

Basic Health Plan Navigation

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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



WHAT WE DO



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.



Medicaid


Serving 250k+ Oregon Health Plan beneficiaries



Medicare Advantage

Serving 12k+ Dual-eligible Medicare beneficiaries in six counties

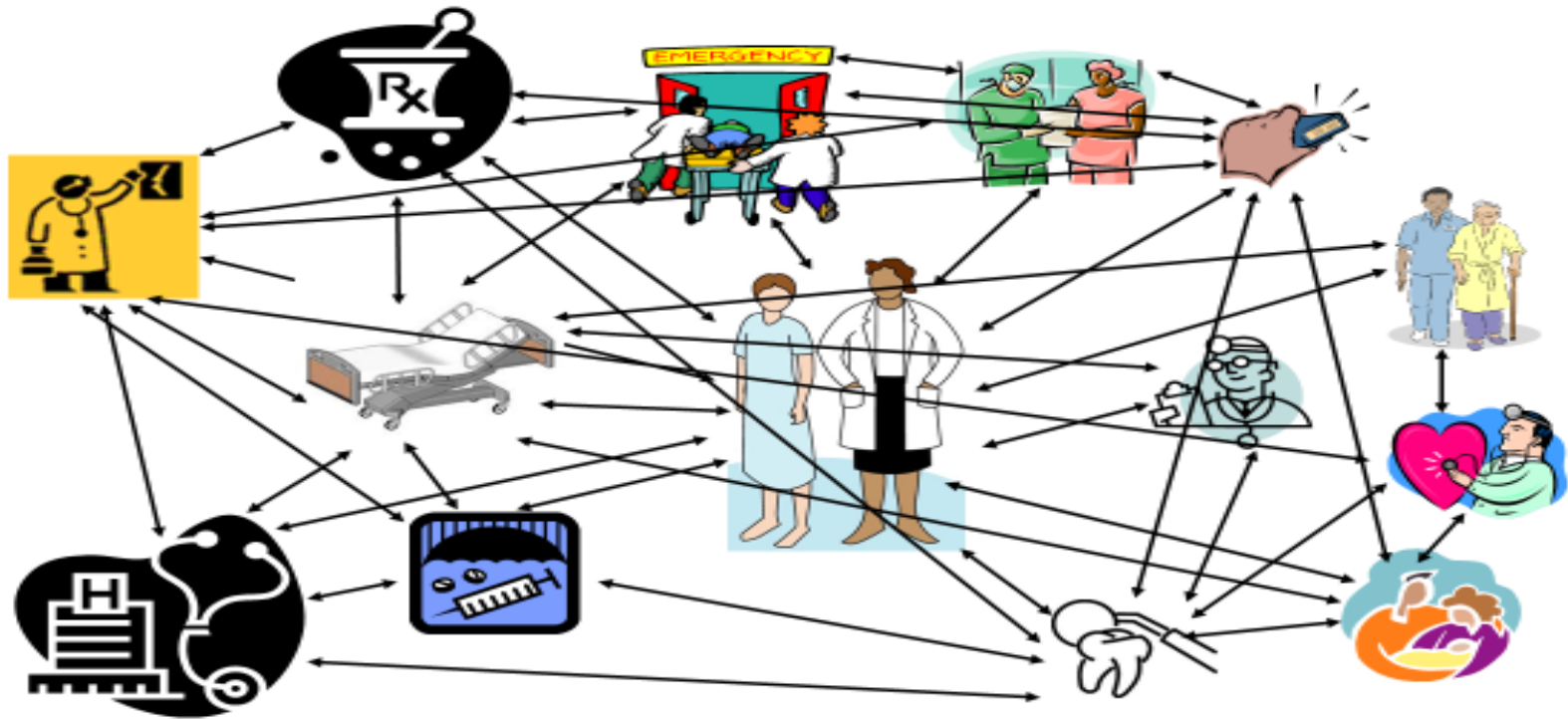




“Of all the forms of
inequality, injustice in
health care is the
most shocking and
inhumane.”

