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.

To request this document in other languages, large print, braille or a format you prefer, call OHP Customer Service at 1-800-699-9075.