



JCC provider support contacts – updated 1/21

PHYSICAL HEALTH	
Questions on benefits, claims, authorizations, durable medical equipment and more	<p>Provider Customer Service: 503-416-4100 or toll-free: 800-224-4840 Access information through the Provider Portal</p> <p>Provider Relations Specialist: Heather Schaffer, schafferh@careoregon.org</p>
Clinical Leadership	Medical Director: Andy Luther, MD
Administrative Leadership	Director of Clinical Integration: Janet Holland
BEHAVIORAL HEALTH	
Provider support on claims, authorizations, benefits and more.	<p>Provider Customer Service: 503-416-4100 or toll-free: 800-224-4840</p> <p>Provider Relations Specialist: Amanda Bunger, bungera@careoregon.org</p>
Leadership Support	Behavioral Health Director: Julia Jackson
Technical Assistance	Behavioral Health Manager: Darin Dale
System of Care	System of Care Coordinator: Tracey Howard
DENTAL HEALTH	
Questions on member’s plan assignment, scheduling and more	<p>Provider Customer Service: 503-416-4100 or toll-free: 800-224-4840</p>
REGIONAL CARE TEAM	
To refer a member into care coordination for support with multiple or complex needs	<p>Complete the care coordination referral form.</p> <p>See more info about care coordination.</p>
PHARMACY	
General formulary questions	<p>Provider Customer Service: 503-416-4100 or toll-free: 800-224-4840</p>
Clinical Pharmacist	Rob Reinhardt
MEMBER ASSISTANCE	
For members’ questions about their coverage, benefits and more	<p>Member Customer Service: Toll-free: 855-722-8208 Text: 503-488-2882 Or send a secure message through our member portal at jacksoncareconnect.org/portal</p>
Transportation: to arrange a ride to a health care appointment	<p>Translink: 541-842-2060 or toll-free: 888-518-8160</p>