



Preventive Healthcare

Resource Navigation Guide

Oregon Office on Disability and Health



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Information in this guide

Many of the resources are recommended by community members across the state. OODH has not checked accessibility of many of these resources. It is important to confirm that resources in this guide meet your needs.

Why we wrote this guide

We created this guide to provide information about preventive healthcare resources that are accessible for people with intellectual and developmental disabilities (I/DD) and other disabilities in Oregon communities. The purpose is to ease the process of navigating resources. Many people may find the information useful. We think people with disabilities, their supports, and case managers will use this guide.

This guide focuses on ways to navigate preventive healthcare. It is not a full list of preventive care programs and services.

The guide highlights specific programs and services when practical, but statewide and local resources are always changing. The contact information or websites to navigate these programs and services also change often.

For updated features and contact information, users of this guide may need to conduct an internet search or consult with local resources. This is especially true when it comes to eligibility requirements for insurance coverage and healthcare professional availability.



The Linkage Project

[The Linkage Project](#) at the Oregon Office on Disability and Health created this guide. The Linkage Project connects adults with I/DD with unmet needs to preventive healthcare and health promotion in their community.

The Linkage Project staff have learned a lot about resource navigation as they have helped link adults with I/DD to preventive health services. They also learned about resources from surveys of people with disabilities and their families, case managers across Oregon, and other partners.

Icon Legend

Using Visual Icons to Navigate Our Guide

This guide includes various icons to visually indicate different types of information.



Description

Short summary of program, activity, or service



How to Find Resources

Directions to assist in finding local resources



Tips

Tips from the community about resources listed



Information to Get You Started

Introductory information on using resources listed



Phone Number

Phone number associated with resource listed



Website Link

Website link associated with resource listed



Spanish Language

Services available in Spanish

Links and QR Codes

Accessing Resources

This guide includes both links and QR codes to refer readers to resources.

Links

Throughout the guide, links are identifiable through the use of underlined text in **green**.

How to use links:

- 1 Hover over underlined text
- 2 Left click on mouse
- 3 Navigate to the new window that pops up
- 4 Browse the resources available!

Example of Links



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Health

QR Codes

QR codes allow users to access websites by scanning a box with a smartphone or tablet

How to use QR Codes:

- 1 Open your phone camera: depending on your phone type, you may need to download a QR reader app
- 2 Hold your device over a QR code so that it's clearly visible within your smartphone's screen
- 3 Two things can happen when you correctly hold your smartphone over a QR code:
 - Phone automatically scans code
 - Some readers scan once a picture is taken
- 4 Browse the resources available!

Example of QR Code



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Health

Key Icons & Words

Vocabulary and Icons Specific to Our Guide

This guide includes various icons to visually indicate different types of healthcare-related needs, as well as some frequently used words related to health insurance.



Tools

Worksheets, forms, and documents created to assist you in healthcare settings



Self-Advocacy

Indicates an opportunity to express your needs and/or accommodations



Insurance/Coordinated Care Organization (CCO)

Consider reaching out to your insurance company or CCO for help

Dictionary

The Oregon Health Authority (OHA) has created a dictionary of Oregon Health Plan's (OHP) frequently used words related to healthcare or insurance. Here are a few words we will use a lot in this guide, but you can find more definitions in the [OHA dictionary](#).

Benefits

The services your healthcare plan pays for.

Network

The medical, mental health, dental, pharmacy, and equipment providers that have a contract with a CCO.

Oregon Health Authority (OHA)

The state agency that is in charge of OHP and other health services in Oregon.

Medicaid

A national program that helps with health care costs for people with low incomes. In Oregon, it is called the Oregon Health Plan.



For additional help navigating in your community:



[Centers for Independent Living](#)



[Find your local Arc chapter](#)



[Autism Society of Oregon](#)



[Brokerages across Oregon](#)



[Community Developmental Disability Programs](#)



[Oregon Family-to-Family Health Information Center](#)



[Oregon Consortium of Family Networks](#)



Resources available in Spanish

For additional help navigating in your community:



[Oregon Office of Tribal Affairs](#)



[211 Info](#)




2-1-1



Resources in Spanish & other languages

Navigating Language Access


OHA & OHP materials, resources and services are **available in many languages** and styles.