— *Martin Luther King Jr.*

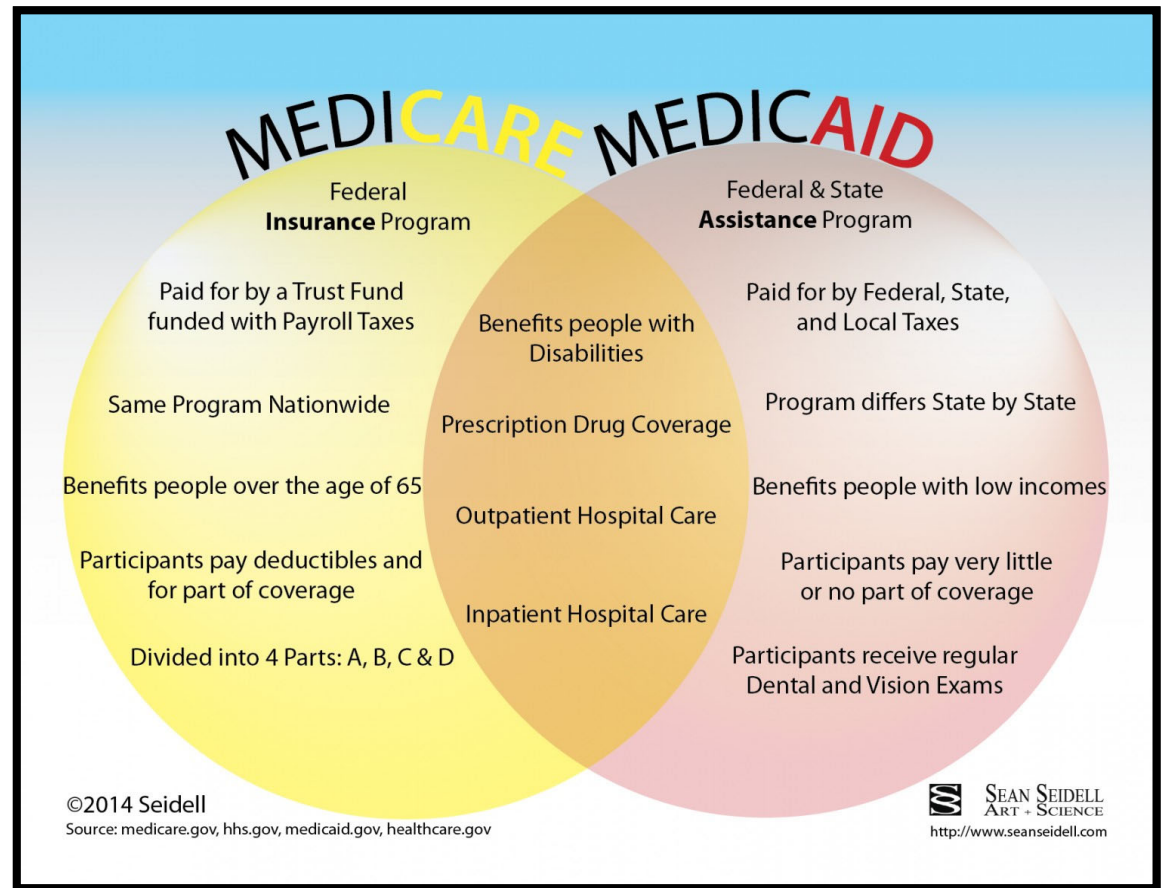




Uninsured

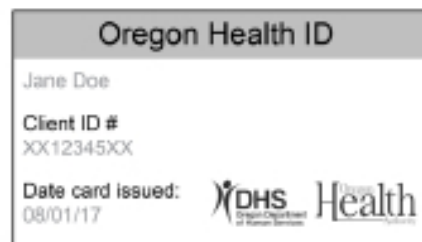
Private
Insurance

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

SEP 2020

MEMBER NAME

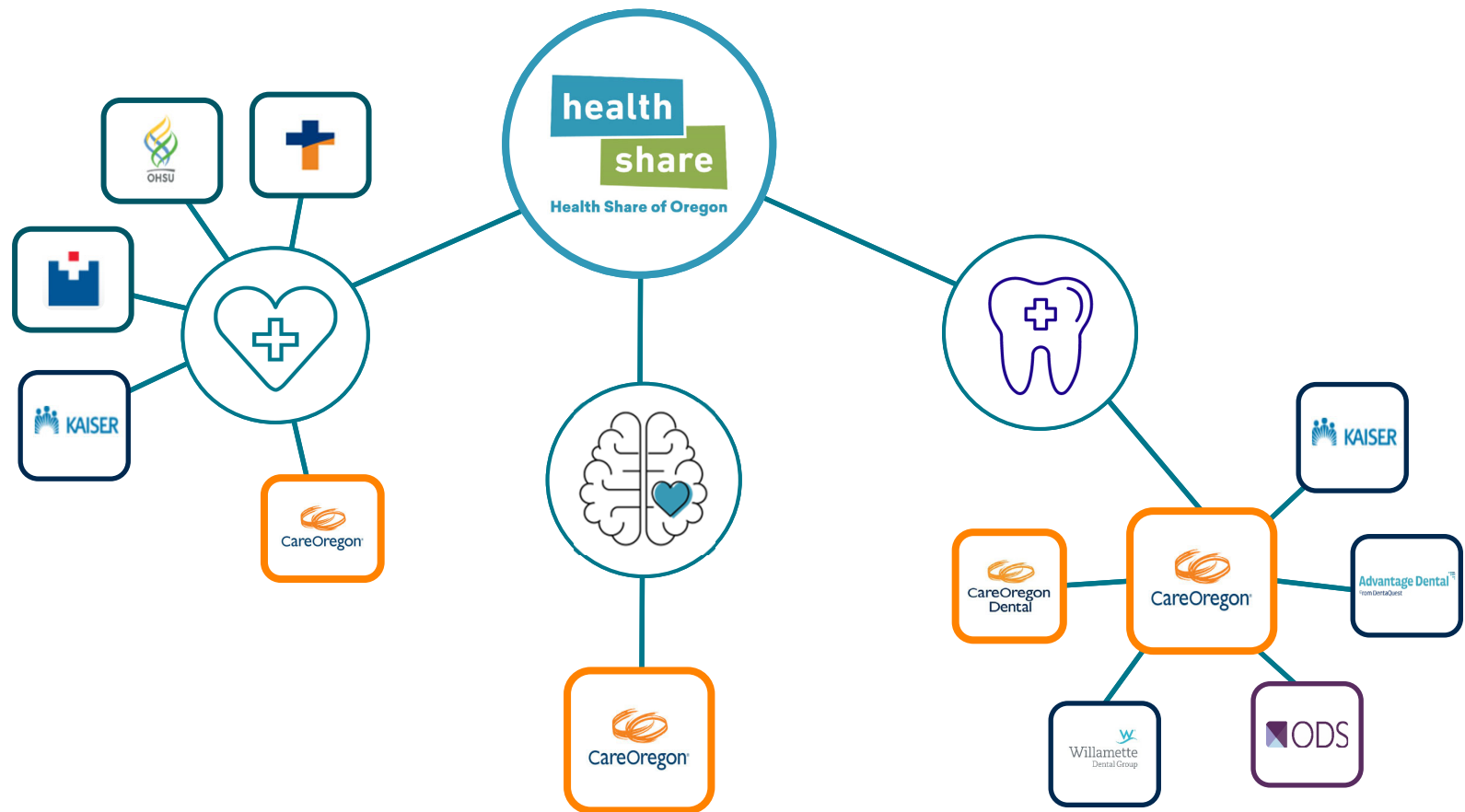
Member ID **ABC1234** Language **ENGLISH**

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





Physical Health



Physical Health Plan 
CareOregon
800-224-4840
(TTY/TDD 711)
RxBIN/Rx PCN: 610011/IRX Rx Grp: CORMCAID

Primary Care Provider (PCP)
PHYSICAL HEALTH CLINIC 503-000-0000

Dental Health Plan 
CareOregon Dental
888-440-9912
(TTY/TDD 711)

Primary Dental Provider (PDP)
DENTAL CLINIC 800-000-0000

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

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



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Behavioral Health

Physical Health Plan  CareOregon 800-224-4840 (TTY/TDD 711) <small>RxBIN/Rx PCN: 610011/IRX Rx Grp: CORMCAID</small>	Dental Health Plan  CareOregon Dental 888-440-9912 (TTY/TDD 711)
Primary Care Provider (PCP) PHYSICAL HEALTH CLINIC 503-000-0000	Primary Dental Provider (PDP) DENTAL CLINIC 800-000-0000
Mental Health & Substance Use Plan  CareOregon 503-416-4100	





