

Get to know **ALL** of your benefits



# Focus: Language services

**You have a legal right to free interpretation and translation services.**

If you do not speak or read English or prefer to discuss your health care in a different language, including sign languages, CareOregon is here to serve you.

Here are some examples of when you have the right to request language services:



Free language services are your right and should be simple to access.

If you need any help with language services or have any complaints, we want to hear about it. Call **CareOregon Customer Service at 800-224-4840 or TTY 711**, or send us a secure message at [careoregon.org/portal](https://careoregon.org/portal)

[careoregon.org](https://careoregon.org)



# Language services 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 language 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'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

You can get this letter 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.