Basic Health Plan Navigation
Our Time Together

Company Introduction
What we do and why

Coordinated Care Organization/Health Plan
Structural overview of the role

Medicaid Benefits & Services
What’s available and how to access them

Medicare Benefits & Services
What’s available and how to access them
For two decades, CareOregon has focused on quality health care and providing access to a broad provider network. We put members at the center of all our decisions.
“Of all the forms of inequality, injustice in health care is the most shocking and inhumane.”

— Martin Luther King Jr.
Uninsured

Private Insurance

Public Insurance
Administered by the Oregon Health Authority (OHA)
- Free
- Low Income
- Physical, Behavioral and Oral Health

(State Medicaid)
- Individuals who are incarcerated
- Tribal Members
- "Open Card"
- 10-14 day waiting period

(Managed Medicaid)
- Coordinated Care Organization (CCO)
- Responsible for ensuring members have access to all Medicaid/OHP covered benefits and services

Trillium CCO (as of September 2020)
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.

**Your healthcare providers** coordinate your care with CareOregon and other healthcare teams like nurse practitioners, behavioral health and dental providers, pharmacists and others.
Coordinated Care Organization

Name
MEMBER NAME

Member ID ABC1234  Language ENGLISH

For urgent care, call your PCP 24 hours/day
In an emergency, call 911 or go to the hospital

Health Share of Oregon
www.healthshareoregon.org
503-416-8090 or 888-519-3845
TTY/TDD 711

Health Share of Oregon
Physical Health

Examples of PH Services:

- Primary Care Provider (PCP) Visits
- Preventive Care (annual check-ups, immunizations, flu shots, certain screenings, etc.)
- Specialist Provider Access
- Inpatient and Outpatient Hospital
- Emergency Department & Urgent Care
- Transgender Services
- Supplies/Durable Medical Equipment (DME)
Durable Medical Equipment (DME) & Supplies
Behavioral Health

Examples of BH Services:

- Outpatient Psychologist & Psychiatrist Visits (counseling and therapy)
- Applied Behavioral Analysis (ABA)
- Electroconvulsive Therapy (ECT)
- Inpatient Psychiatric Treatments
- Substance Use Disorder (SUD) Treatments
- Outpatient and Inpatient Detox
Examples of Oral Health Services:

- Preventive visits and dental exams
- X-rays, cleanings, fluoride varnish
- Fillings, dentures, limited crowns
- Sealants
- Deep cleaning for gum disease
- Extractions
- Limited root canals
- Urgent and specialty dental treatment
The mouth is part of the body

Systemic relationships of oral health and overall health

- Hormones produced by stress and depression may contribute to gum disease
- Bacteria in the mouth can be inhaled into lungs and may lead to respiratory complications such as pneumonia
- There are links between kidney disease and oral health conditions
- Rheumatoid arthritis may be linked to severe periodontal disease
- Bone density tends to weaken with age, including bones that support teeth
- Oral cancer can develop and easily spread through the body
- HPV causes 70% of oropharyngeal cancers (OPCs) in the U.S.
- Poor oral health may lead to higher risk for heart disease and stroke
- Oral bacteria can lead to pre-term and low birthweight babies
- Patients with diabetes are more likely to have gum disease. Chronic periodontal disease can weaken diabetic control.
- Non-diabetic patients with poor oral health may be more susceptible to developing diabetes.

careoregon.org
Medicaid/OHP members should not have to pay for covered medications.

Covered medications are those medications on the formulary.

Currently with COVID most medications are available for 90-day supply.
• We cover some over-the-counter (OTC) drugs such as aspirin, dramamine, cetirizine.

• Is my prescription covered by CareOregon?

• Does my prescription require pre-approval or has limits?

• Need prescription from your provider.
Access to Care

Language Access

Care Coordination

Health Related Services

Non-Emergent Medical Transportation
Language Access

Title VI

“ No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. ”
What is Care Coordination?

**Patient-focused** multidisciplinary team, dedicated to working with clinical partners to **coordinate services and resources** for patients and providers.

*CareOregon community-based supports*
Health-Related Services

careoregon.org
Non-Emergent Medical Transportation
A free service to OHP members who need help getting to/from medical appointments. More info at www.RideToCare.com

To schedule a ride, call 1.855.321.4899

Each time you call, we will need the following information.

- First and Last Name
- Date of Birth
- Health Share of Oregon Medicaid ID #
- Date and Time of your Appointment
- Full Start and Destination Address
- Facility Name, Dr.’s Name, Dr.’s Phone #
- Medical Reason for Visit
- Round Trip or One-Way Trip
Medicare 101

Medicare is a federal health insurance program for people 65 or older, people with certain disabilities, and people with end-stage renal disease. Social Security administers while the Center for Medicare and Medicaid Services (CMS) regulates the program.

Medicare members were mailed new ID cards beginning 2018

Members can call Social Security at 1-800-772-1213 to order a new card

Medicare Annual Enrollment Begins 10/15 through 12/7!
HOW-TO-ENROLL

Clients who have questions and/or want to enroll must choose a plan during Medicare Annual Enrollment which starts Oct. 15th and ends Dec. 7th to become effective Jan 1, 2021.

**Call Member Services and ask to enroll**
1-888-712-3258, 8 am to 8 pm, daily to complete a telephone application

**Online**
Go to Careoregonadvantage.org to complete an application on our website

**Caseworker**
Contact caseworker at the county or state DHS office and ask them to complete an application and submit to CareOregon Advantage

careoregon.org
Medicare works with Medicaid

Under one program, the *billing process is more efficient and accurate*

**One customer service phone number** for both Medicare and Medicaid questions

Team of medical professionals available to *coordinate care* with doctors, hospitals, and pharmacies

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*CareOregon Advantage members should not be affected by CCO 2.0 or HealthShare of Oregon 2.0 changes, but we know some have.*
WHAT’S NEW IN 2021?

Premium and Deductible
$0 monthly premium
annual deductible

Doctor visits (primary care)

Specialist visits

Eye exams and glasses

Silver&Fit fitness program

Meal delivery after hospital stays

24/7 nurse advice line

OTC plus Debit Card — now with food!
$190 per quarter for over-the-counter health items and now healthy foods, too.

Get up to
$760 per year

OTCplus Card
CareOregon Advantage

6363 0110 1234 1234 123

CareOregon Advantage
OTC plus

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CareOregon advantage
OTC plus

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careoregon.org
CareOregon OHP & You 2020
Call Your Health Plan

**Physical Health Plan**
CareOregon
800-224-4840
Primary Care Provider (PCP)
PRISM HEALTH
503-445-7699

**Dental Health Plan**
CareOregon Dental
800-440-9912
Primary Dental Provider (PDP)
NORTHEAST DENTAL CLINIC
503-988-6942

**Mental Health & Substance Use Plan**
CareOregon 503-416-4100

For urgent care, call your PCP 24 hours/day
In an emergency, call 911 or go to the hospital
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