



- ▶ **Location:** Are they near you?
- ▶ What makes you you: Will they understand the issues related to your race, gender, sexual orientation, religion, personal history, culture or whatever makes you unique?
- ▶ Language: Do they speak your language?
- ► **Approach to care:** Do they offer the services you want?

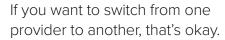
#### Building a relationship



In a good, close relationship with a provider:

- You can talk with your provider about personal things.
- ▶ You feel listened to and safe.
- ➤ You know that your provider will advocate for your unique needs and give you advice you can trust.

## **Switching providers**





#### To change your provider:

- 1 Find a new provider you'd like to try:
  - a. For physical health, visit careoregon.org/find-a-provider
  - b. For mental health, visit healthshare-bhplan-directory.com
  - c. For dental health, contact your dental plan (listed on your Member ID card).
- Or, call Customer Service at 800-224-4840 or TTY 711 and we'll help you find a new provider.
- When you've found a new provider, call them and make an appointment.

#### **Questions?**

If you have any questions about choosing or switching providers, or need any other help, call CareOregon Customer Service at 800-224-4840 or TTY 711, or send us a secure message at *careoregon.org/portal* 





#### Get to know CareOregon

# Your health benefits are provided by CareOregon, your Medicaid health plan. Learn more about us here.

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. We also help coordinate health care benefits and services for our members.



Your primary care provider (PCP) might be a doctor, a nurse practitioner, a physician's assistant or a naturopath. They coordinate your care with CareOregon and other medical team members like dentists, mental health providers, pharmacists and others.



## CareOregon provides services like these for Medicaid (OHP) members:

- ▶ Physical health care
- ► Mental health care
- Substance use treatment
- ▶ Dental care
- ► Medicare through CareOregon Advantage
- ► Hospice and palliative care through Housecall Providers

You can get this in other languages, large print, braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 800-224-4840 or TTY 711.

## You'll also be able to use important services like these:

- ► Care coordination
- ▶ Pharmacy
- ▶ Prenatal and infant care
- ► Transportation options
- ► Language interpreter services
- ► ER and urgent care





careoregon.org

OHP-HSO-21207250-EN-0209 OHP-HSO-21-2509