**2020 Important updates about OHP and Metro-area CCOs**

**Frequently asked questions**

**Q:** I heard that Trillium might not be coming to the Portland metro market. Is that true?

**A:** We know that Trillium will not have any members for the first few months of the year based on communication we’ve received from the Oregon Health Authority (OHA).

On November 8, the OHA gave notice to the Trillium Community Health Plan that it cannot enroll members in the Portland metro region at this time. This decision was made because Trillium does not currently have a hospital in its Portland metro provider network — therefore they cannot adequately serve members in this region.

The Oregon Health Plan (OHP) members who were supposed to be assigned to Trillium will now be reassigned to Health Share of Oregon — effective on January 1, 2020.

**Q:** Will Trillium get members assigned to them in the future?

**A:** Per notice from OHA, if Trillium further develops a provider network, the earliest Trillium will be able to start enrolling members will be April 1, 2020.

**Q:** Where can I find more information?

**A:** This is all the information we have from OHA at this time and will continue to share more online and through our providers & community partners as additional details become available. If you have other questions, we suggest that you contact OHA directly at 800-273-0557. Please note, wait times are longer than usual.

**Q:** I was assigned to Trillium, what do I do?

**A:** The best thing to do is to wait to hear from OHA, they will notify you about your reassignment to Health Share before your new coverage takes effect on January 1, 2020. In the meantime, you will continue to receive coverage through Health Share, and they will send you a new member handbook and temporary ID card in the coming weeks.

**Q:** Can I keep seeing my provider?

**A:** Yes, please keep all your appointments. Your doctors and other care providers are not changing. Through Health Share, you can still keep going to your same doctors.

**Q:** What does this mean for CareOregon?

**A:** Some of the members reassigned to Health Share will stay with CareOregon. We are actively working with OHA and Health Share of Oregon to ensure the smoothest transition possible, with minimal disruption. CareOregon is committed to coordinating quality care for all our members, and you can rest assured that we have the capacity and resources to continue serving your needs.

**Q:** I am dual eligible and am enrolled in CareOregon Advantage. Will these changes affect my CareOregon Advantage plan?

**A:** No, these changes should not impact your current coverage or your ability see you current provider. If you have questions about your Medicare coverage, please care CareOregon Advantage at 888-712-3258 daily 8 a.m. to 8 p.m. TTY/TDD 711.

Continued on next page
2020 Important updates about OHP and Metro-area CCOs

More questions?

If you have other questions around your CCO assignment, please contact OHA directly at 800-273-0557. Please note, wait times are longer than usual. If you have any questions around your Health Plan coverage, contact Health Share Customer Service at 503-416-8090 or toll-free 888-519-3845 (TTY 711).

OHA resources

OHA CCO updates:
oregon.gov/oha/hsd/OHP/Pages/Pick-Your-Plan.aspx

News and helpful links:
ohp.oregon.gov

Apply for OHP:
oregon.gov/oha/hsd/OHP/Pages/Apply.aspx

Renew your OHP:
oregon.gov/oha/hsd/OHP/Pages/Reapply.aspx

Report changes to your address or contact information:
oregon.gov/oha/hsd/OHP/Pages/Report-Changes.aspx