



Focus: Health-related services funds

CareOregon wants to make sure your unique health needs are addressed, so you are as healthy as possible. That's why your benefits include access to a fund for what the Oregon Health Plan (OHP) calls "health-related services."

This fund covers items or services that will help keep you healthy, and that you might not expect would be paid for by your health plan.

Real-life examples

Health-related services funds help you get and stay healthy. Here are some examples:



Phone/video appointments: A cell phone, tablet, an internet connection for better access to providers, etc.



Food support: Meal delivery, food vouchers, farmers market funds, etc.



Housing support: Furniture, application fees for housing or a state-issued ID, moving costs, etc.



Living environment: Air conditioners, athletic shoes, items that improve mobility, etc.



Comfort items: Weighted blankets, sleep aids, vouchers for yoga classes, etc.

These funds are meant to fill needs until a permanent plan is in place.

Steps for requesting funds

- 1** Talk to your provider or care coordinator about what's keeping you from getting and staying healthy. Members of your care team can help you make requests for health-related services funds. You can also call Customer Service to help you make a request.
- 2** If your diagnosis or treatment calls for an item or service not otherwise included in your health coverage, they'll fill out a form on our website to make the request. Customer Service can also help you send us the request.
- 3** We'll let you and the person who made the request know if your request is approved.

Questions?

If you have any questions about health-related services or other topics, call CareOregon Customer Service at **800-224-4840** or **TTY 711** or send us a secure message at careoregon.org/portal

Get to know CareOregon

Health-related services fund requests are processed by CareOregon, your Medicaid health plan. Learn more about us here.

CareOregon is one of several insurance providers in the tri-county area that help Health Share CCO deliver care. We also help process providers' health-related services funds requests.

It helps to think of Medicaid in Oregon like a pyramid

Oregon Health Authority (OHA) runs the Medicaid program for the entire state of Oregon, which is called the Oregon Health Plan (OHP).



Oregon
Health
Authority

Health Share of Oregon (HSO) is what's called a coordinated care organization (CCO). Health Share of Oregon works under OHA to serve OHP members in the tri-county area.



health
share
Health Share of Oregon

CareOregon is one of several insurance providers in the tri-county area that help Health Share CCO deliver care. We also help process providers' health-related services funds requests.



CareOregon

Your primary care provider (PCP) might be a doctor, a nurse practitioner, a physician's assistant or a naturopath. They coordinate your care with CareOregon and other medical team members like dentists, mental health providers, pharmacists and others.



CareOregon provides services like these for Medicaid (OHP) members:

- ▶ Physical health care
- ▶ Mental health care
- ▶ Substance use treatment
- ▶ Dental care
- ▶ Medicare
- ▶ Hospice and palliative care through Housecall Providers

You'll also be able to use important services like these:

- ▶ Care coordination
- ▶ Pharmacy
- ▶ Prenatal and infant care
- ▶ Transportation options
- ▶ Language interpreter services
- ▶ ER & urgent care

Questions?

Would you like to know more? Call our helpful and friendly Customer Service team at 800-224-4840 or send us a secure message through careoregon.org/portal

You can get this information in different languages, large print, electronic format, oral presentation (face-to-face or on the phone) or braille. Call Customer Service at 800-224-4840 or TTY 711.