

Get to know **ALL** of your benefits



Focus: Feedback and complaints

At CareOregon, we want you — our members — to have the best experience possible for as long as we serve you. Your feedback helps us improve. **It is your legal right to submit a complaint, and you won't face any negative consequences if you do.**

Most common types of complaints



Bad interaction with someone



Poor care or service



Waiting too long



Billing problem

How to make a complaint or grievance

If you are unhappy with CareOregon, your health care services or your provider, let us know. The official name for this is “filing a grievance,” and it’s simple.

By phone

Call CareOregon Customer Service at 503-416-4100, toll-free 800-224-4840 or TTY 711. Our hours are 8 a.m. to 5 p.m. Monday-Friday.

Online

Visit link.careoregon.org/complaint-form to fill out the Oregon Health Plan Complaint Form.

In writing

Send your complaint to: CareOregon Attn: Appeals and Grievances, 315 SW Fifth Ave, Portland, OR 9720

Here's the process required by the Oregon Health Authority (OHA):

- 1** You, your provider or your representative can make a complaint for you. Your provider or representative needs written consent from you to make a complaint on your behalf. Choose one of the options above to make your complaint.
- 2** We will work to resolve your complaint as quickly as your health condition requires. If we need more than five business days, we'll send you a letter to let you know why.
- 3** You will receive a final answer within 30 calendar days.

Thank you for taking time to help make us better.

Get to know CareOregon

Your health benefits are provided 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 coordinate health care benefits and services for our members.



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 in other languages, large print, braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 800-224-4840 or TTY 711. We accept relay calls.

careoregon.org



health
share
Health Share of Oregon



CareOregon®