- For more information, visit their [language access website](#) 



Website Navigation Tips for Language Translation

- Many health system websites have an option to translate information.
 - Most OHSU webpages can be translated.
- For example, to translate an **OHA website**, find the language icon (a globe image with Languages written in black box) in the top right corner.

 Languages

This navigation guide is available in English with the hope to expand to other languages in the future. The Linkage Project is currently offered in English and Spanish. We understand this limits access. We will seek additional resources and community support to offer more languages in the future.

Preventive Care

Description:

Preventive healthcare focuses on keeping you healthy and preventing diseases. A few examples of preventive health areas include heart health, preventing diabetes, sexual and reproductive health, vaccinations, mental health, and oral health.

When you see your healthcare professional each year, you can do things like get your blood pressure, hearing, and vision tested. You can also make sure you are up to date with vaccines, like a flu shot. **Screening tests are used to check for diseases and other problems before any symptoms show up.**

It is important to **see your healthcare professional each year** so that they can check your health and find any health problems early, sometimes before you even start feeling bad. It is easier to treat many types of health problems when the doctor finds them early.

This section primarily focuses on



Explore [OODH for other Navigation Guides](#)
including our Primary Care, Mental Health, and
Oral Health Care Guides



Preventive care can help you make small changes toward healthy habits that can make a big difference over time. Everyone's path is unique, and with the proper support, you can build routines that help you feel better and stay well.

As part of your preventive care, **your primary care professional (PCP) uses a variety of physical screenings.** The same goes for mental health and oral health. Your mental health care professional uses screening tests to check your mental and emotional health. Your oral health professional uses screening tests to check your oral health. These healthcare professionals find ways to prevent problems later on and make sure you are as healthy as you can be.

.....

You may be referred to a specialist by your PCP, dentist, or counselor. **Specialists focus on specific health areas and provide targeted care,** sometimes including medications.

.....

Many people have more pressing or urgent issues that make focusing on health and wellness difficult. Preventive health is important to focus on when you can do so.



Have you had an appointment for routine screenings and preventive care in the last year?

How to find resources:

Finding the Right OHP Provider

There are many different types of licensed, registered, and certified professionals that provide preventive and specialty care.



- Not all services and professionals are covered by OHP.
- You may need a referral from your primary care professional to see some types of healthcare professionals. If you do not have a referral, you may have to pay the bill.
- Often no referral is needed for covered mental health, substance use treatment, family planning, or related services.



[OHP resource page for finding professionals](#)

Finding the Right Type of Care



This is an example of an Access to Care Guide that outlines **when to use different types of care, depending on how urgently you need the care**. These are general guidelines from the Trillium Community Health Plan website, so be sure to check with your healthcare professional and your CCO if you have any concerns about how these suggestions apply to you and your care needs.



[Trillium Access to Care Guide](#)

Health Insurance

Description:

Healthcare insurance is often grouped into two general categories: **private** and **public**. Individuals with disabilities often have two types of public insurance benefits: **Medicare**, based on age or disability, and **Medicaid**, based on income. Some people may qualify for both or just have one. Many people with disabilities may benefit from basic information on Medicaid and public healthcare coverage through the **Oregon Health Plan (OHP)**, so we focus on providing information about that in this guide.

How to find resources:



To find out what **coverage you may qualify for** before you look for help, visit:



[Oregon Health Care.gov Find Coverage Tool](#)



Explore health coverage options in Oregon by visiting the OregonHealthCare.gov website:



[Oregon Health Care.gov](#)



In general, OHP covers healthcare services only when they are in your benefit package. To learn more about **OHP benefits**, visit:



[Oregon Health Plan Benefits](#)

Care Coordination

Description:

OHP has local health plans that help you use your benefits that are called **Coordinated Care Organizations (CCOs)**. Most OHP members are enrolled in a CCO, and those members not enrolled in a CCO often have [Fee-for-Service \(FFS\) OHP](#), also known as "Open Card" OHP.

Care coordination is offered by CCOs to make sure your medical, dental, and mental healthcare work together to keep you healthy. This service in Oregon is done by professionals called **Care Coordinators** who are based at CCOs.

Care Coordination Services



- CCO members can call their CCO for care coordination services.
- American Indian or Alaska Native members can call CareOregon Tribal Care Coordination at (1) 844-847-9320 (TTY 711).
- All other members, including Fee-for-Service, can call OHP Care Coordination at (1) 800-562-4620 (TTY 711).



