

Easy Guide

to Jackson Care Connect and the Oregon Health Plan
January 1, 2021



Plan: OHP Plus
Case ID: ABCDEFG
RxBIN: 610011
RxPCN: IRX
RxGrp: CORMCAID

Member: MEMBER NAME
Member ID: XXXXXXX
Primary Care Provider: OREGON INTERNAL MEDICINE

1284MD2EE1JACKSONA-MIDVAM0000000
20170519B03 Sh: 0 Bin 1
JD65 Env [1,803] CSets 1 of 1

This card is for identification only and does not certify eligibility.
For admissions and out-of-network care, please call Customer Service.



Your primary care provider (PCP)

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20170519B03 Sh: 0 Bin 1
JD65 Env [1,803] CSets 1 of 1

Send claims to: Jackson Care Connect PO Box 40328 Portland, OR 97240-0328	Advantage Dental 1-866-268-9631
Electronic Payer ID: 93975	Member and Provider Customer Service 1-855-722-8208 TTY/TDD 711
	Pharmacy provider line 1-866-843-5126

JacksonCareConnect.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 Jackson Care Connect 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 jacksoncareconnect.org/for-members. Or call Jackson Care Connect Customer Service.

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 Jackson Care Connect. 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

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Benefits for OHP members with Medicare

If you have Medicare, your Oregon Health Plan benefits under Jackson Care Connect 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.

Questions? Call 855-722-8208
or send us a secure message at
jacksoncareconnect.org/portal

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 Jackson Care Connect 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 Jackson Care Connect 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 Jackson Care Connect

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 your provider's office 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

Jackson Care Connect works with dental groups to provide your dental care. Check your Jackson Care Connect 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.

Mental health

Jackson Care Connect covers most mental health and substance use treatment services.

Care includes:

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

Call the Customer Service number on your Jackson Care Connect Member ID card to find a mental health provider. Or go to jacksoncareconnect.org/behavioral-health

For a mental health crisis, please call 541-774-8201, TTY 711 anytime or call 911.

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 our formulary. The formulary also explains if there are special rules about the drug.

You can check our formulary online at jacksoncareconnect.org/druglist. You’re also welcome to call Customer Service at 855-722-8208 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.

Pregnancy

Newborns are not automatically enrolled in OHP. If you become pregnant, be sure to let the Oregon Health Authority 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 jacksoncareconnect.org/carebaby

Strong Families program

We support you and your children from prenatal care through young adulthood:

- **Starting Strong** offers supplies, education and emotional support for pregnant members and those with children ages 0-4.
- **Strong Kids** supports kids ages 4-12 with mental health, wellness programs and more.
- **Strong Teens** helps youth ages 13-20 to create good health habits.

Learn more at jacksoncareconnect.org/members/wellness-benefits/strong-families

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.

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

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.

A medical emergency is when you have severe symptoms. These symptoms can be things like chest pain, head trauma, severe shortness of breath 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 PCP or PDP, who knows you and your health history.

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

Other services

Get a ride to health care appointments

If you have no way to get to a covered health appointment, a free ride program called “Translink” can get you there. Depending on your needs, you may get passes to ride the bus, provided rides or help paying for gas.

We offer members two different types of rides:

Medical appointment rides to

- Dental appointments
- Medical exams
- Mental health

FlexTrip rides to

- Community Advisory Council meetings
- WIC appointments
- Starting Strong store
- JCC-sponsored wellness events

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 Jackson Care Connect before help can be provided.

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

Voice: 541-842-2060

Toll-free: 888-518-8160

TTY: 711

Or schedule your request online at rvtd.org

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.

YMCA Wellness Programs

Jackson Care Connect members can join the Rogue Valley Family YMCA or Ashland Family YMCA at a lower cost. This includes use of the whole facility, plus child care, wellness programs and more.

- Rogue Valley Family YMCA
522 W 6th Street, Medford
541-772-6295
- Ashland Family YMCA
540 YMCA Way, Ashland
541-482-9622

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

Other services continued

Community Advisory Council

Make your voice heard as part of our Community Advisory Council. You'll gain valuable skills, learn about local health issues and have a say in how we work to improve our community's health.

Visit jacksoncareconnect.org/cac or call 503-416-1475 to learn more. Se habla español.

Youth Advisory Council

Young people ages 14-20 are invited to apply to be on the Youth Advisory Council. Learn how important your voice is!

Visit jacksoncareconnect.org/yac or call 541-206-7895 to learn more.

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!



