

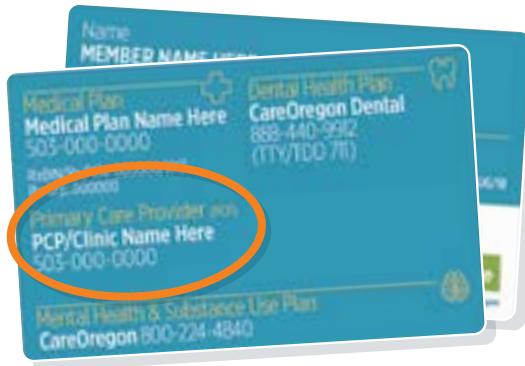
## Get to know ALL of your benefits



# Focus: Medical care from your primary care provider

A primary care provider, often known as a PCP, is the person who knows your health best. Your PCP might be a doctor, nurse practitioner or physician's assistant. If needed, your PCP can refer you to a specialist for cancer, pregnancy, physical therapy and much more. These services are all covered by CareOregon.

**Start with your PCP for all of your health care needs.**



### Build a relationship with your PCP

As a CareOregon member, you are automatically assigned to a PCP, and you'll find their name and number on your Member ID card. But it's also important for your PCP to get to know you. As soon as you receive your Member ID card, make an appointment with your assigned PCP — for a regular check-up, even if you're not sick.

### Here's what a strong relationship with your PCP looks like:



See your PCP for regular checkups and health screenings.



Get care for minor health issues like cold, flu, fever, chronic pain, etc.



They can help prevent serious problems by staying on top of your health, and find issues when they arise.



Your PCP sees you often, so they know you best! They can:

- Diagnose you better because they understand your health.
- Review your medications to make sure they're up to date.
- Decide if you need to see specialists.
- Advise you about how to feel better.
- Make sure you get what you need to stay healthy.

### PCP, urgent care or emergency room?



#### Go to your PCP for...

- ▶ Checkups.
- ▶ Tests and health screening.
- ▶ Mild illness (cold, flu, constipation, allergic reactions, sprains, etc.).
- ▶ After-hours care: they may have someone on call or can make an appointment soon.



#### Go to urgent care if...

- ▶ You need immediate care and your PCP tells you to go to urgent care or can't see you.
- ▶ You aren't assigned to a PCP.



#### Go to the ER for...

Life-threatening symptoms, like these:

- ▶ Chest pain
- ▶ Hard time breathing
- ▶ Head trauma
- ▶ Mental distress

# Get to know CareOregon

## Your health benefits are provided by CareOregon, your Medicaid health plan. Learn more about us here.

When people talk about Medicaid in Oregon, you may hear them say a lot of different names or letters. That's because there are many organizations involved in making sure you get the care you deserve. How can you make sense of it all?

### 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).



**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.



**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.



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 through CareOregon Advantage
- ▶ 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 and 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](https://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.