[More information on getting care coordination help under the Oregon Health Plan \(OHP\).](#)



Tips:

Individuals with disabilities may qualify for Intensive Care Coordination Services (ICC), also known as Exceptional Needs Care Coordination, which assists individuals by providing support for complex health issues and care challenges.

Speaking with a Customer Service Representative

Description:

If you have **questions about your health plan**, like benefits or in-network providers, **contact your CCO’s customer service line**. Your OHP member ID card will have the phone numbers for assistance. Every CCO's ID card has a different layout, however all CCO websites have information about their own ID cards.



Keep your card with you at all times for:

- Making health care appointments
- Checking in at your appointments
- Picking up prescription drugs
- Emergencies



Here is an **example** you can use to **compare your card to**. Search your CCO website for a similar example specific to your CCO card.

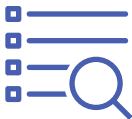


[HealthShare Example Member ID Card](#)

This section primarily focuses on



Tips



Information to Get You Started

Speaking with a Customer Service Representative



Information to Get You Started

The customer service representative will want to **confirm your identity**.

The reason for this confirmation is to protect your unique personal identifiers and make sure they can help you based on your specific information.

Prepare the following information so you are ready to answer their questions:

- Full name
- Date of birth
- Medicaid number or Social Security number
- Physical address
- Phone number
- Name(s) of person(s) supporting you with getting care, including a guardian or other authorized representative
- Confirm your accommodation needs or that you have I/DD

Customer service representatives, clinic receptionists, and clinic patient portals might ask you **more questions about your demographics or identity**. These might be questions about your race/ethnicity, disability status, etc. Often these types of demographic questions are **used to collect anonymous information about the population of people using a service**.

Speaking with a Customer Service Representative

Tips:

It can be useful to **check if certain services are covered**. Asking about this can help with expectations, so there are no surprises. Some things worth asking about are:

- **If a preventive healthcare professional** you are interested in making an appointment with is in-network. Without authorization for out-of-network professionals, you may face unexpected bills.
 - **If you qualify for certain social assistance supports** (for example food, housing search, air conditioning units, rental assistance, sensory tools, gym memberships, and electronic devices)
 - **If a certain type of care you might need is covered**
-

A customer service representative may guide you on some of the following issues or needs:

- **Referral needs** (for example new primary care professional, specialty care, and coverage request)
- **Barriers** that you are experiencing (for example communication accommodation needs, problems getting care, and physical accommodations)
- **Supports** you are requesting (for example Release of Information forms for support persons like family members and confirmation of guardianship)
- Request a **Care Coordinator**
- Youth up to the age of 26 are covered by Early Periodic Screening, Diagnosis, and Treatment (EPSDT) for medically appropriate and necessary services if they qualify. Eligibility is beginning to phase in by age.

Taking Charge of My Health Care (TCMHC)

Description:

People with disabilities often have goals related to their health and their relationship to healthcare.

The [Taking Charge of My Health Care Toolkit](#) was created for this very purpose. The toolkit gives information about important aspects of the care experience and helps people be self-advocates.

Being a self-advocate means that you:

- Speak up for yourself and your support and accommodation needs
- Ask questions to get information you need to make decisions
- Participate in your own health and health care decisions
- Find a healthcare professional you like that meets your health care needs

The toolkit has a variety of materials available in many formats. There are specific materials on preventive care, including primary care, mental health care, and oral healthcare.

TCMHC materials are available in Spanish
TCMHC is a collection of resources and worksheets
This section's resources can be useful for self-advocacy



Tools



Self-Advocacy

Taking Charge of My Health Care, (TCMHC)

TCMHC Toolkit & Supplemental Materials



The TCMHC Toolkit was made by

- [Oregon Self-Advocacy Coalition](#)
- [Oregon Office on Disability and Health](#)
- [University Center of Excellence in Developmental Disabilities](#)



[TCMHC Toolkit](#)

11 Topics with information in various formats



[TCMHC Supplemental Materials & Tools](#)

Printable guides and tools that may support communication, for example, My Health Care Visit Tool

My Health Care Visit Tool - A PDF in the Supplemental Materials section



This tool is a packet made to support self-advocacy for people with I/DD when they go to a health care appointment. Each document can be used separately or together, depending on your support needs. It includes:

- **My Health Care Visit:** A place to share why you are seeing the doctor, including symptoms, medications, and pain.
- **Support Needs:** A place to communicate your support needs, including a brief medical history, mobility and access needs, and communication preferences and needs.
- **After Today's Visit:** A place to communicate what happened during your medical appointment, follow-up details, medication changes, and important information to remember.

