

# Easy Guide

to Jackson Care Connect and the Oregon Health Plan



**Plan:** OHP Plus  
**Case ID:** XXXXXXX  
**RxBIN:** 610011  
**RxPCN:** IRX  
**RxGrp:** CORMCAID

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**Member:** MEMBER NAME  
**Member ID:** XXXXXXX  
**Primary Care Provider:** OREGON INTERNAL MEDICINE

128410 ZEF1 JACSONA-MID(Avantage) 20170519B03 Sh: 0 Bin 1 JD65 Env [1,803] Csets 1 of 1



This card is for identification only and does not certify eligibility. For admissions and out-of-network care, please call Customer Service.

Your primary care provider

128410 ZEF1 JACSONA-MID(Avantage) 20170519B03 Sh: 0 Bin 1 JD65 Env [1,803] Csets 1 of 1

<b>Send claims to:</b> Jackson Care Connect PO Box 40328 Portland, OR 97240-0328	<b>Advantage Dental</b> <b>Member and Provider Customer Service</b> TTY/TDD	<b>1-866-268-9631</b> <b>1-855-722-8208</b> <b>711</b>
<b>Electronic Payer ID:</b> 93975	<b>Pharmacy provider line</b>	<b>1-866-843-5126</b>

[JacksonCareConnect.org](http://JacksonCareConnect.org)

For urgent care, call your clinic 24 hours a day. In an emergency, go to the nearest hospital or call 911. Call your clinic for follow-up care the day after you get emergency care.



Your dental health provider

Customer Service for Physical and Behavioral Health



Part of the CareOregon Family

## Welcome

### We're glad you're in the Jackson Care Connect family

Whether you're a new member or have been with us for a while, we hope this Easy Guide makes the Oregon Health Plan easy to use. You can also find details about your coverage online in the Members section at [jacksoncareconnect.org](http://jacksoncareconnect.org). Or call Jackson Care Connect Customer Service.

## We're here to help!

### Stay connected to care

To keep your Oregon Health Plan coverage, **you must re-apply every 12 months**. OHP will send you a letter about how to keep your coverage.

## Welcome call and questionnaire

You will be receiving a welcome call soon from Jackson Care Connect. We will be happy to answer any questions you may have about your coverage and benefits. You will also find a Health and Wellness Questionnaire in this packet. Please take a minute to fill it out — your responses will help us provide you with better service and care.

## Benefits overview

### The Oregon Health Plan provides benefits in many areas

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## Benefits for OHP members with Medicare

If you have Medicare, your Oregon Health Plan benefits under Jackson Care Connect may work differently. For example:

- OHP can help cover Medicare premiums, copays and other things that Medicare does not cover (such as rides to your appointments and dental care).
- Your OHP benefits do not include drugs covered by Medicare Part D. Under Part D, you may have small copays on covered drugs.

To learn more, call your Medicare plan or our Customer Service to find out how Medicare and OHP benefits can work together.

Call 855-722-8208 or send us a secure message at [jacksoncareconnect.org/portal](http://jacksoncareconnect.org/portal)

## Get started

### Start with a wellness visit

As soon as you can, call the primary care provider's office on the front of your Member ID card. Let the clinic know you're a new patient and Jackson Care Connect member, and that you'd like to schedule a wellness visit.

### Changing your provider

We want you to feel comfortable with your health care team. If you want to change your primary care provider or your behavioral health provider, call our Customer Service. To change your dental provider, call their Customer Service, which is listed on the back of your Member ID card.

### When you visit your provider or the pharmacy

Bring both your Jackson Care Connect Member ID card and a photo ID to all appointments. (If you also have Medicare coverage, please bring your Medicare ID card, as well.)

*Remember to let the clinic know ahead of time if you cannot come to an appointment you've scheduled.*

## Physical health (traditional and alternative care)

### Your physical health plan is administered by Jackson Care Connect

Your benefits include:

- Doctor visits
- Lab tests and X-rays
- Family planning and pregnancy care
- Hospital stays
- Hearing services
- Durable medical equipment, such as a wheelchair or walker
- Acupuncture (with referral)
- Physical therapy, chiropractic and other alternative care for specific health conditions (with referral)
- Prescription drugs (see Pharmacy section)

Your primary care provider (PCP) may be a doctor, nurse practitioner or physician assistant. To make the most of your visit with your PCP, it's a good idea to prepare. Bring a list of questions you may have. Also, bring a list of all the medications you are currently taking.

Members who have an eye infection or injury may call their PCP to help care for this.

