

Getting started with the Oregon Health Plan (OHP)*



1

Apply.

Go to **OregonHealthCare.gov** to see your options for applying.

If you need help, contact an OHP-certified community partner.† To find one:

- Visit **OregonHealthCare.gov**
- Call OHP Customer Service at **1-800-699-9075** (TTY 711).

2

See if you qualify.

OHP will process your application. You will get a letter if OHP needs more information. If you have not heard if you qualify within 45 days, call OHP Customer Service at: **1-800-699-9075** (TTY 711).

3

Use your benefits.

If you qualify, you can see a doctor, get emergency care and fill prescriptions right away — even before you get your OHP ID card.

You will get an approval letter and then a coverage letter from OHP. They will have important information about your coordinated care organization (CCO),‡ your OHP ID and more.

*If you have an urgent health problem or if you do not have a CCO, call the OHP Nurse Advice Line at **1-800-562-4620** (TTY 711) to find a doctor who accepts OHP. If you have questions about a CCO, call OHP Client Services at **1-800-273-0557** (TTY 711).*

4

Connect with your CCO.

A week or two after your OHP coverage begins, you will get a welcome packet from the CCO managing your health care.

Call your CCO:

- If you do not receive the welcome packet.
- To find a doctor.

Call OHP Client Services at **1-800-273-0557** if:

- You need help reaching your CCO.

5

Renew each year.

You need to renew your OHP every year so you don't lose coverage. OHP will send you a letter when it is time to renew.



*The Oregon Health Plan (OHP): An insurance program for people of all ages who cannot afford to pay for health care on their own. The Oregon Health Authority manages OHP.

†Community partner: A local organization trained to help people apply for OHP.

‡Coordinated care organization (CCO): A group of doctors, dentists, counselors, hospitals, health plans and community organizations that care for people on OHP.