

Easy Guide

to Columbia Pacific CCO and the Oregon Health Plan
January 1, 2021

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|  Columbia Pacific CCO™ | | Plan: OHP Plus Case ID: ABCDEFG RxBIN: 610011 RxPCN: IRX RxGrp: CORMCAID |
| Member: MEMBER NAME | Member ID: XXXXXXXX | Primary Care Provider: OHSU FAMILY HEALTH CENTER |
| <small>This card is for identification only and does not certify eligibility. For admissions and out-of-network care, please call Customer Service.</small> | | |

1284NDZ8E1COLUMBAA--MIDCORSW)
20170519B03 Sh: 0 Bin 1
JD65 Env [117] C Sets 1 of 1



Your primary care provider (PCP)

| | | | |
|---|--|--|--|
| 1284NDZ8E1COLUMBAA--MIDCORSW) 20190509T02 Sh: 0 Bin 1 J156 Env [1] C Sets 1 of 1 | Send claims to: Columbia Pacific CCO PO Box 40328 Portland, OR 97240-0328 | Advantage Dental Member and Provider Customer Service TTY/TDD | 1-866-268-9631 1-855-722-8206 711 |
| | Electronic Payer ID: 93975 | Pharmacy provider line | 1-866-843-5126 |
| ColPacHealth.org | | | |
| For urgent care, call your clinic 24 hours a day. In an emergency, go to the nearest hospital or call 911. Call your clinic for follow-up care the day after you get emergency care. | | | |



Your dental health provider

Customer Service for
Physical and Mental Health

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 Columbia Pacific CCO family

Whether you're a new member or have been with us for a while, we hope this Easy Guide makes the Oregon Health Plan easy to use. You can also find details about your coverage online in the Members section at colpachealth.org/for-members and in your Columbia Pacific CCO Member Handbook. Or call Customer Service at 855-722-8206 or text us at 503-488-2886.

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, you will be receiving a welcome call soon from Columbia Pacific CCO. 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.

Questions?

Contact Customer Service:

Call 855-722-8206

Text 503-488-2886

Or send us a secure message at

colpachealth.org/portal

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 Columbia Pacific CCO 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 our 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 Columbia Pacific CCO 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 your mental health provider, call our Customer Service. To change your dental provider, call their Customer Service, which is listed on the back of your Member ID card.

When you visit your provider or the pharmacy

Bring both your Columbia Pacific CCO 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 Columbia Pacific CCO

Your benefits include:

- Doctor visits
- Lab tests and X-rays
- Family planning and pregnancy care
- Hospital stays
- Hearing services
- Durable medical equipment, such as a wheelchair or walker
- Acupuncture (with authorization)
- Physical therapy, chiropractic 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.

Members who have an eye infection or injury may call their PCP to help care for this.

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 interpretation, and the services are free.

Dental care

Your teeth and mouth are important to your overall health

Columbia Pacific CCO works with dental groups to provide your dental care. Check your Columbia Pacific CCO 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

Some benefits may need pre-approval 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](https://www.vsp.com) or call VSP Member Services at 800-877-7195.

If you have an eye infection or injury, call your PCP to help care for this.

Mental health

Columbia Pacific CCO covers most mental health and substance use treatment services.

Care includes:

- Assessments
- Psychiatry and counseling/therapy
- Substance use treatment
- 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 855-722-8206, TTY 711. The number is also on your Columbia Pacific Member ID card.

Provider information and crisis service information can be found at colpachealth.org/behavioralhealth

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@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 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 colpachealth.org/carebaby

First Steps program

Columbia Pacific CCO offers a free program to reward you for making healthy choices during your pregnancy. When you take steps to make your pregnancy healthier, you'll earn Amazon gift cards to buy items your baby needs. You can enroll in the program at any time during your pregnancy at colpachealth.org/for-members/wellness-benefits/first-steps

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 Columbia Pacific CCO's formulary. The formulary also explains if there are special rules about the drug. You can find the formulary at colpachealth.org/druglist. You're also welcome to call Customer Service at 855-722-8206 with questions.

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 covered by the state 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 help, call your primary care clinic's regular phone number or your dental plan's phone number. Call them any time of day or night, every day of the year. 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.

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 or dentist to coordinate your care with your 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, don't wait to go to the ER. 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 primary care PCP or PDP, who knows you and your health history.

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 **NW Rides** can get you there. Contact NW Rides to talk about free transportation options.

Depending on your needs, you may get passes to ride the bus, provided rides, or help paying for gas.

Be sure to call at least two business days before your appointment. You also can call up to 90 days in advance.

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 Columbia Pacific before help can be provided.

Monday to Friday 8 a.m. to 5 p.m.

Voice: 503-861-0657

Toll-free: 888-793-0439

Details are available at:

colpachealth.org/transportation

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.

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

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 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)

Community Advisory Council

Want to have a say in how we improve our community's health? Join our Community Advisory Council and make your voice heard. Visit colpachealth.org/CAC or call 855-722-8206 to learn more.

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

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.

Other questions?

Q: Will Columbia Pacific CCO 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 Columbia Pacific CCO.

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 Columbia Pacific CCO member. Call Columbia Pacific CCO Customer Service right away to find out.

Q: I need to see a doctor, but I don't have my Columbia Pacific CCO 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 at colpachealth.org/portal

Customer Service:
855-722-8206

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

Get to know Columbia Pacific CCO

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.



Columbia Pacific CCO™
Part of the CareOregon Family

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

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.



Important contact information

Columbia Pacific CCO

Phone

Phone: 503-488-2822
Toll free: 855-722-8206
TTY: 711
8 a.m. to 5 p.m.
Monday through Friday

Text Message

503-488-2886
8 a.m. to 5 p.m.
Monday through Friday

Online

Website: colpachealth.org
Facebook: [facebook.com/
ColumbiaPacificCCO](https://facebook.com/ColumbiaPacificCCO)

Email

Fill out the form at our website:
[colpachealth.org/contact-us/
secure-contact-form](http://colpachealth.org/contact-us/secure-contact-form)

Secure Message

If you want to ask questions directly, you can send us a secure message through our member portal at colpachealth.org/portal

Oregon Health Authority (OHA)

If you haven't already, go to one.oregon.gov and create an account.

You can enroll, get answers and make changes that affect your OHA membership:

- Address or name
- Pregnancy and childbirth
- Change of employment or income

To see the complete list of changes you must report, sign in to your account at one.oregon.gov and select "Manage Account."

Or, call the OHA: toll-free 800-699-9075
8 a.m. to 5 p.m. Monday through Friday

colpachealth.org

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