Coverage and payment

Your child's OHP coverage

OHP covers medical, dental, vision, prescription drug and behavioral health (mental health and substance use disorder treatment) services. Let providers know about all your child's health care coverage.

- Bring your child's Oregon Health Plan ID (or the client ID number, if the card is not available) to health care appointments or pharmacy visits. Also, bring any other ID cards, such as CCO and private insurance ID cards.
- Share the "Oregon Health Plan Pharmacy and Prescriber Quick References" (included in your packet) with your child's pharmacy and prescribing providers. Generally, if your child is in a CCO, the plan will cover most prescriptions. Certain mental health medications are always billed "fee-for-service."

DHS|OHA cannot reimburse you for health care bills.

If you are asked to sign a waiver regarding financial responsibility for a child's treatment, do not sign it. Instead, write, "Child is in legal care and custody of Oregon DHS Child Welfare." Include your local DHS branch address.

If you receive a bill that says you owe money for a service, do not pay it! Instead, call your provider's office and make sure that:

- They know your child is on OHP and have your child's client ID number
- They have billed OHP, the child's insurance plan (if applicable) and any other resources, such as Medicare.

If you still get bills, call:

- The CCO
- OHP Client Services at 800-273-0557 or
- Your local Child Welfare medical assistance specialist (MAS).

Helpful resources

This list is for medical and dental care. For behavioral health care, contact your local community mental health program. Find more resources at OHP.Oregon.gov.

Description	Fee-for-service members	CCO members
Get covered prescriptions and diabetic supplies in the mail.	Call Postal Prescription Service at 800-552-6694.	Call the CCO to find out what services it offers.
Get advice about the type of care you need (urgent care or emergency room). Find providers who accept OHP.	Call OHP Care Coordination at 800-562-4620 or visit www.ohpcc.org.	
Health care advice for American Indian and Alaska Native members	Call CareOregon Care Coordination at 844-847-9820.	

OREGON HEALTH PLAN

An overview for DHS-certified foster families

Get the OHP Handbook.

The handbook will help you learn:

- Details about coverage, billing and more
- How to make a complaint
- What to do in an emergency
- About medical transportation services.

For a copy of the handbook:

- Call 800-699-9075 or find it on the OHP website at OHP.Oregon.gov.

DHS Oregon Department of Human Services

Oregon Health Plan

Children and youth served by Child Welfare often have OHP coverage.

You can get this document in other languages, large print, braille or a format you prefer. Contact the OHP Customer Service Center at 800-699-9075. We accept all relay calls or you can dial 711.

OHP 3082 (06/2018)

DHS Oregon Department of Human Services

Oregon Health Plan

Getting care

Read your child's coverage letter.

You will get a coverage letter for your child within two weeks of the child coming into foster care. See page 3 of the letter to find out which type of coverage your child has and who to call with questions about OHP.

Coordinated care organizations (CCOs)

Most children who only have OHP are in a CCO. This means all your child's OHP providers — doctors, nurses, counselors, dentists — work together to prevent disease and improve your child's health. The types of CCOs are:

- **CCOA:** CCO for physical health, behavioral health (mental health and substance use disorder treatment) and dental health care
- **CCOB:** CCO for physical and behavioral health care
- **CCOG:** CCO for behavioral and dental health care
- **CCOE or mental health organization (MHO):** For mental health care only
- **DCO or dental care organization:** For dental health care only.

If your child's coverage letter shows CCO, DCO or MHO coverage, contact that plan to find out about available health care providers and make appointments.

Other types of health coverage

- If the coverage letter does not list a CCO, DCO or MHO, the Oregon Health Authority (OHA) covers your child. This is called fee-for-service OHP.
- Your foster child may already have coverage through a health insurer. In that case, the name of the insurance company will be on page 3 of the coverage letter. The health insurer, not OHP, will cover children with full private medical coverage.

Find a health care provider.

If your child is in a CCO, contact the CCO.

To find fee-for-service OHP providers:

- **For dentists:** Go to www.insurekidsnow.gov.
  - Click "Find a Dentist."
  - Choose the "Oregon Health Plan Fee-For-Service" benefit plan.
  - Search using your local address.
- **For medical care:**
  - Call providers in your area and ask if they accept fee-for-service OHP.
  - You can also call your local Child Welfare medical assistance specialist (MAS) for help.
- **For behavioral health care:** Contact your local community mental health program.
- **For children that private health insurance covers:** Contact the insurance company.

Important phone numbers

For any TTY service, dial 711.

CCOs

Listed on your child's member ID card, or go to bit.ly/find-plans.

Advanced Health 800-264-0014
AllCare CCO 888-460-0185
Cascade Health Alliance 888-989-7846
Columbia Pacific CCO 855-722-8206
Eastern Oregon CCO 888-788-9821
Health Share of Oregon 888-519-3845
InterCommunity Health Network 800-832-4580
Jackson Care Connect 855-722-8208
PacificSource Community Solutions. 800-431-4135
PrimaryHealth of Josephine County 800-471-0304
Trillium Community Health Plan . 877-600-5472
Umpqua Health Alliance 800-676-7735
Willamette Valley Community Health 866-362-4794
Yamhill Community Care 855-722-8205

OHP Client Services

800-273-0557. Available Monday through Friday, 8 a.m. to 5 p.m.

Your local medical assistance specialist

Name: _____ Phone number: _____

Who to call for help

What do you need?	Client services	Your medical assistance specialist	Your coordinated care organization
A new or replacement Oregon Health Plan ID and coverage letter	☎	☎	
A new or replacement CCO member ID card			☎
Help choosing or changing CCOs	☎	☎	
Help choosing or changing dental plans			☎
Help choosing or changing physical health plans (Health Share of Oregon members only)			☎
Help with medical equipment or supplies		☎	☎
General information about OHP benefits	☎	☎	☎
Help with health care bills you may get	☎	☎	