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



Oral Health

Physical Health Plan 
CareOregon
800-224-4840
(TTY/TDD 711)
RxBIN/Rx PCN: 610011/IRX Rx Grp: CORMC/ID

Dental Health Plan 
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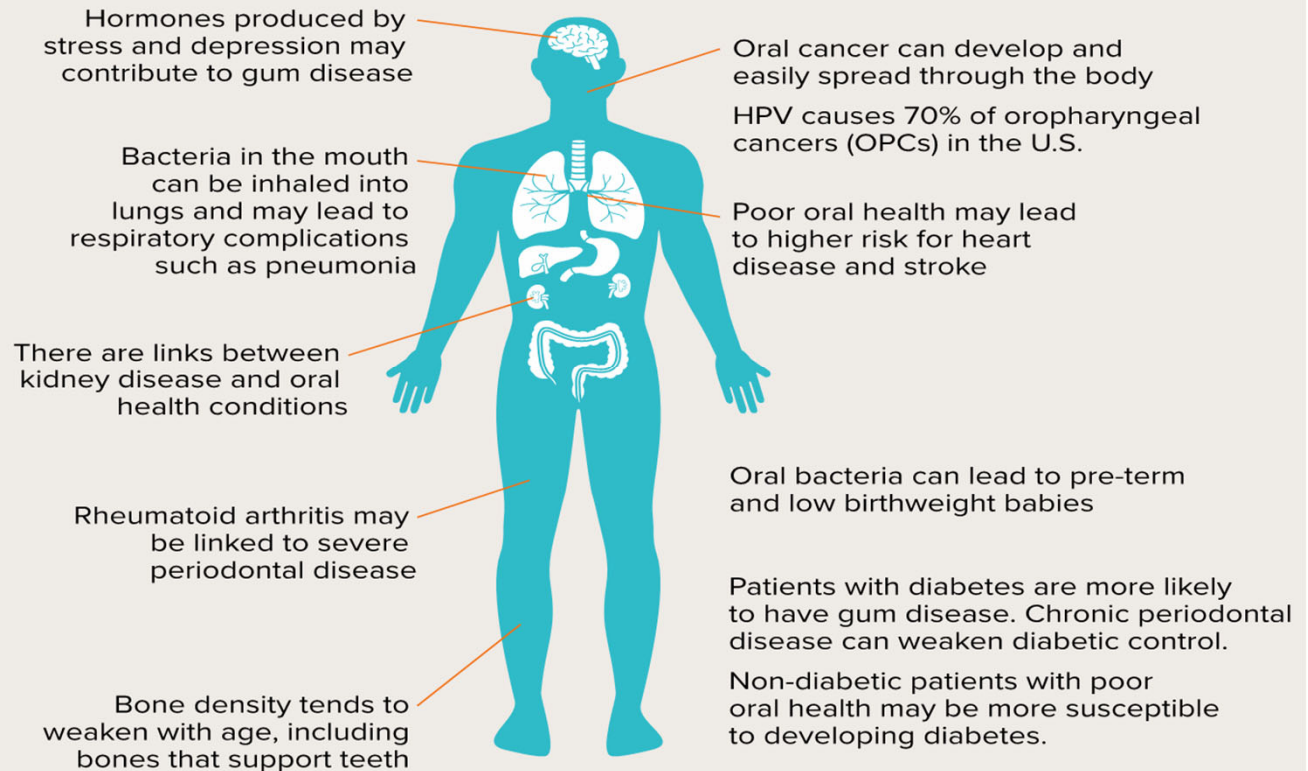
Examples of Oral Health Services:

- 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

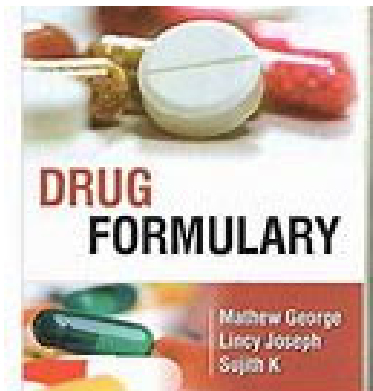


The mouth is part of the body

Systemic relationships of oral health and overall health



Pharmacy and Prescription Drug Benefits



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





- Is my prescription covered by CareOregon?
- Does my prescription require pre-approval or has limits?
- We cover some over-the-counter (OTC) drugs such as aspirin, dramamine, cetirizine.
- Need prescription from your provider.



