



Where to get care

A guide for our Medicaid/OHP members

Checkups and sick visits



Medical issues that are **not urgent** include things like:

Cold or flu, rashes, sore throats, headache, stomachache, fever, allergies, coughs, sinus pain, bumps, bruises, or sprains

What to do:



Call your doctor. Their office will arrange for you to be seen, either in person or by phone or video.

Serious illness or injury



Medical problems that are **serious but not life-threatening** include:

Bad cold or flu, bronchitis, sinus infection, strep throat, ear infection, vomiting, diarrhea, minor burns, cuts, or broken bones

What to do:



Call your doctor. Many doctors do patient visits by phone or video. If your doctor's office is closed, an on-call doctor may be able to help.



Another option: Visit an urgent care center. Bring your member ID, and follow up with your doctor once the situation has passed.

Emergencies



Medical problems that are **urgent and life-threatening** include:

Trouble breathing, bad head injury, seizure, severe burn, poisoning, chest pain, stroke, or heavy bleeding

What to do:



Call 911 or go to an emergency room right away.
After your emergency room visit, follow up with your doctor.



Talk to a nurse any time, day or night

Our 24-Hour NurseLine is open day and night, even on weekends.
Call and get trustworthy health advice without leaving home.

24-Hour NurseLine:

855-834-6150
844-514-3774 TTY

Choosing a doctor



It's important to have a doctor who knows you and sees you regularly. That's why we ask members to choose a Primary Care Physician (PCP).

To choose your PCP or select a new one, call us at **800-431-4135**. Or use our online directory:

1. Go to CommunitySolutions.PacificSource.com.
2. From the Search Tools menu, choose Find a Doctor.
3. Choose a city or zip code. Then fill in as much of the form as you like. You can specify your doctor's gender, languages, specialty, and more.
4. When you find the doctor you want, click their "Set as My PCP" button, then complete a form to confirm your choice.

Dental care



To find a dentist:

1. Go to CommunitySolutions.PacificSource.com.
2. From the Search Tools menu, choose Find a Dentist.
3. Check your member ID to learn your dental plan. Click the "find a dentist" link beneath your plan's name.

You can also call your dental plan, using the number on your member ID. Note: not all plans include dental care.



Urgent/emergency dental care

Quick action can often keep problems from getting worse.

- See your dentist for toothaches, swollen gums, lost fillings, pain, infection, swelling, or a broken or knocked-out tooth.
- For urgent care, call your dentist first, even if the office is closed. You may be able to reach an on-call dentist.

Mental health



To connect with a psychiatrist or therapist, see "Choosing a doctor" to the left.



For mental health emergencies, speak with a local specialist 24/7:

- **Central Oregon**

Local: 541-322-7500 x9
Toll free: 800-875-7364

- **Columbia Gorge**

The Dalles: 541-296-5452
Hood River: 541-386-2620
24 Hour Crisis Line:
1-888-877-9147

- **Lane County**

White Bird Crisis Line:
541-687-4000

- **Marion Polk**

24 Hour Crisis Line:
503-585-4949

- **National Suicide Prevention Line**

1-800-273-8255

- **Crisis Text Line**

Text "HOME" to 741-741

Helpful numbers



Poison control: 800-222-1222



Help with food or housing: 211

Contact:

800-431-4135, TTY 711
CommunitySolutionsCS@PacificSource.com

You can get this document in another language, large print, or another way that's best for you. Call toll-free 800-431-4135. TTY users may call 711.

Usted puede recibir este documento en otro idioma, impreso en letra más grande o de cualquier otra manera que sea mejor para usted. Llame al número gratuito 800-431-4135. Los usuarios del servicio TTY pueden llamar al 711.