

Healthcare Care Coordination

- Case Coordination for Medicaid Members
- [Care Coordination for Trillium Members](#)
 - Call Member Services: 1-877-600-5472
- Care Coordination for Health Share Members
 - Care Coordination services are delivered by the patients' Integrated Delivery System (IDS) - See ["How Medicaid Works in Multnomah County"](#) for more information on IDS'.
 - [Care Oregon Care Coordination](#)
 - CareOregon's Regional Care Teams (RCT) provide physical care coordination to CareOregon members.
 - CareOregon providers care coordination services for behavioral health care issues for members who have HealthShare as their CCO.
 - CareOregon Metro Care Coordination General Line: 503-416-3731
 - Provides a single point of entry to access care coordination for any of the Regional Care Teams in the Metro area. The below Regional Care Team numbers still work but will funnel to this single line, which will be answered by a telephonic HealthCare Coordinator.
 - [St. Johns RCT](#): 503-416-3726
 - Provides care coordination to patients whose medical home is in Multnomah County- West of I-205
 - [Tilikum RCT](#): 503-416-1770
 - Provides care coordination to patients whose medical home is in Multnomah County - East of I-205
 - [Burnside RCT](#): 503-416-3657
 - Provides care coordination to patients with Central City Concern as their medical home
 - Kaiser Permanente Care Coordination
 - Medicaid Care Coordination: 503-721-6435
 - New Member Desk: 888-491-1124
 - Member Services: 800-813-2000
 - Legacy/PacificSource Care Coordination
 - [Care Coordination Request Form](#)
 - 888-977-9299, TTY 711
 - CommunitySolutionsCS@PacificSource.com
 - Providence Care Coordination
 - [Resources for New Patients](#)
 - [Primary Care Services](#)
 - 503-582-2185
 - [OHSU Care Coordination](#)
 - 844-827-6572
 - ohsuhscareteam@ohsu.edu

Health Insurance Support

Oregon Health Plan (OHP)

- [Oregon Health Plan Application Assistance](#)
- Application help: 503-988-5270
- Oregon Health Plan: 1-800-699-9075

Oregon Health Authority (OHA) Ombuds Program

- [OHA Ombuds Program Website](#)
- OHA.OmbudsOffice@odhsoha.oregon.gov
- 1-877-642-0450 - Message line only

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