

Incentives 2022 provider FAQ

Frequently asked questions for providers

To help members improve engagement in their health and wellness, CareOregon is offering incentives of gift cards for receiving preventive care services relating to their specific needs. Eligible members will be mailed a letter containing directions, frequently asked questions and the incentive redemption form. Some members may not be eligible to earn an incentive, please refer to the information below or contact Provider Services for questions. Contact information for each line of business is listed below.

CareOregon: 800-224-4840

Columbia Pacific CCO: 855-722-8206

Jackson Care Connect: 855-722-8208

CareOregon Advantage: 888-712-3258

Note: Beginning in 2022, CareOregon Advantage incentives will be automatically loaded onto members' OTC plus Cards. CareOregon, Columbia Pacific CCO and Jackson Care Connect members will continue to receive gift cards by mail.

Frequently asked questions

Q: When are the incentive letters going out?

A: Letters for member incentives will be sent every week starting in mid-February. Please see the table on the reverse for the approximate mailing schedule.

Q: How soon may members expect to receive their gift card or their incentive funds?

A: Gift cards for CareOregon, Columbia Pacific CCO and Jackson Care Connect members are processed in the order they are received. Please expect six to eight weeks from the time we receive a valid request. Funds added to the OTC plus Card, for CareOregon Advantage members, will take six to eight weeks to become active.

Q: What if a member says they haven't received their gift card yet?

A: Direct members to call Customer Service to check on the status of their gift card.

Q: Is there a deadline for completing the service or returning the incentive form?

A: Yes, all services must be completed during the incentive year, or by Dec. 31, 2022 and the form must be received by Jan. 31, 2023.

Q: Can we still use incentive forms from previous years?

A: The forms are updated each year and we request providers use the most recent incentive form. For an updated form, contact your local CareOregon provider services representative.

Incentives information - FAQ

Measure	Code	Member incentive description	Eligible health plan	Eligible members	Eligible CPT
Well-child visit	W34	Children ages 3 to 6 years who had one or more well-child visits with a PCP during the calendar year.	Jackson Care Connect, Columbia Pacific CCO, Health Share of Oregon	Members born from 2016 to 2019	99381-99385, 99391-99395, 99461
Adolescent well visit	AWC	Members ages 12 to 21 years who had one or more well-child visits with a PCP during the measurement year.	Columbia Pacific CCO, Health Share of Oregon	Members born from 2001 to 2010	99381-99385, 99391-99395, 99461
Childhood immunization	CIS	Children who turned 2 years old during the 2022 calendar year and are up to date on Dtap, IPV, MMR, HiB, HepB and VZV vaccines by their second birthday (four DTap, three IPV, one MMR, three HepB, three HiB, one VZV).	Jackson Care Connect, Columbia Pacific CCO, Health Share of Oregon	Members born in 2022	N/A
Adolescent immunizations	IMA	Adolescents who turned 13 years old during the measurement year and had the meningococcal, Tdap and HPV vaccines by their 13th birthday (one MCV4, one Tdap, two to three HPV).	Jackson Care Connect, Columbia Pacific CCO, Health Share of Oregon	Members born in 2009	N/A
Flu vaccine	FLU	Patients 18 years of age and older who receive an influenza vaccination.	Jackson Care Connect, Columbia Pacific CCO	Members at high risk (as identified by CareOregon)	90653, 90662, 90672, 90674, 90682, 90685, 90686, 90687, 90688, 90756
A1C check for adults with diabetes	DIA	Patients 18 to 75 years of age with diabetes who have had their A1C checked in the last six months.	Jackson Care Connect, Columbia Pacific CCO, Health Share of Oregon	Members born from 1947 to 2004	N/A
Postpartum care	PPC	Deliveries of live births between October 8, 2021 and October 7, 2022 that had a postpartum visit on or between seven and 84 days after delivery.	Jackson Care Connect, Health Share of Oregon	Members who gave birth from October 8, 2021 to October 7, 2022	N/A
Preventive dental visit	DEG	Patients ages 1 to 14 years who are continuously enrolled with the CCO for at least six months and have at least one preventive dental service with a dental provider.	Jackson Care Connect, Columbia Pacific CCO, Health Share of Oregon	Members born from 2008 to 2021	CDT codes D1000 to D1999
Oral evaluation for adults with diabetes	DID	Members 18 years or older with type 1 or type 2 diabetes during the 2021 or 2022 calendar years—identified through medical or pharmacy claims—who have an oral evaluation with a dental provider.	Jackson Care Connect, Columbia Pacific CCO, Health Share of Oregon	Members born in or before 2004	CDT codes D0120, D0150, D0180