Access to Care

Language Access



Care Coordination



Health Related
Services



Non-Emergent
Medical
Transportation



Language Access

Title VI

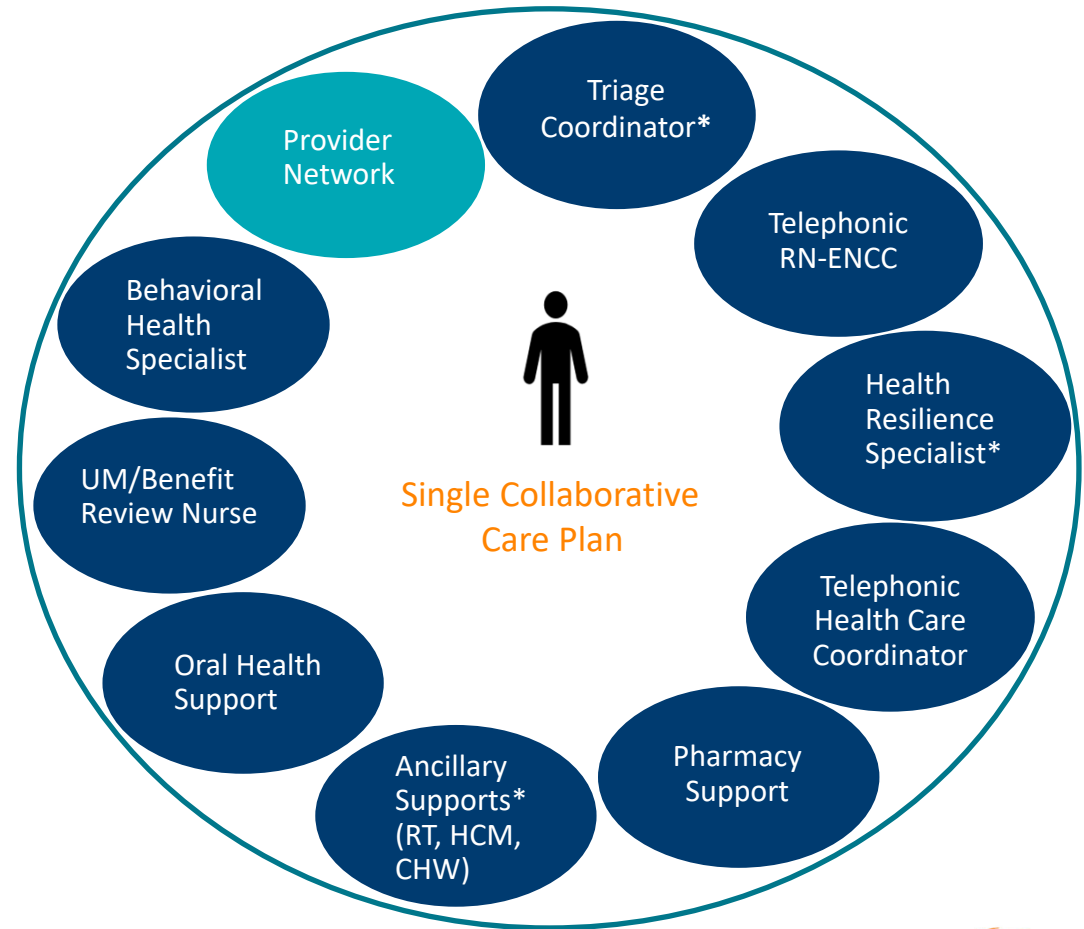
" No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. "

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

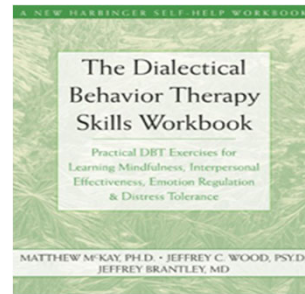
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Health-Related Services



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Non-Emergent Medical Transportation

A free service to OHP members who need help getting to/from medical appointments. More info at www.RideToCare.com



Public transportation

For members who can take transit



Mileage reimbursement

For members with access to a vehicle



Vehicle-provided rides

For members unable to use transit or mileage reimbursement

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!

