

Get to know **ALL** of your benefits



Focus: Mental health care and substance use treatment

Behavioral health is a term used to refer to three services: mental health care, substance use treatment and recovery support. **These services are available at no cost to you.** Getting help is easy: learn about our services below and then call your assigned behavioral health plan to make an appointment, or reach out to Customer Service with questions.

Jackson Care Connect offers resources to help you, at no cost



Mental health care

- Counseling
- Therapy and psychotherapy
- Medication



Substance use treatment

- Detox programs
- Medication for addiction treatment
- Office visits and counseling



Recovery support

- In-person care
- Personal advocacy
- Peer support

And much more...

If you're facing one of these situations, you're not alone. We can help.



Feeling overwhelmed



Have a hard time getting out of bed



Thinking about harming yourself



Struggle to handle parenting, work and more



Afraid you'll never get well



Not sure you'll find the right counselor



Feel like you don't have the time to get help

You're not alone. It may seem impossible, but you can start getting the help you need with one call.

We're here to help. Make the first call today.

Your Member ID card has the number of the behavioral health plan you've been assigned to. It's important that you're comfortable with the person providing your care. If the provider you see first is not a good fit, call Customer Service to select from a list of other providers.

You can also call Customer Service at **855-722-8208 or TTY 711** to connect to mental health care, substance use treatment and recovery support.

jacksoncareconnect.org

Get to know Jackson Care Connect

Mental health care and substance use treatment are services 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

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

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.

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