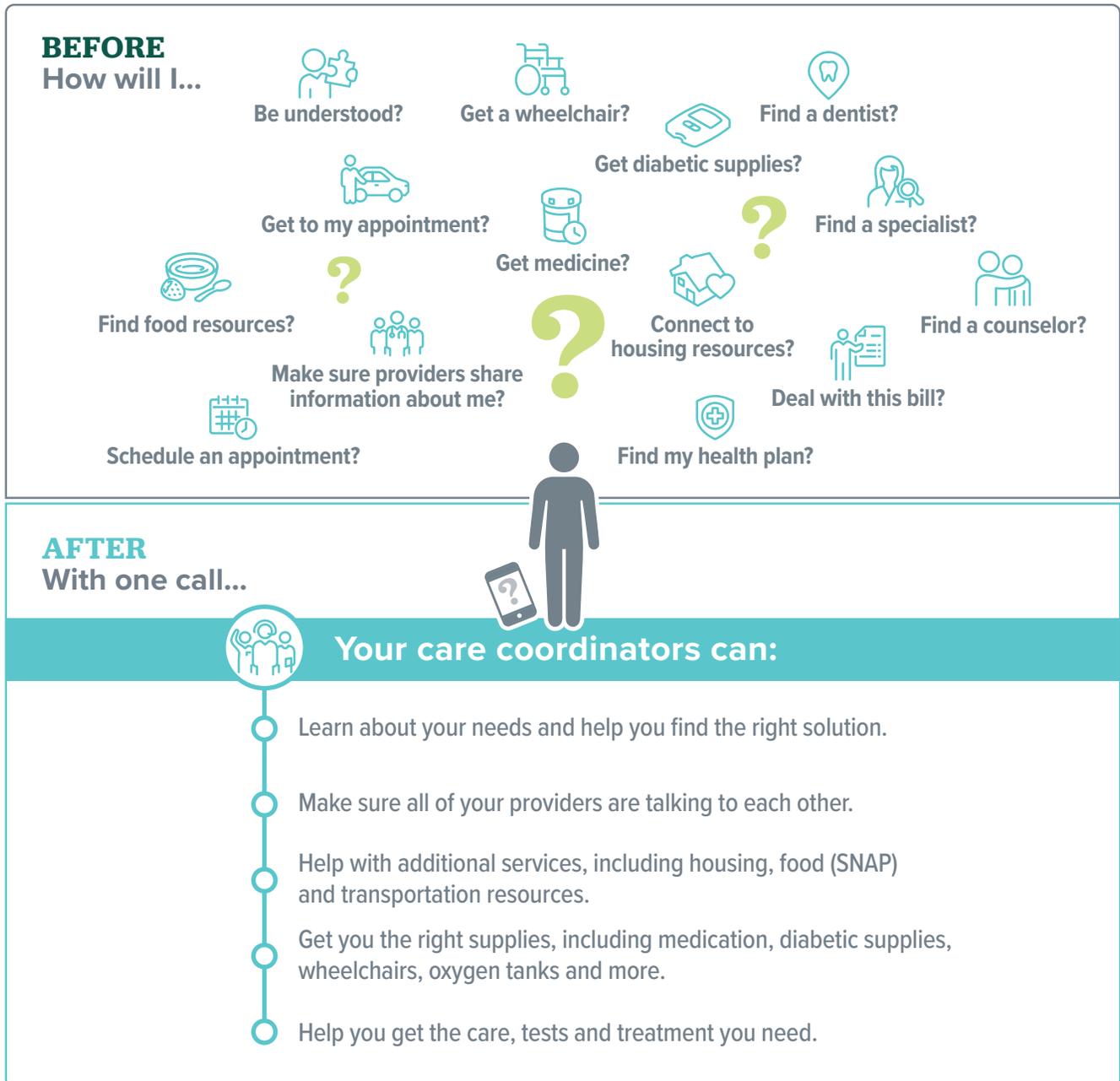
Office of
Equity & Inclusion

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)

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.**



Call Customer Service at **855-722-8208** or **TTY 711** to learn more about care coordination.

Other questions?

Q: Will Jackson Care Connect ever send me a bill?

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

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

When you make an appointment, let the office know you're covered by Jackson Care Connect.

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 Jackson Care Connect member. Call our Customer Service right away to find out.

Q: I need to see a doctor, but I don't have my Jackson Care Connect Member ID card yet. What should I do?

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

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

A: Call our Customer Service or request a new one through our member portal at jacksoncareconnect.org/portal

Get to know Jackson Care Connect

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

Jackson Care Connect 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.



Jackson Care
Connect™
Part of the CareOregon Family

Your primary care provider (PCP) works with Jackson Care Connect 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.



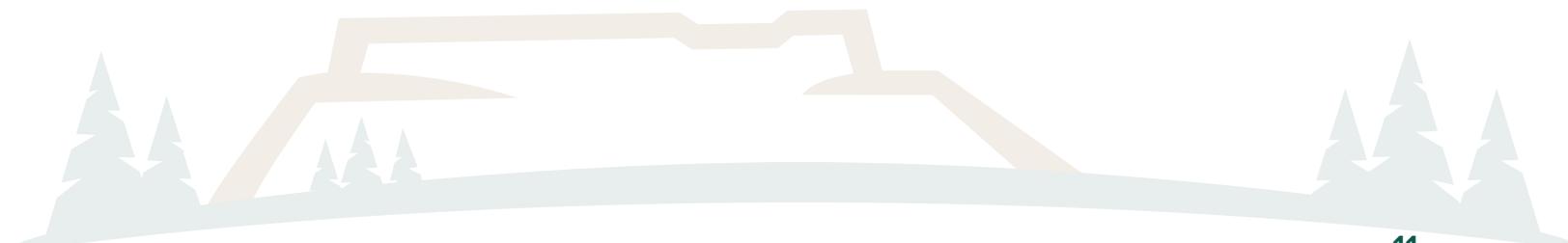
Jackson Care Connect provides services like these for Medicaid (OHP) members:

- ▶ 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 855-722-8208 or TTY 711.



Important contact information

Jackson Care Connect Customer Service

Phone

Phone: 541-500-0567
Toll-free: 855-722-8208
TTY: 711
Fax: 503-416-3723
8 a.m. to 5 p.m.
Monday through Friday

Text Message

503-488-2882
8 a.m. to 5 p.m.
Monday through Friday

Online

Website: jacksoncareconnect.org
Facebook: facebook.com/jacksoncareconnect

Email

info@jacksoncareconnect.org

Secure Message

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

Oregon Health Authority (OHA) online

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

jacksoncareconnect.org

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