MEDICARE		HEALTH INSURANCE	
1-800-MEDICARE (1-800-633-4227)			
NAME OF BENEFICIARY JOHN DOE			
MEDICARE CLAIM NUMBER 000-00-0000-A		SEX MALE	
IS ENTITLED TO HOSPITAL (PART A) 01-01-2010 MEDICAL (PART B) 01-01-2010			
SIGN HERE →			

NEW!

MEDICARE HEALTH INSURANCE	
Name/Nombre JOHN L SMITH	
Medicare Number/Número de Medicare 1EG4-TE5-MK72	
Entitled to/Con derecho a	Coverage starts/Cobertura empieza
HOSPITAL (PART A)	03-01-2016
MEDICAL (PART B)	03-01-2016



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

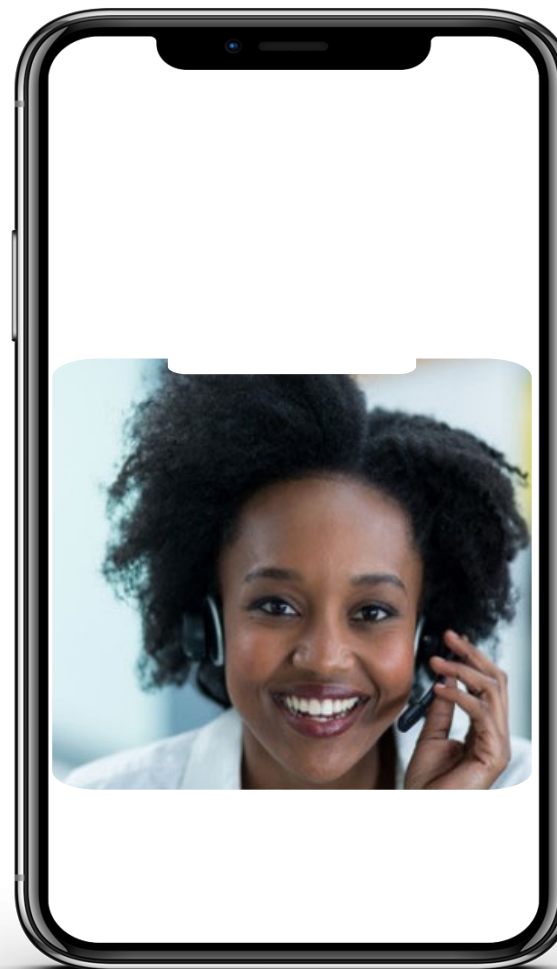
Go to [Careoregonadvantage.org](https://careoregonadvantage.org) to complete an application on our website



Caseworker

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

careoregon.org



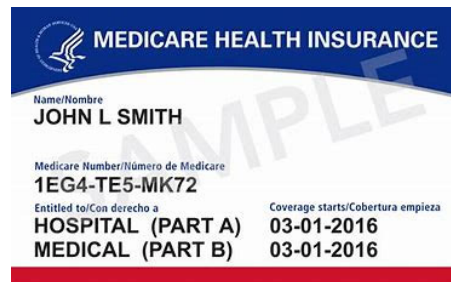
Medicare works with Medicaid

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

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?



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Premium and 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.

\$0

monthly premium
annual deductible

\$0

copay

Get up to

\$760 per year





CareOregon OHP & You 2020



Call Your Health Plan

Name

MEMBER NAME

SEP 2020

Member ID **ABC1234** Language **ENGLISH**

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Rx BIN/Rx PCN: 610011/IRX
Rx Grp: CORMCAID

Primary Care Provider (PCP)

PRISM HEALTH

503-445-7699

Mental Health & Substance Use Plan

CareOregon 503-416-4100



Dental Health Plan

CareOregon Dental

800-440-9912



Primary Dental Provider (PDP)

NORTHEAST DENTAL

CLINIC

503-988-6942





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Dental



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