**If you do not speak English, have difficulty understanding English or need sign language interpretation, let your provider's office know when you call to make your appointment. You have a legal right to interpretation, and the services are free.**

## Dental care

### Your teeth and mouth are important to your overall health

Jackson Care Connect partners with dental organizations to provide your dental care. Check your Jackson Care Connect Member ID card for the name of your Dental Health Plan.

Most members are eligible for:

- Exams and X-rays
- Cleanings and fluoride
- Dental sealants (ages 15 and under)
- Fillings
- Tooth removal
- Urgent and emergency dental care
- Full dentures every 10 years and partial dentures every 5 years

Some benefits may need pre-approval or have limits. Call us or your dentist with any questions.

## Behavioral health

Jackson Care Connect covers most mental health and substance use disorder treatment services for members of all ages.

Care includes:

- Assessments
- Psychiatry and counseling/therapy
- Drug and alcohol treatment

Call the Customer Service number on your Jackson Care Connect member card to find a mental health provider. Or go to [jacksoncareconnect.org/behavioral-health](https://jacksoncareconnect.org/behavioral-health)

## Pharmacy

We pay for many prescription drugs. The ones we cover are on a list called a “formulary.” When your provider prescribes a medicine, ask if it’s on our formulary. The formulary also explains if there are special rules about the drug.

You can check our formulary online at [jacksoncareconnect.org/druglist](https://jacksoncareconnect.org/druglist). You’re also welcome to call Customer Service at 1-855-722-8208 with questions.

If you urgently need a drug that’s not on our formulary, call Customer Service. You, your provider or your pharmacist can ask for an emergency 72-hour (maximum) supply.

To fill a prescription, go to any pharmacy in our network. You’ll have lots of choices. Our network includes most large pharmacy chains and many independent drug stores. Please note that many mental health prescriptions are covered by the state and may have a small copay.

## Pregnancy

Newborns are not automatically enrolled in the OHP, so if you become pregnant, be sure to let the Oregon Health Authority know right away so that your child will be covered. Call OHP toll-free at 800-699-9075 or email [oregonhealthplan.changes@dhsosha.state.or.us](mailto:oregonhealthplan.changes@dhsosha.state.or.us)

Find a network pharmacy through our provider directory at [jacksoncareconnect.org/for-members/drug-list](https://jacksoncareconnect.org/for-members/drug-list) or call Customer Service.

## Strong Families program

We support you and your children from prenatal care through young adulthood:

- **Starting Strong** offers supplies, education and emotional support for pregnant members and those with children ages 0-4.
- **Strong Kids** supports kids ages 4-12 with behavioral health, wellness programs and more.
- **Strong Teens** supports youth ages 13-20 in establishing good health habits.

Learn more at [jacksoncareconnect.org/members/wellness-benefits/strong-families](https://jacksoncareconnect.org/members/wellness-benefits/strong-families)

## Routine vision

Vision services are provided through Vision Service Plan (VSP). Routine eye exams and glasses are covered for members who are:

- Age 20 and younger
- Pregnant women of any age
- Over 20 with a qualifying medical need or have eye surgery

Contact VSP directly for help with your eligibility, benefits and claims. Go to [vsp.com](https://vsp.com) or call VSP Member Services at 800-877-7195.

Members who have an eye infection or injury may call their primary (physical) care provider to help care for this.

## After-hours care

Health needs can occur at any time. Your primary care provider/dentist is involved in your care even when the clinic is closed. Here's what to do in different situations.

### Evenings, weekends, holidays or for urgent care services

If you're sick or injured and need help, call your primary care clinic's regular phone number or your dental plan's phone number, any time of day or night, every day of the year. The person who answers your call will either contact your doctor or a different doctor at the clinic, or advise you on what to do.

### Sick when away from home

Call your primary care provider/dentist if it isn't urgent. If it is urgent, find a local doctor/dentist that will see you right away. Ask that doctor or dentist to coordinate your care with your primary care provider/dentist.

### Use of the Emergency Department

***If you believe your health is in serious danger, go to the nearest hospital or call 911.***

A medical emergency is when you have severe symptoms, such as chest pain, head trauma, severe shortness of breath or mental distress.

***If you think it is an emergency, don't wait to go to the ER. You don't need to call your doctor/dentist or health plan first.***

Problems like common colds, constipation, diaper rash, back pain and toothaches are best cared for by your primary care provider/dentist, who knows you and your health history.

## Other services

### Get a ride to health care appointments

If you have no way to get to a covered health appointment, a free ride program called “Translink” can get you there. Depending on your needs, you may get passes to ride the bus, provided rides or help paying for gas.

