

OHSU HEALTH IDS

Welcome to OHSU Health Services



health
share

Health Share of Oregon

OHSUHealthServices

You can get this booklet in other languages, large print, Braille or a format you prefer. You can get help from a certified and qualified health care interpreter. This help is free. Call OHSU Customer Service at 844-827-6572 or TTY 711. We accept relay calls.

Welcome to OHSU Health Services!
Thank you for choosing us as the network for your Health Share of Oregon plan.

What you need to do next:

Pick a Primary Care Provider (PCP)

Your PCP is your main medical provider for non-emergency care. They are usually your first contact when you need medical help. Here's how to pick your PCP:

1. Find the form that came with this booklet.
2. Fill it out to tell us the provider you would like for your primary care.
3. Mail the form back to us in the pre-paid envelope within 30 days.
4. Or, call us at 844-827-6572 to tell us which PCP you have picked from the list at www.ohsu.edu/health-services.
5. If we don't hear from you, we will pick one for you.

We know health insurance can be confusing. Our team is happy to answer your questions. We can help you:

- Understand your health benefits.
- Learn about referrals.
- Find behavioral health or dental services.
- Find pharmacies and understand your drug benefits.
- Know what to do if you receive a bill.
- Connect to other resources like shelter, rides, food and more.

You will also get a booklet and member ID card from Health Share of Oregon. The booklet will have more information about your benefits.



Find a list of providers at www.ohsu.edu/health-services. You can get a paper copy of the Provider Directory. You can get it in another format (such as other languages, large print, or Braille) for free. Call 844-827-6572 if you need help. Please return the form or call us with your choice. If we don't hear from you, we will assign a provider to you.

Find the most current information at www.healthshareoregon.org

Call Health Share Customer Service 503-416-8090, or toll free at 888-519-3845 (TTY/TDD 711)

Sign up for MyChart

For MyChart help, speak to a person: 503-494-5252

**Monday to Friday,
7 a.m. – 6 p.m.**

OHSU Health MyChart is a free, secure online portal for:

- Adventist Health Portland
- Hillsboro Medical Center
- Oregon Health & Science University

What can I do with MyChart?

- Manage your appointments.
- Message your care team.
- View your health information, including medications, allergies and more.
- See your test results.
- Ask for medication refills.
- Learn about video visit options.

How do I get MyChart?

There are several ways to sign up for MyChart.

- Clinic staff can sign you up while you're at the front desk or in the exam room.
- You may receive a MyChart activation code on your After Visit Summary or on a billing statement.
- You may receive a text message or email with an activation code when you come in for a visit.
- You may be able to use self-signup online to create a MyChart account by matching your information against what is on file in your medical record or with third-party identity verification. Visit mychartweb.ohsu.edu/MyChart/Signup

Important Information



Your plan can help you stay healthy. You can get prevention services at your primary care. Physical exams, screenings, vaccines, lab tests and more can help you be healthy.



There are lots of locations for care. You can visit any clinic of OHSU, Adventist Health Portland or Hillsboro Medical Center. We also have urgent care locations across the city.



You can get women's health and family planning services without a referral.



You can have interpreters and translations into your preferred language. This is a free service. We can also provide information in a way that works for you.



Get a free ride to your doctor or dental appointments with Ride to Care. Visit www.ridetocare.com or call 503-416-3955 (TTY 711). 8 a.m. – 5 p.m. Monday through Friday.



Do you have someone to speak for you when you can't? We can help you make an official document called an Advance Directive to let your wishes be known for end-of-life care. Visit www.ohsu.edu/health/instructions-filling-out-advance-directives.



You can ask for your medication labels printed in both English and your preferred language.

Traditional Health Workers



A Traditional Health Worker is someone who is trained to walk alongside you in your health care journey. They may share similar life experiences, language and/or ethnicity with you. They can help you with questions, connect you with services and find a provider.

Working with a Traditional Health Worker is free to you as an OHP member. To begin,

- Talk with your primary care provider team or your behavioral health provider.
- Call 844-827-6572.