Taking Charge of My Health Care, (TCMHC)



Tips:

- As a reminder, combining and selecting different resources that are most appropriate for your concerns can be **key to communicating your needs and preferences**.
- You can use the sections of the TCMHC toolkit and the individual tools in the Supplemental Materials that are **most helpful for you right now**. You may find it useful to revisit other sections and tools later as your health care needs change. You may choose to skip sections that are less important for you and your needs or choose to focus more on a section that is more important for you and your needs.
- If these tools work for you and you want to play a role in advocating for people to use them, **please share these tools**. You can share them with your supports and other people you know who might want to use them. Or ask your healthcare professional to start using them with their other patients.

If TCMHC does not work well for you, or if you want additional tools, there are other self-advocacy resources out there. For example, [personal decision guides](#) can help people be actively involved in shared decision making about their health care.



Created by OHSU's [University Center of Excellence in Developmental Disabilities](#), to help people make health care decisions



[UCEDD Personal Decision Guides](#)

Appointments

Description:

A good health care experience requires time, patience, and finding what works for you. Not every clinic or professional will be a good fit for you. It can be hard to navigate this process when you're in pain or experiencing health issues or conditions. There are many supports available to help you.

We have organized information to **help you with the health care appointment experience**, from finding a professional to adjusting your care afterward.

This section contains Information to Get You Started

Some tips are specific to health insurance, and you may benefit from reaching out to your CCO for further help

This section's resources can be useful for self-advocacy



Information to Get You Started



Insurance/CCO



Self-Advocacy



Information to Get You Started

Finding a good health care experience for you

Connect with individuals or networks, such as organizations you belong to, about the care you need. It could be helpful to use your group home or case management connection to **find a good healthcare professional**.

Here are some questions to help guide you in your search:

- What is the professional's experience working with people with I/DD?
- How person-centered is the professional?
- Does the professional accept OHP (Oregon Health Plan)?
- Does the professional have a sliding scale for payment?
- Can I get dental care and primary care in one place?
- Can I get mental health care and primary care in one place?
- Is the clinic or specific professional accepting new patients?
- Are there short wait times between when you schedule and when you have your appointment?
- While the wait for an initial appointment may be long, once you are a patient are the wait times for follow-up appointments shorter?
- Are the staff personable and will they take the time to answer all my questions?
- Does the professional and their staff have accessible communication styles, or a willingness to learn them?

Using a **single healthcare professional or clinic for multiple people** in your family can make coordination easier.

- You all might be able to see the healthcare professional on the same day.
- Healthcare professionals might be willing to include other family members in their caseload even if they say they are not accepting "new" patients.

Finding a good health care experience for you



Your **CCO or insurance company** might be able to help search for **healthcare clinics and professionals** that have things that are important to you. You should confirm with the clinic about what you're looking for when making the actual appointment, because sometimes information is out of date in search databases that CCOs and insurance companies use.



You can begin working with a healthcare professional on your health issues right away, but **may need to change professionals as your health needs or health condition changes**.

Scheduling your appointment

Consider the appointment timing when you are scheduling. For example, if you need a longer appointment time, you can request that. You can also request the first or last appointment of the day. You may want to schedule the appointment for after a meal, outside of work hours, or during a day when you are less busy.

Some clinics let you have an appointment from home using a computer, tablet, or phone. You will be able to **see your healthcare professional via video** instead of visiting the clinic in person.

Telehealth and You



This website includes videos about what telehealth is, and how to schedule, prepare for, and participate in telehealth appointments.



[Telehealth and You](#)

Before your appointment



Self-Advocacy

- Some clinics may allow an in-person **pre-visit to assess accessibility** and familiarize yourself before the appointment. Other clinics may allow you to connect before your appointment via phone, video, email, or clinic platform to **arrange needs, expectations, and accommodations**.
- Consider your **personal and sensory needs**. You may want to bring comfort items like noise-cancelling headphones, a stuffed animal, or fidgets.
- Depending on the appointment, make sure you **eat and drink** something before the appointment. You could also bring a water bottle or a snack for later.

