Oregon Health Plan (OHP)

Quick Start Guide

September 2020

Free health coverage offered by the state of Oregon
Welcome to the Oregon Health Plan

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

What’s inside

How to use your OHP ................................................................................................................. 3
How to keep your OHP .................................................................................................................... 6
What changes to report .................................................................................................................. 7
What your benefits are .................................................................................................................... 8
How to get help ............................................................................................................................... 9
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.

2. **Pick your provider**

3. **Make an appointment**

Need help?
Get the OHP Handbook

Go to OHP.Oregon.gov

800-273-0557 (TTY 711)
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. 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.

<table>
<thead>
<tr>
<th>Type of care</th>
<th>Examples</th>
</tr>
</thead>
</table>
| Primary care          | • You feel sick
                        | • Routine check-up or physical
                        | • New prescription                          |
| Urgent care           | • Minor burn
                        | • Pulled muscle
                        | • Sprained ankle                           |
| Emergency room        | • Bleeding that won’t stop
                        | • Broken bone                              |

You can look for providers at 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.

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. 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.

<table>
<thead>
<tr>
<th>Type of care</th>
<th>Examples</th>
</tr>
</thead>
</table>
| Primary care          | • You feel sick
                        | • Routine check-up or physical
                        | • New prescription                          |
| Urgent care           | • Minor burn
                        | • Pulled muscle
                        | • Sprained ankle                           |
| Emergency room        | • Bleeding that won’t stop
                        | • Broken bone                              |

You can look for providers at 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.
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.

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.

Oregon Health Plan Quick Start Guide
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.

---

You can use your online account to check your OHP.
Go to 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 to learn more about your rights and responsibilities.

---

Need help?
Get the OHP Handbook
Go to OHP.Oregon.gov
800-273-0557 (TTY 711)
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.

Use one of these ways to report your changes:

Online: Use your ONE.Oregon.gov account.

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

Email: Go to bit.ly/ohpsecure to send a secure email to oregon.benefits@dhssoha.state.or.us.

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

Need help?
Get the OHP Handbook
Go to OHP.Oregon.gov
800-273-0557 (TTY 711)
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 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

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.
- An OHP-certified community partner in your area can help with your application. Find one at bit.ly/ohplocalhelp. This help is free.
The OHP Handbook has more details about your coverage. To get a copy, go to OHP.Oregon.gov or call 800-273-0557 (TTY 711).