There are five types of licensed traditional health workers in Oregon:

- **Birth doula** (see next page): A birth companion who provides personal, nonmedical support during pregnancy and childbirth.
- **Peer support specialist:** A person who gives support services to people who are or have been in mental health or substance use treatment.
- **Peer wellness specialist:** A trained person who also has lived experience with psychiatric conditions. They support you as part of a health team that combines mental health with primary care.
- **Personal health navigator:** A person who provides tools and information to help you make the best health care choices.
- **Community health worker:** A trusted member of a community working in public health to connect people with social and medical resources.

Traditional Health Workers are often based in primary care and behavioral health clinics as well as community organizations.

Birth doula services

Birth doulas are trained birth companions. You may choose to use services from a certified doula, along with your prenatal provider. Doulas offer personal support to pregnant members and families during pregnancy, delivery and beyond. Doulas aren't medical providers but can be a great addition to your health care team. Research shows that doulas improve the likelihood of a healthier birth for both baby and mother.

OHSU Health Service OHP members can use:

- Community Doula Alliance
- Doula Love
- Gateway Doula Group
- Heartstrings Birth Doula
- Birthing Days
- Lunation Full Circle Care
- ZuriMa Birth Services



What kind of care do you need?

Dial 9-1-1 or go to the nearest hospital for a life-threatening illness or injury.

OHSU Health offers more than 3,000 providers in dozens of care locations around the Portland metro area.

www.ohsu.edu/healthcare-now

Call or text 988 for Suicide and Crisis Lifeline

The service is available 24/7 for people having a behavioral health crisis.

Chat online at 988lifeline.org.

You can also dial 988 if you are worried about a loved one who may need crisis support.

Immediate

Minor illness/injury needing care today or tomorrow, in person or virtually.

Primary

Lifelong care with a provider you know, in-person and virtual visits.

Emergency

Life-threatening injury or illness that needs care right now.

Get same-day care – in person or virtually

Central Portland

OHSU Immediate Care Clinic, Richmond
ohsu.edu/immediate-care | 503-494-1700

OHSU Immediate Care Clinic, South Waterfront
ohsu.edu/immediate-care | 503-494-1700

East Portland

Adventist Health Urgent Care – Parkrose, an OHSU Health partner clinic
adventisthealth.org/portland/urgentcare | 503-408-7008

Adventist Health Urgent Care – Sandy, an OHSU Health partner clinic
adventisthealth.org/portland/urgentcare | 503-408-7008

Westside

OHSU Immediate Care Clinic, Beaverton
ohsu.edu/immediate-care | 503-494-1700

Scappoose

OHSU Immediate Care Clinic, Scappoose
ohsu.edu/immediate-care | 503-494-1700

Common questions

Is my doctor part of Health Share?

If your doctor is a part of OHSU, Adventist Health Portland or Hillsboro Medical Center then your doctor is part of OHSU Health Services in Health Share.

How do I keep my doctor?

If you see a doctor at OHSU, OHSU Doernbecher Children’s Hospital, Adventist Health Portland or Hillsboro Medical Center and you are matched with Health Share by the State of Oregon, there is nothing you need to do.

If you see a doctor at OHSU, OHSU Doernbecher Children’s Hospital, Adventist Health Portland or Hillsboro Medical Center, and want to see a new doctor, please call 844-827-6572.

If you wish to see a doctor who is not part of OHSU Health Services, you will need to select another plan that covers that doctor. To switch plans, call Health Share’s customer service team at 503-416-8090 or email info@healthshareoregon.org.

Can I choose a different primary care provider (PCP) for each member of my family?

Yes. Each covered family member can select a primary care provider.

Do I have to pay for services?

If you are an OHP member you do not pay for services. OHSU Health Services member benefits are paid by Oregon Health Plan insurance.



Visit www.ohsu.edu/health-services/ohsu-health-services-frequently-asked-questions for more common questions and answers.

Nondiscrimination notice

We follow state and federal civil rights laws. We cannot treat people (including members or potential members) unfairly in any of our services or programs because of a person's age, color, disability, gender identity, marital status, national origin, race, religion, sex, sexual orientation, health status or need for services.

Got questions or need help?

Visit <http://www.ohsu.edu/health-services>

or call OHSU Health Services Customer Service

Monday–Friday, 7:30 a.m.–5:30 p.m. at

1-844-827-6572. TTY users, please call 711.

