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September 2022

Case number:

Keep your contact information current to help keep your benefits

Dear Oregon Health Plan member,

Your Oregon Health Plan (OHP) coverage is not changing! This letter is about the steps you should take to help keep your coverage in the future.

How to keep your contact information current:

- 1. Let us know right away when your mailing address, email address or phone number changes.** See page 2 for ways to report changes.
- 2. Check your mail and read the notices we send.** Always send us the information we ask for.
- 3. Keep up to date with the latest OHP news.** Go to **OHP.Oregon.gov** or ask your local OHP community partner organization. Find one at **bit.ly/ohplocalhelp**.

What you need to know:

1. Your OHP coverage is still active.

You do not need to respond to this letter. If we need more information, we will let you know — as long as we have your current contact information.

2. Upcoming changes to OHP after the COVID-19 emergency:

During the COVID-19 pandemic, most members kept their OHP, even if they had a change in their life, such as making more money. This was because of policy changes under the COVID-19 Emergency.

3. After the COVID-19 emergency ends:

We will contact you if we need more information to see if you still qualify for OHP.

We want to help you get ready for when that happens. If we can't reach you, you could lose your coverage. Keeping your contact information current helps you stay covered.

How to report changes

You can report changes in several ways:

Contact your coordinated care organization (CCO)

This is the organization that handles your OHP.

- You can identify your CCO by checking your member ID card.
- Find contact information for your CCO at: bit.ly/ccoplans.

Online

benefits.oregon.gov

Create an account or log into your existing account.
Available in English or Spanish.

By phone:

Customer Service Center

- 1-800-699-9075 (TTY 711)
- Monday through Friday, 7 a.m. to 6 p.m. Pacific Time.
- Interpreters are available.
- You can also get an interpreter in your preferred language before talking with staff. Find a language line at benefits.oregon.gov.

In-person or by phone:

Aging and People with Disabilities, Self-Sufficiency Programs or Area Agency on Aging offices

- Find locations and phone numbers at **[Oregon.gov/DHS/Offices](https://www.oregon.gov/DHS/Offices)**.
- Please call before going to an office.
- Interpreters are available.

Thank you,

Oregon Health Plan

You can get this letter in other languages, large print, Braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 800-699-9075 or TTY 711. We accept relay calls.