

# 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 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. You can also find your handbook at [PacSrc.co/OHP-handbooks](https://PacSrc.co/OHP-handbooks)
- 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](https://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 **free** app.

## How to get care

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



### Free translation services

You have the right to have an interpreter for your medical visits. You can also get written healthcare materials in your own language.



### 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



### Questions? We're here to help.

[PacificSource.com/Medicaid](https://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.

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## Your benefits at a glance

### Depending on your plan, your benefits *may* include:

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

**Preventive care,** such as mammograms and other screenings, flu shots, well child visits, and vaccines. A full list can be found in your Member Handbook.

**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,** such as teeth cleaning, fluoride varnish, exams, fillings, dentures, and more

### Help with your wellness and more

Our Member Support team is here to help all members get care. Their free, confidential services include help with finding a doctor, arranging follow-up care, or accessing medical equipment. They can also connect you to resources for basic needs such as housing, utilities, food, and more.

**Flexible Services.** You may also be eligible for Flexible Services. These are items or services

**Mental health services,** such as counseling and therapy, residential treatment, detox, and more.

**Prescription medications,** including home delivery. Find a list of drugs and in-network pharmacies at [PacificSource.com/Medicaid](https://PacificSource.com/Medicaid).

**Free rides.** Need a way to get to and from doctor appointments? Learn how to set up a ride, visit [PacSrc.co/ride](https://PacSrc.co/ride).

To see which benefits come with your plan, sign in to your member portal, InTouch. You can also view a complete list of benefits and exclusions in your Member Handbook.

that can help improve your health, but are not part of your health plan. Examples include weighted blankets, air purifiers, or exercise classes recommended by your doctor.

**Care navigation.** For members with complex healthcare needs, our Nurse Case Managers offer intensive care coordination.

## Renewals and address changes

### Has your contact info changed?

If you move or get a new phone number or email address, please let us know. This helps ensure you don't miss important health plan notices.

To update your info, please call us at **800-431-4135** or call OHP at 800-273-0557.

### Renewing your OHP coverage

You will receive a letter from OHP when it is time for you to renew. To learn more about renewing, visit [PacSrc.co/OHP-renewal](https://PacSrc.co/OHP-renewal).



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.