Everyone has the right to know about our programs and services. All members have a right to use our programs and services. We give free help when you need it.

Some examples of the free help we can give are:

- Sign language interpreters
- Spoken language interpreters for other languages
- Written material in other languages
- Braille
- Large print
- Audio and other formats

If you need any of the above, call Customer

Service at: 844-827-6572 (TDD/TTY 711)

If you think we did not offer these services or treated you unfairly, you can file a written complaint. Please mail or fax it to:

Mail: OHSU Health Services

Attention: Appeal Unit

PO Box 40384

Portland, OR 97240

Fax: 503-412-4003

English: <http://www.ohsu.edu/sites/default/files/2022-10/Health-Share-Complaint-and-Appeal-FORM-v3.pdf>

Spanish: <https://www.ohsu.edu/sites/default/files/2022-10/Health-Share-ComplaintandAppealFORMv3-Spanish.pdf>

Nick Gross coordinates our nondiscrimination work:

Mail: Nick Gross

Chief Compliance Officer

PO Box 40384

Portland, OR 97240

Phone: 503-952-5033

Email: compliance@modahealth.com

If you need help filing a complaint, please call Customer Service.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights at **<https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>**, or by mail or phone:

Mail: U.S. Department of Health and Human Services Office for Civil Rights (OCR)

200 Independence Ave. SW, Room 509F

HHH Building, Washington, DC 20201

Phone: 800-368-1019, 800-537-7697 (TDD)

Email: OCRComplaint@hhs.gov

You can also file a complaint with the Oregon Bureau of Labor and Industries (BOLI) or the Oregon Health Authority

Mail: Oregon Bureau of Labor and Industries

Civil Rights Division

800 NE Oregon St., Suite 1045

Portland, Oregon 97232

Phone: 971-673-0764

Email: crdemail@boli.state.or.us

Web: **www.oregon.gov/boli/civil-rights**

Mail: Oregon Health Authority (OHA) Civil Rights

Attn: Office of Equity and Inclusion Division

421 SW Oak Street, Suite 750

Portland, OR 97204

Phone: 844-882-7889, 711 TTY

Email: OHA.PublicCivilRights@odhsoha.oregon.gov

Web: **www.oregon.gov/OHA/OEI**

You can get this statement in other languages, large print, Braille or a format you prefer. You can get help from a certified and qualified health care interpreter. This help is free.

Call OHSU Customer Service at 844-827-6572 or TTY 711.

We accept relay calls.

Puede obtener esta declaración en otros idiomas, en letra grande, braille o en el formato que usted prefiera. Puede obtener ayuda de un intérprete médico calificado y certificado. Esta ayuda es gratuita. Llame a Servicio al Cliente de OHSU al 844-827-6572 o TTY 711. Aceptamos llamadas de retransmisión.

Вы можете получить этот документ, напечатанным на другом языке, более крупным шрифтом, шрифтом Брайля или в любом более удобном для Вас формате. Вы можете обратиться за помощью к дипломированному и профессиональному медицинскому переводчику. Эта услуга оказывается бесплатно. Позвоните в центр обслуживания клиентов OHSU по номеру 844-827-6572 или на линию TTY 711. Мы также принимаем переадресованные вызовы.

Quý vị có thể nhận thông báo này bằng các ngôn ngữ khác, bản in cỡ lớn, chữ nổi Braille hoặc theo định dạng mong muốn của quý vị. Quý vị có thể nhận trợ giúp từ một thông dịch viên chăm sóc sức khỏe có chứng nhận và đủ trình độ. Dịch vụ hỗ trợ này không mất phí. Gọi cho bộ phận Dịch Vụ Khách Hàng của OHSU theo số 844-827-6572 hoặc TTY 711. Chúng tôi chấp nhận các cuộc gọi chuyển tiếp.

يمكنك الحصول على هذه الوثيقة بلغات أخرى أو بطباعة بأحرف كبيرة أو بطريقة برايل أو بالنسق الذي تفضله. يمكنك الحصول على مساعدة من مترجم رعاية صحية فوري معتمد ومؤهل. هذه المساعدة مجانية. يمكنك الاتصال بخدمة العملاء لدى OHSU على الرقم 844-827-6572 أو TTY 711. نحن نقبل مكالمات التحويل.

