

Get to know **ALL** of your benefits



## Focus: Feedback and complaints

At Jackson Care Connect, we want you — our members — to have the best experience possible for as long as we serve you. Your feedback helps us improve. **It is your legal right to submit a complaint, and you won't face any negative consequences if you do.**

### Most common types of complaints



Bad interaction with someone



Poor care or service



Waiting too long



Billing problem

### How to make a complaint or grievance

If you are unhappy with Jackson Care Connect, your health care services or your provider, let us know. The official name for this is “filing a grievance,” and it’s simple.

#### By phone

Call Jackson Care Connect Customer Service at 541-500-0567, toll-free 855-722-8208 or TTY 711. Our hours are 8 a.m. to 5 p.m. Monday-Friday.

#### Online

Visit [link.jacksoncareconnect.org/complaint-form](https://link.jacksoncareconnect.org/complaint-form) to fill out the Oregon Health Plan Complaint Form.

#### In writing

Send your complaint to: Jackson Care Connect Attn: Appeals and Grievances, 315 SW Fifth Ave, Portland, OR 97204

### Here's the process required by the Oregon Health Authority (OHA):

- 1 You, your provider or your representative can make a complaint for you. Your provider or representative needs written consent from you to make a complaint on your behalf. Choose one of the options above to make your complaint.
- 2 We will work to resolve your complaint as quickly as your health condition requires. If we need more than five business days, we'll send you a letter to let you know why.
- 3 You will receive a final answer within 30 calendar days.

**Thank you for taking time to help make us better.**

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



# Get to know Jackson Care Connect

**Your health benefits 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).



**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
- ▶ Dental care

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

- ▶ Care coordination
- ▶ Pharmacy
- ▶ Prenatal and infant care
- ▶ Transportation options
- ▶ Language interpreter services
- ▶ ER & 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](https://www.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. We accept relay calls.