

# Oregon Health Plan One-Pager

## How do things work with the Oregon Health Plan (OHP)?

**The Oregon Health Plan (OHP)\*** covers doctor visits, prescriptions, hospital stays, dental care, mental health services, and help with addiction to cigarettes, alcohol, and drugs. OHP can provide glasses, hearing aids, medical equipment, home healthcare, transportation to healthcare appointments, and health-related services.

For more information about OHP, go to the [Oregon Health Plan website](https://www.oregonhealthplan.org) or call [1-855-268-3767](tel:1-855-268-3767) (TTY 711).

For people in Multnomah County there are two [Coordinated Care Organizations \(CCO's\)](#) that operate Oregon Health Plan services, Trillium and Health Share of Oregon.

<b>Trillium</b> <a href="http://www.trilliumohp.com">www.trilliumohp.com</a> 877-600-5472	<b>Health Share of Oregon</b> <a href="http://www.healthshareoregon.org">www.healthshareoregon.org</a> 503-416-1460
With Trillium, call this number or go online to find your assigned Primary Care Provider (PCP). Trillium covers physical health as well Mental Health and SUD treatment for OHP/Trillium members	Under Health Share of Oregon are multiple health plans and one plan for Mental Health Services and substance Use Disorder Tx Services.
 A green-bordered member card for Trillium. It includes the Trillium logo and text: "Medical Dental Behavioral Health", "Name: <JOHN SMITH>", "Oregon Health Plan #: <12345678901010>", "PROVIDER INFORMATION", "PCP Start Date: <12/05/2016>", "Doctor (PCP): <Dr. Jane Doe>", "DCO: <DCO Name>", "DCO Phone: <(503) 555-1234>", "PHARMACY INFORMATION", "RX: Envoke Rx", "RXBIN: 004336", "RXPCN: MCAIDADV", "RXGRP: RXS461".	 A blue-bordered member card for Health Share of Oregon. It includes the Health Share of Oregon logo and text: "Name MEMBER NAME HERE", "Member ID ABC1234", "Language ENGLISH", "For urgent care, call your PCP 24 hours/day", "In an emergency, call 911 or go to the hospital", "AUG/19", "Health Share of Oregon", "www.healthshareoregon.org", "503-416-8090 or 888-519-3845", "TTY/TDD 711", and a small "health share" logo.

## Health Share of Oregon – Physical Health Plans

Under Health Share of Oregon, there are [5 Health Plans \(called Integrated Delivery Service \(IDS\) Plans\)](#) – Each one has their own network service options.

CareOregon: 503-416-4100	Providence: 503-574-7247	OHSU Health: 844-827-6572
Legacy   PacificSource: 888-675-0350		Kaiser Permanente: 503-721-6435

## Health Share of Oregon – Mental Health and Substance Use Disorder Treatment Plan

CareOregon manages the Mental Health and Substance Use Disorder services benefits for OHP/Health Share members for all above [IDS plans](#). Individuals may engage in services for Mental Health or Substance Use Disorder treatment without a referral from the Primary Care Provider. In some cases they may need to get Prior Authorization through CareOregon.

[Find a provider | Multnomah County Health Department \(healthshare-bhplan-directory.com\)](#)

### **Crisis Lines**

- Clackamas County: 503-655-8585
- Multnomah County: 503-988-4888
- Washington County: 503-291-9111

### **CareOregon**

- Phone 503-416-4100 or toll-free 800-224-4840
- TTY/TDD 711 | 8 a.m. to 5 p.m. Monday – Friday
- Email [customerservice@careoregon.org](mailto:customerservice@careoregon.org)
- Text Message 503-488-2887 | 8 a.m. to 5 p.m. Monday – Friday
- Secure Message [careoregon.org/portal](https://careoregon.org/portal)

## **Why is it important to go to my assigned Primary Care Provider?**

Under OHP, to see specialists, get home health services, durable medical equipment, and some prescriptions, patients need to establish care with their assigned Primary Care Provider (PCP). PCP contact information is on insurance cards, or patients can call their CCO or IDS to find out who their PCP is. Establishing care with a PCP may give access to additional help like social work, care management, behavioral health support, and health-related services.

## **What if I want to change my Provider or health plan?**

- To change from Health Share to Trillium or vice versa, call OHP customer service 1-800-273-0557.
- To change insurance plans (IDS) under Health Share of Oregon, call Health Share of Oregon at 503-416-1460.
- To switch to another health or mental health/SUD treatment provider with Trillium plan, call Trillium at 877-600-5472.
- To change to a different provider within your assigned IDS plan with Health Share of Oregon, call that specific plan to request a change of PCP. See table on page 1.
- To change to a different mental health/SUD treatment provider under Health Share/Care Oregon, call CareOregon 503-416-4100 or use Find a Provider to locate in-network services.