Bayaankan waxaad ku heli kartaa luuqadaha kale, far waa went, Farta Dadka Arraga La'a ama qaabka kale ee aad rabto. Waxaad caawin ka heli kartaa turjumaan aqoon u leh daryeelka caafimaadka. Caawimadani waa mid bilaash ah. Wac adeega macmiilka OHSU 844-827-6572 ama TTY 711. Waxaan aqbalnaa wicitaannada gudbinta.

您可以获取本声明的其他语言、大字体、盲文或您喜欢的格式。您可以获得经认证且具有资质的医疗保健口译员的帮助。此服务免费提供。请致电 OHSU 客户服务部 844-827-6572 或 TTY 711。我们接受电话转接服务。

您可獲得本聲明其他語言版本、大字版、盲文版或您偏好的格式。您可獲得經過認證的合格醫療保健口譯員的協助。協助均為免費提供。請撥打 OHSU 客戶服務電話 844-827-6572 或 TTY 711。我們接受電話轉接服務。

이 안내문을 영어 외 언어, 큰 글자, 점자 또는 선호하는 형식으로 받아보실 수 있습니다. 자격을 갖춘 공인 의료 통역사의 도움을 받을 수 있습니다. 이는 무료로 지원됩니다. 844-827-6572 또는 TTY 711 번으로 OHSU 고객 서비스 센터에 전화하세요. 통신 중계 서비스도 지원합니다.

Koj tuaj yeem tau txais cov lus no ua lwm hom lus, luam ntawv loj, ntawv rau neeg dig muag (Braille) los sis hom ntawv koj nyiam. Koj tuaj yeem tau txais kev pab los ntawm tus kws txhais lus fab kev kho mob uas muaj ntawv tso cai thiab qhuas lis fais. Qhov no yog kev pab pub dawb xwb. Hu rau OHSU Li Chaw Lis Hauj Lwm Kev Pab Cuam Cov Neeg Siv at 844-827-6572 los sis TTY 711. Peb txais cov kev hu ntawm cov neeg tsis hlov lus los sis tsis txawj hais lus thiab.

Kwōj maroñ bōk ennaan in ilo kajin ko jet, jeje ko rekileb, ak jeje ko an ro reBilo ak wāween ko jet kwōj kōnaan. Kwōj maroñ bōk jibañ jen juon eo ewōr an pepain kebeel im juon eo ewōr an kabeel in ukok ilo jikin ejmour. Menin jibañ in ejjelok wōnān. Kūrlok Rijerbalin Jibañ ro an OHSU ilo 844-827-6572 ak TTY 711. Kōm ej maroñ bōk kall ko reg relay.

En mi tongeni aneani ei porous non pwan ekoch kapasen fonu, watten mesen mak, Braille, ika pwan non och nikinik ne sani. En mi tongeni aia aninis seni emon chon chiaku mi certifi me wor tufichin. Ei aninis ese kamo. Keker OHSU Customer Service ren 844-827-6572 ika TTY 711. Am mu etiwa keken relay.

Maaari mong makuha ang pahayag na ito sa ibang wika, malaking titik, Braille o sa isang anyo na ninanais mo. Maaari kang makakuha ng tulong mula sa isang sertipikado at kuwalipikadong tagasalin ng wika sa pangangalagang pangkalusugan. Libre ang tulong na ito. Tawagan ang Serbisyo sa Customer ng OHSU sa 844-827-6572 o TTY 711. Tumatanggap kami ng mga relay na tawag.

Sie können diese Erklärung in anderen Sprachen, in Großdruck, in Blindenschrift oder in einem von Ihnen bevorzugten Format erhalten. Sie können die Hilfe eines zertifizierten und qualifizierten Dolmetschers für das Gesundheitswesen in Anspruch nehmen. Diese Hilfe ist kostenlos. Rufen Sie den OHSU-Kundendienst unter 844-827-6572 oder TTY 711 an. Wir nehmen Vermittlungsanrufe entgegen.

