

# Oregon Health Plan (OHP)



# Quick Start Guide

September 2020



**Free health coverage**  
offered by the state of Oregon

# Welcome

## to the Oregon Health Plan

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**This guide will help you to use your OHP as quickly as possible, to help you stay as healthy as possible.**

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**Need help?**

Get the OHP Handbook >



Go to  
**OHP.Oregon.gov**



**800-273-0557**  
(TTY 711)

# How to use your OHP

Welcome to OHP! Follow these three steps to start getting care.



## 1 Get to know your CCO



OHP has local health plans that help you use your **benefits**. These plans are called coordinated care organizations or CCOs. Most OHP members are enrolled in a CCO.

**Your CCO can help you get the care you need.** Your CCO works with providers like doctors, counselors, nurses and dentists near you. You can find a list of providers on your CCO's website. You can also call your CCO and ask for a list.

**If you are new to OHP,** your CCO will send you a welcome letter and ID card about two weeks after you get OHP.

- **If you need to get care before then,** you can contact any provider that takes OHP.

**You may not be in a CCO** because you have other insurance or have a medical reason for not using a CCO. This is called having an open card or fee-for-service.

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# 2

## Pick your provider



A **primary care provider** is who you will see for regular visits, prescriptions and care. You can pick one, or your CCO can help you pick one. Primary care providers can be doctors, nurse practitioners and more. Don't forget to ask your CCO about a dentist and a mental health provider.

**If you do not pick a provider you want to see, your CCO will pick one for you.** Your CCO will send you a letter with your provider's information. Some CCO ID cards also list your provider.



**You can look for providers at [bit.ly/CCOplans](https://bit.ly/CCOplans).** Find your CCO in the list and click "Provider Directory."  
**Don't have a CCO?** Call **800-562-4620** to get help finding a provider.

Type of care	Examples
<p><b>Primary care</b> When you need an appointment</p>	<ul style="list-style-type: none"> <li>You feel sick</li> <li>Routine check-up or physical</li> <li>New prescription</li> </ul>
<p><b>Urgent care</b> When you need care today but can't see your doctor</p>	<ul style="list-style-type: none"> <li>Minor burn</li> <li>Pulled muscle</li> <li>Sprained ankle</li> </ul>
<p><b>Emergency room</b> When you need care now for a serious illness or injury</p>	<ul style="list-style-type: none"> <li>Bleeding that won't stop</li> <li>Broken bone</li> </ul>

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# 3

## Make an appointment



**You can make an appointment with your provider as soon as you pick one.** Tell your provider about your OHP, CCO and any other health coverage you have. Have your ID card ready when you call.

**Bring a list of questions to ask your provider.** Be ready to talk about your family's health history, and any prescriptions, vitamins or other medicines you take.

**Your provider may give you a prescription or instructions to follow later.** If you don't understand, ask questions. Your provider is there to help.



**Need a ride?** Rides are free. If you need a ride to or from your appointment, call your CCO. If you do not have a CCO, call the OHP ride service in your area. For a list of ride services, go to [bit.ly/ridesohp](https://bit.ly/ridesohp).



**Need an interpreter?** Your OHP provider can help you get one. Tell your provider's office or clinic what language is best for you. Let them know one or two days before your appointment. Still need help? Call 844-882-7889.

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# How to keep your OHP

## Renew your OHP

We need updated information every year to make sure you still qualify for OHP. We call this renewing your OHP.

When it is time for you to renew, we will send you a letter.



Get a letter  
from OHP



Follow the  
directions  
to renew



Give OHP  
any extra  
information  
it asks for



If you still  
qualify,  
your OHP is  
renewed!



**You can use your online account to check your OHP.**

Go to [ONE.Oregon.gov](https://ONE.Oregon.gov) to log in or sign up.



**Your OHP could end if we have the wrong address.**

Tell us when you move. That way, we can keep in touch with you about your OHP.



**You have rights as an OHP member.**

Go to [bit.ly/myohprights](https://bit.ly/myohprights) to learn more about your rights and responsibilities.

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# What changes to report

## Report changes

Tell OHP when you have life changes such as pregnancy, marriage, a new job, or a new address. You also need to tell us about changes such as someone moving in or out of your home, going to jail, or getting new health insurance.



You can see the full list of changes you must report and how to report them at [bit.ly/ohpchanges](https://bit.ly/ohpchanges).

## Use one of these ways to report your changes:



**Online:** Use your [ONE.Oregon.gov](https://ONE.Oregon.gov) account.



**Phone:** Call 800-699-9075, TTY 711 and tell us.



**Email:** Go to [bit.ly/ohpsecure](https://bit.ly/ohpsecure) to send a secure email to [oregon.benefits@dhsosha.state.or.us](mailto:oregon.benefits@dhsosha.state.or.us).



**In person:** To find a Department of Human Services (DHS) office near you, go to [oregon.gov/DHS/Offices](https://oregon.gov/DHS/Offices).

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# What your benefits are

## Most Oregon Health Plan members have OHP Plus benefits.

**OHP Plus** covers medical, dental and behavioral health care. Examples are:

- + Medical care, such as checkups, shots and X-rays
- + Dental care, such as cleaning, fluoride, fillings and extractions
- + Birth control and family planning
- + Hospital stays
- + Prescriptions
- + Physical, occupational and speech therapy
- + Mental health services, such as counseling
- + Help with addiction to cigarettes, alcohol and drugs
- + Urgent care
- + Rides to health care appointments
- + Vision care for children through age 21 and pregnant women

## Emergency coverage only (CAWEM)

Some adults who do not meet immigration status requirements have CAWEM coverage. It is also known as **emergency Medicaid**. It covers emergencies, such as care you get in an emergency room and ambulance rides.

## CAWEM Plus and OHP with Limited Drug members have the same benefits as OHP Plus, listed above.

- + CAWEM Plus is for pregnant adults who do not meet immigration status requirements.
- + OHP with Limited Drug is for people with OHP and Medicare Part D.

## Medicare cost-sharing only (QMB)

Some adults qualify for Medicare but not Medicaid. They may get their Medicare Part A and B coinsurance and premiums paid by OHP. This is called QMB. Providers cannot bill those with QMB for balances on health care covered by Medicare.

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# How to get help

## Call your CCO if you:

- Need help making an appointment
- Need help finding a provider or want to change your provider
- Have questions about coverage or services
- Get a bill

For a list of CCO contacts, go to [bit.ly/CCOplans](https://bit.ly/CCOplans) and click on “CCO plans.”

## Call OHP Client Services at 800-273-0557 (TTY 711) if you:

- Want to change your CCO
- Need a new OHP ID card
- Are not in a CCO and:
  - Want to enroll in a CCO
  - Get a bill
  - Need help making an appointment
  - Have questions about coverage



**The OHP Handbook has more details about your coverage.**

To get a copy, go to [OHP.Oregon.gov](https://OHP.Oregon.gov) or call 800-273-0557 (TTY 711).

## Call OHP Customer Service at 800-699-9075 (TTY 711) if you:

- Have questions about your application
- Become pregnant or your pregnancy ends
- Change your address, email address or phone number

## Get local help

- To find a DHS office near you, go to [oregon.gov/DHS/Offices](https://oregon.gov/DHS/Offices).
- An OHP-certified community partner in your area can help with your application. Find one at [bit.ly/ohplocalhelp](https://bit.ly/ohplocalhelp). This help is free.

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You can get this document in other languages,  
large print, braille or a format you prefer.  
Contact the Oregon Health Plan at 800-273-0557.  
We accept all relay calls or you can dial 711.

OHP 2628 (09/2020)