

Oregon Health Plan (OHP) Member Quick Start Guide



Welcome! We are happy to have you as a member. As a local company, PacificSource Community Solutions serves OHP members like you. Our parent company, PacificSource Health Plans, is a not-for-profit health insurer, and has served the Northwest since 1933.

Getting started with PacificSource is as easy as 1-2-3:

- 1 Read your Member Handbook.** You will receive it soon, and it has complete info on your plan's benefits.
- 2 Schedule an appointment with your doctor.** See your Member ID for the primary care provider assigned to you. You can also choose a new one at PacificSource.com/Medicaid.
- 3 Get the app.** If you have a smartphone, the [myPacificSource app](#) lets you search for doctors, view your Member ID, and more. Visit the Google® Play Store or the Apple® App Store to download the app. It's free.

How to get care

When you or a family member is hurt or sick, you have ways to get care.



Free 24-Hour NurseLine

800-834-6150

Ask a registered nurse your health questions any time, day or night.



Seeing a doctor

For routine care, see a doctor. When making an appointment, ask if you can see your doctor in person or from home (by phone or video through telehealth).



Urgent care

If nearby, visit an urgent care location for things like:

- Cold, flu, or COVID-19
- Sinus infection
- Bronchitis
- Minor burn, bumps, or other injuries



Emergency care

Go to the emergency room or call 911 for cases such as:

- Trouble breathing
- Chest pain
- Severe head injury
- Poisoning
- Heavy bleeding



Need help scheduling an appointment or managing your care? Reach out to Customer Service at **800-431-4135**, TTY: 711.

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Depending on your plan, your PacificSource benefits may include:

Doctor visits

A primary doctor was already assigned to you; however, you can choose a new one. Search our directory from the myPacificSource app, or by visiting our website.

Preventive care

Routine care, such as mammograms and other screenings, is included at no cost. You may also get free flu shots, well child visits, and vaccines. A full list can be found in the member handbook.

Pregnancy care

Coverage includes prenatal care for you and your baby, as well as labor and delivery, new-mother care, and care for your newborn until age one.

Dental care

Members with dental benefits can get teeth cleanings, exams, fillings, dentures, and more.

Mental health services

These may include counseling and therapy, as well as coverage for residential treatment, detox, and more.

Free rides to services

Need a way to get to doctor appointments? Free rides are possible through NEMT service. To learn how to set up a ride, see our website.

Prescription medications

Member benefits include coverage for prescription drugs, including home delivery. Find a list of drugs and in-network pharmacies at PacificSource.com/Medicaid.

Interpreters & translation services

It is your right to have an interpreter at your medical appointments, and to get written material in a language you can read. Need help asking for an interpreter? Call us at **800-431-4135**.

Help with your wellness and more

We can connect you with Traditional Health Workers to support your health and wellness. Learn more on our website or contact Customer Service.

We also offer intensive care coordination for members with complex healthcare needs, as well as health-related services that include things such as special equipment, classes, or special clothing/footwear.

Renewals and address changes



You need to renew OHP coverage each year.

To do so, you can:

- Find a local OHP Application Assister at Healthcare.Oregon.gov
- Visit the One Health Portal at One.Oregon.gov
- Call OHP at **800-699-9075**



To update your address and other info:

Call OHP at **800-273-0557**, or call us at **800-431-4135**.

Get in touch!

PacificSource.com/Medicaid

800-431-4135, TTY: 711
We accept all relay calls.

October 1 – January 31:
7 days a week
from 8 a.m. to 8 p.m.

February 1 – September 30:
Monday to Friday
from 8 a.m. to 5 p.m.

You can get this document in another language, large print, or another way that's best for you. You can also request an interpreter. This help is free. Call 800-431-4135, TTY: 711. We accept all relay calls.

Usted puede recibir este documento en otro idioma, impreso en una letra más grande o de otra manera que sea mejor para usted. También puede solicitar un intérprete. Esta ayuda es sin costo. Llame al 800-431-4135 o por TTY al 711. Aceptamos llamadas del servicio de retransmisión.