Q. How can I learn more about CCOs and the Oregon Health Plan?

A. Here are some online resources that give information.

- health.oregon.gov
- jacksoncareconnect.org/ohp-information

You can also call a toll-free helpline for questions about plan changes or about Coordinated Care Organizations. The number is 1-855-226-6170. Information is available in other languages or formats, such as large print, Braille, audio recordings, web-based communications or other electronic formats.

This information is sponsored by Jackson Care Connect, a local Coordinated Care Organization for Jackson County.
Q. What is a Coordinated Care Organization (CCO)?
A. CCOs are a new way to coordinate health care for Oregon Health Plan (Medicaid) members in their communities. This is not just for medical care. It also includes care for mental health, and alcohol and drug dependence. In 2014, it will include dental care, too. There are three CCOs in Jackson County: Jackson Care Connect, Primary Health of Josephine County, and AllCare Health Plan.

CCOs work closely with members, providers and the community. Together, they work to make care, health outcomes and patients’ experiences better.

Q. Why did Oregon create CCOs?
A. CCOs, like Jackson Care Connect, focus on preventing disease and helping people manage chronic health issues (like asthma and diabetes). Instead of treating members only when they get sick, CCOs work with members to keep them healthy.

For example, Jackson Care Connect has special support staff to help members who have the greatest needs. The goal is to help overcome any barriers to better health. CCOs also can help members get their own doctor, instead of needing to use the emergency room for regular care.

Jackson Care Connect has:
• Team-based care, so members get the right care at the right time
• Tools and support members need to stay healthy
• Care and advice that’s easy to understand and follow
• Better information sharing by providers to avoid repeat or unnecessary testing

Q. Who benefits from CCOs?
A. CCOs directly benefit Oregon Health Plan members and their families, local care providers and hospitals. But really everyone in the community benefits, because CCOs identify key health issues for the whole area. Then, they work with local partners to improve health for all.

Q. How are things different?
A. In the old system, Oregon Health Plan members might have had three separate plans and three separate cards for their physical health, mental health and dental care. Providers for physical, mental or dental health were completely separate—so they weren’t coordinating care. Starting January 1, 2014, Jackson Care Connect members will have one card for all services. All providers will be working together.

Q. How did mental health care for Oregon Health Plan members change under CCOs?
A. Members have one plan for physical and mental health care. Physical and mental health providers work together to give members the right care at the right time.