We offer members two different types of rides:

Medical appointment rides to

- Dental appointments
- Medical exams
- Mental health

FlexTrip rides to

- Community Advisory Council meetings
- WIC appointments
- Starting Strong store
- JCC-sponsored wellness events

*Most times, you should call at least 48 hours ahead. You may call on the day of the visit if it is medically necessary and urgent.*

*Some appointments may require you to call or get approval from Jackson Care Connect before help can be provided.*

Monday through Friday, 8 a.m. to 5 p.m.  
Voice: 541-842-2060  
Toll-free: 888-518-8160  
TTY: 711

Or schedule your request online at [rvtd.org](http://rvtd.org)

If your address, name or phone number changes, update your account at [one.oregon.gov](http://one.oregon.gov) or call Customer Service.

### Quit smoking for life

We offer a number of ways to help you stop smoking—with no fees or copays. Ask your doctor about prescription medicines.

Also, the Quit For Life program helps you beat tobacco triggers with personalized coaching and more. Visit [quitnow.net/Oregon](http://quitnow.net/Oregon) for details.

### YMCA Wellness Programs

Jackson Care Connect members can join the Rogue Valley Family YMCA or Ashland Family YMCA at a lower cost. This includes use of the whole facility, plus child care, wellness programs and more.

- Rogue Valley Family YMCA  
522 W 6th Street, Medford  
541-772-6295
- Ashland Family YMCA  
540 YMCA Way, Ashland  
541-482-9622

### Community Advisory Council

Make your voice heard as part of our Community Advisory Council. You’ll gain valuable skills, learn about local health issues and have a say in how we work to improve our community’s health.

Visit [jacksoncareconnect.org/cac](http://jacksoncareconnect.org/cac) or call 503-416-1475 to learn more. Se habla español.

### Youth Advisory Council

Young people ages 14-20 are invited to apply to be on the Youth Advisory Council. Learn how important your voice is!

Visit [jacksoncareconnect.org/yac](http://jacksoncareconnect.org/yac) or call 541-206-7895 to learn more.

## Other services continued

### Language interpreter services

If you need an interpreter for visits or phone calls to your (or your child's) provider's office, you are legally entitled to this service free of charge. You may have been provided with a Preferred Language Card in your mailing to help you inform your provider's office of your spoken language. If you have any problems getting an interpreter, please let us know by calling Customer Service.

Preferred Language Card

**I speak Spanish**

I need language help. Please give me a qualified or certified interpreter in my spoken language. Please note this language in your permanent records.

Thank you!

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Title VI of the Civil Rights Act of 1964 requires all federally funded agencies to provide free language access services.

Preferred Language Card (Spanish 1/2014)

## Other questions?

**Q: Will Jackson Care Connect ever send me a bill?**

A: No. We will never charge you for any Medicaid/OHP covered service.

**Q: Will I owe a copayment if I go to the doctor?**

A: Our members are not charged copayments or fees when they see a doctor or other provider in our network.

If a medical office asks you for a copayment, ask the staff to call Jackson Care Connect Customer Service.

When you make an appointment, let the office know you're covered by Jackson Care Connect.

**Q: What should I do if a doctor's office mails me a bill?**

You probably don't owe anything for covered services while you are a Jackson Care Connect member. Call our Customer Service right away to find out.

**Q: I need to see a doctor, but I don't have my Jackson Care Connect Member ID card yet. What should I do?**

A: Call our Customer Service and they will be happy to help.

**Q: I lost my Member ID card. How do I get a new one?**

A: Call our Customer Service.

## Important contact information

### Jackson Care Connect Customer Service

#### Phone

Toll-free: 855-722-8208  
TTY: 711  
Fax: 503-416-3723  
8 a.m. to 5 p.m.  
Monday through Friday

#### Text Message

503-488-2882  
8 a.m. to 5 p.m.  
Monday through Friday

#### Online

Website: [jacksoncareconnect.org](http://jacksoncareconnect.org)  
[facebook.com/jacksoncareconnect](https://www.facebook.com/jacksoncareconnect)

#### Email

[info@jacksoncareconnect.org](mailto:info@jacksoncareconnect.org)

#### Secure Message

If you want to ask questions directly, you can send us a secure message through our member portal at [jacksoncareconnect.org/portal](http://jacksoncareconnect.org/portal)

### Oregon Health Authority (OHA) online

If you haven't already, go to [one.oregon.gov](http://one.oregon.gov) and create an account.

You can enroll, get answers and make changes that affect your OHA membership:

- Address or name
- Pregnancy and childbirth
- Change of employment or income

To see the complete list of changes you must report, go to <https://one.oregon.gov/General/ReportAChange>

Or, call the OHA:  
Toll-free 800-699-9075  
8 a.m. to 5 p.m. Monday through Friday

[jacksoncareconnect.org](http://jacksoncareconnect.org)  
OHP-JCC-19-060  
JCC-1918443-EN-1022

  
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Connect™**  
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