

Get to know **ALL** of your benefits



# Focus: Care coordination

**Care coordinators** work with your providers and help you get the most out of your health plan. We know how hard and confusing it can be. **We're here to help.**

## BEFORE

How will I...

- |   |                               |                      |
|---|-------------------------------|----------------------|
| Be understood?                                  | Get a wheelchair?             | Find a dentist?      |
| Get to my appointment?                          | Get diabetic supplies?        | Find a specialist?   |
| Find food resources?                            | Connect to housing resources? | Find a counselor?    |
| Schedule an appointment?                        | Find my health plan?          | Deal with this bill? |
| Make sure providers share information about me? |                               |                      |

## AFTER

With one call...



### Your care coordinators can:

- Learn about your needs and help you find the right solution.
- Make sure all of your providers are talking to each other.
- Help with additional services, including housing, food (SNAP) and transportation resources.
- Get you the right supplies, including medication, diabetic supplies, wheelchairs, oxygen tanks and more.
- Help you get the care, tests and treatment you need.

Call Customer Service at **855-722-8208 or TTY 711**

to learn more about care coordination.

**jacksoncareconnect.org**



Part of the CareOregon Family

## Get to know Jackson Care Connect

### Care coordination is a service provided by Jackson Care Connect, your Medicaid health plan. Learn more about us here.

When people talk about Medicaid in Oregon, you may hear them say a lot of different names or letters. That's because there are many organizations involved in making sure you get the care you deserve. How can you make sense of it all?

#### It helps to think of Medicaid in Oregon like a pyramid

**Oregon Health Authority (OHA)** runs the Medicaid program for the entire state of Oregon, which is called the Oregon Health Plan (OHP).



**Jackson Care Connect** is what's called a coordinated care organization (CCO). Oregon's CCOs exist to provide health insurance and much more. We look at the broad picture of your health and help with other services you wouldn't expect from a health care company. We also work with community partners to give you access to better health.



**Your primary care provider (PCP)** might be a doctor, a nurse practitioner, a physician's assistant or a naturopath. They coordinate your care with Jackson Care Connect and other medical team members like dentists, mental health providers, pharmacists and others.



#### Jackson Care Connect provides services like these for Medicaid (OHP) members:

- ▶ Physical health care
- ▶ Mental health care
- ▶ Substance use treatment
- ▶ Dental care
- ▶ Medicare through CareOregon Advantage

#### You'll also be able to use important services like these:

- ▶ Care coordination
- ▶ Pharmacy
- ▶ Prenatal and infant care
- ▶ Transportation options
- ▶ Language interpreter services
- ▶ ER and urgent care

#### Questions?

Would you like to know more? Call our helpful and friendly **Customer Service team at 855-722-8208** or send us a secure message through [jacksoncareconnect.org/portal](http://jacksoncareconnect.org/portal)

You can get this in other languages, large print, braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 855-722-8208 or TTY 711.