

Get to know **ALL** of your benefits



# Focus: Medical equipment

Sometimes, you need special medical equipment to help you get and stay healthy. This is known as durable medical equipment (DME). It's "durable" because it doesn't get used up like other kinds of supplies. **This equipment is fully covered by Jackson Care Connect.**

## Here are some examples of covered medical equipment:



Wheelchairs



Hospital beds



Toilet chairs



Blood pressure cuffs



Walkers



Diabetic shoes



Oxygen tanks



And much more

## How do I get medical equipment?

You need approval to get equipment. Here's how to get started:



### Step one:

#### Talk to your provider

Medical equipment must be approved by a physical, dental or mental health provider. They will write you a prescription for equipment.



### Step two:

#### Find a vendor

Once you have the prescription, take it to a store that supplies the equipment you need. Your provider can tell you where to go.



### Questions?

#### Call us

If you have questions about where or how to get equipment, our Customer Service or care coordination teams can help. Call 855-722-8208 or TTY 711, or send us a secure message at [jacksoncareconnect.org/portal](https://jacksoncareconnect.org/portal)

# Get to know Jackson Care Connect

**Your health benefits, including medical equipment, are 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).



Oregon Health Authority

**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.



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**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

You can get this letter 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.

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



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