Você pode obter esta declaração em outros idiomas, letras grandes, Braille ou num formato de sua preferência. Você pode obter ajuda de um intérprete certificado e qualificado de cuidados de saúde. Esta assistência é gratuita. Ligue para o Atendimento ao Cliente da OHSU pelo telefone 844-827-6572 ou TTY 711. Aceitamos chamadas de retransmissão.

この文書は、他の言語、大きな字、点字、またはご希望の形式で受け取ることができます。認定済み、有資格のヘルスケア通訳者のサポートもご利用いただけます。このサポートは無料です。OHSU カスタマーサービス 844-827-6572 または TTY 711 までお電話ください。電話リレーサービスも承っております。

شما می‌توانید این عبارت را به سایر زبان‌ها، چاپ درشت، بریل یا قالب ترجیحی خود دریافت کنید. شما می‌توانید از یک مترجم رسمی و مجرب مراقبت سلامت کمک بگیرید. این کمک رایگان است. با خدمات مشتری OHSU با شماره 844-827-6572 یا TTY 711 تماس بگیرید.

Vous pouvez obtenir ce document dans d'autres langues, en gros caractères, en braille ou dans le format de votre choix. Vous pouvez également demander l'aide d'un interprète agréé et qualifié en matière de soins de santé. Cette assistance est gratuite. Appelez le service client de l'OHSU au 844-827-6572 ou TTY : 711. Nous acceptons les appels relais.

आप यह बयान अन्य भाषाओं, बड़े अक्षरों, ब्रेल या अपने पसंदीदा प्रारूप में प्राप्त कर सकते हैं। आप एक सर्टिफाइड और योग्य स्वास्थ्य देखभाल दुभाषिया से सहायता प्राप्त कर सकते हैं। यह सहायता निःशुल्क है। OHSU ग्राहक सेवा को 844-827-6572 या TTY 711 पर कॉल करें। हम रिले कॉल स्वीकार करते हैं।

Anda dapat memperoleh pernyataan ini dalam bahasa lain, dengan dicetak besar, huruf Braille, atau format yang Anda pilih. Anda dapat memperoleh bantuan dari penerjemah layanan kesehatan yang tersertifikasi dan memenuhi kualifikasi. Bantuan ini tidak dipungut biaya. Hubungi Layanan Pelanggan OHSU di 844-827-6572 atau TTY 711. Kami menerima panggilan relai.

Pode obter esta declaração noutras línguas, em letras grandes, em Braille ou num formato da sua preferência. Pode obter ajuda de um intérprete de cuidados de saúde certificado e qualificado. Esta ajuda é gratuita. Ligue para o Serviço de Suporte ao Cliente da OHSU através do número 844-827-6572 ou TTY 711. Aceitamos chamadas de retransmissão.

Unaweza kupata kauli hii katika lugha nyingine, maandishi makubwa, Braille au umbizo unalopendelea. Unaweza kupata usaidizi kutoka kwa mkalimani wa huduma ya afya aliyeidhinishwa na aliyehitimu. Msaada huu ni bure. Piga simu kwa Huduma ya Wateja ya OHSU kwa 844-827-6572 au TTY 711. Tunakubali ujumbe wa sauti uliobaki kwenye simu.

آپ یہ بیان دیگر زبانوں، بڑے نقوش، بریل یا اپنے ترجیحی فارمیٹ میں بھی حاصل کر سکتے ہیں۔ آپ مستند اور اہل ہیلتھ کیئر ترجمان سے مدد حاصل کر سکتے ہیں۔ یہ مدد مفت ہے۔ OHSU کسٹمر سروس کو 844-827-6572 یا TTY 711 پر کال کریں۔ ہم ریلے کالز قبول کرتے ہیں۔

Цю заяву можна отримати в перекладі іншою мовою, надруковану крупним шрифтом, шрифтом Брайля або в іншому зручному для вас форматі. Ви можете отримати допомогу сертифікованого й кваліфікованого медичного перекладача. Ця допомога надається безкоштовно. Зателефонуйте в службу підтримки клієнтів OHSU за номером 844-827-6572 або TTY 711. Ми приймаємо виклики з ретрансляцією.

OHSU Health Services
PO Box 40384
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Customer Service 844-827-6572
www.ohsu.edu/health-services



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