



Focus: 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...



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 **855-722-8206** or **TTY 711** to learn more about care coordination.

colpachealth.org



Columbia Pacific CCO™
Part of the CareOregon Family

Get to know Columbia Pacific CCO

Care coordination is a service provided by Columbia Pacific CCO, 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).



Oregon
Health
Authority

Columbia Pacific CCO is what's called a coordinated care organization (CCO). Oregon's CCOs exist to provide health insurance and much more. We look at the broad picture of your health and help with other services you wouldn't expect from a health care company. We also work with community partners to give you access to better health.



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Your primary care provider (PCP) works with Columbia Pacific CCO to provide your care, with other medical team members like nurse practitioners, mental health providers, pharmacists and others. If you don't know who your PCP is, we can help.



Columbia Pacific CCO provides services like these for Medicaid (OHP) members:

- ▶ Physical health care
- ▶ Mental health care
- ▶ Dental care

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

Questions?

Would you like to know more? Call our helpful and friendly Customer Service team at 855-722-8206 or send us a secure message through colpachealth.org/portal

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 855-722-8206 or TTY 711.