

Get to know **ALL** of your benefits



Focus: Mental health care and substance use treatment

Behavioral health is a term used to refer to three services: mental health care, substance use treatment and recovery support. **These services are available at no cost to you.** Getting help is easy: learn about our services below and then call your assigned behavioral health plan to make an appointment, or reach out to Customer Service with questions.

CareOregon offers resources to help you, at no cost



Mental health care

- Counseling
- Therapy and psychotherapy
- Medication



Substance use treatment

- Detox programs
- Medication for addiction treatment
- Office visits and counseling



Recovery support

- In-person care
- Personal advocacy
- Peer support

And much more...

If you're facing one of these situations, you're not alone. We can help.



Feeling overwhelmed



Have a hard time getting out of bed



Thinking about harming yourself



Struggle to handle parenting, work and more



Afraid you'll never get well



Not sure you'll find the right counselor



Feel like you don't have the time to get help

You're not alone. It may seem impossible, but you can start getting the help you need with one call.

We're here to help. Make the first call today.

Your Member ID card has the number of the behavioral health plan you've been assigned to. It's important that you're comfortable with the person providing your care. If the provider you see first is not a good fit, call Customer Service to select from a list of other providers.

You can also call Customer Service at **800-224-4840** or **TTY 711** to connect to mental health care, substance use treatment and recovery support.

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Get to know CareOregon

Mental health care and substance use treatment are services 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. Mental health and substance use treatment are services offered through CareOregon's network of providers.

Your mental health and substance use treatment providers coordinate your care with CareOregon and other medical team members like physical health providers, nurse practitioners, pharmacists and others.



CareOregon provides services like these for Medicaid (OHP) members:

- ▶ Physical health care
- ▶ Mental health care
- ▶ Substance use treatment
- ▶ Dental care
- ▶ Medicare
- ▶ 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 & urgent care

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Questions?

Would you like to know more? Call our helpful and friendly Customer Service team at 800-224-4840 or send us a secure message through careoregon.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 800-224-4840 or TTY 711.