During your appointment



Tools

- In order to get the most out of your appointment, you can prepare for it by reviewing materials in the [Taking Charge of My Health Care Toolkit](#) (TCMHC).
- The [My Health Care Visit Tool](#) can help **communicate accommodations and top concerns** to healthcare staff and practitioners during your appointment.
- A visit can go by quickly and you **may not get all of your concerns addressed**. You could **make a note** in the My Health Care Visit Tool of anything you may want to follow up on after the appointment.

After your appointment



Self-Advocacy

- If you have any **follow-up questions after your appointment**, it is a good idea to communicate with someone from the clinic, like a phone call with a receptionist or a message through your clinic's platform. You can also ask about billing, but responses may take time.
- Depending on your care needs, consider **asking if you need to book another appointment** with the same professional, see specialists, or get any lab tests done.
- Make sure to **keep all documents** your healthcare professional provides. Some people prefer written materials; you **can request visit summaries** be printed for your records.
- It is **OK to switch healthcare professionals** or clinics at any time if you are not happy with the care you are receiving.
 - **Identify your likes and dislikes** regarding your health care experience. Use this list to request changes from your CCO, insurance company, or clinic. While not all requests may be fulfilled, asking for what matters to you is worthwhile.



After a health care appointment, take note of any follow-up appointments or new appointments with specialists that you will need to schedule.

Accommodations and Support

Know your rights in health care, and request accommodations as needed

General Information

It is important to **know your rights** and **be direct with your accommodation needs**. Advocate for yourself or seek help from someone experienced, like a supportive buddy. You can ask for support and accommodations (extra time, mobility needs, etc.) to feel comfortable at your appointment. If needed, you can switch CCOs in counties with multiple options; check specific rules with your CCO.

Options for changing your CCO

Contact OHP Client Services to change your CCO



Call Client Services at (1) 800-273-0557 to make these changes.



[Oregon Health Authority page for information on changing CCOs](#)

Options for advocacy at your doctor's office or hospital

Some hospitals and medical facilities have **Patient Advocate supports** to provide patients and caregivers with the **support and education** they need so they can make informed decisions about their next steps.

If you feel mistreated by a hospital or medical facility, you can **file a complaint**. Check the facility's internal grievance process and reach out to them to start your complaint.

Options for Filing Complaints and Grievances

OHP Ombudspersons



Oregon Health Plan (Medicaid) Members can contact OHP Ombudspersons for **help with concerns about their healthcare services** to ensure quality care.



(1) 877-642-0450 - Message line only // TTY 711



[OHP Ombudspersons](#)

Disability Rights Oregon



Disability Rights Oregon (DRO) has information and resources for healthcare rights. DRO **helps people with disabilities with their disability-related legal issues** in Oregon.



[Disability Rights Oregon](#)



If you have been mistreated in a healthcare setting, you have rights and you have options for seeking out support.

Resources To Help You Get Care

Description:

In this section, we highlight a few resources that can help you get care. If you need help getting to appointments, OHP can help with **transportation**. If you need help navigating health or social services, there are **cultural and community-based resources** available.



Information to Get You Started:

Transportation

OHP and Travel Help



OHP pays for travel you need to get healthcare that OHP covers. This is called "non-emergent medical transport" (NEMT). OHP **will only pay your travel costs if your ride service approves them before you go** to your appointment or pharmacy. Explore this website for FAQs and information about how to use OHP Travel Help.



[OHP and Travel Help](#)

Community Health Workers (CHWs)

Community Health Workers (CHWs) and Peer Support Specialists can be helpful for healthcare navigation. CHWs, also known as promotores de salud, are **connections between health and social services and the community**. They are trusted members of communities and have knowledge of the community they serve. They may have knowledge of disability service systems.

- If you are a member of the Oregon Health Plan (OHP), you can connect with a CHW through your health insurance or CCO.
- Some community-based organizations have CHW programs. You can ask organizations in your community if they have CHW programs **in your preferred language**.

Resources To Help You Get Care

page
1 of 1

How to find resources:

Your county public health office can tell you if there are community-based organizations with CHW programs in your community.



For example, the Washington County Public Health website has a **list of community-based organizations (CBOs) that have CHW programs** in Washington County.



[Washington County How to Find a Community Health Worker](#)

Oregon Spinal Cord Injury Connection



Oregon Spinal Cord Injury Connection provides a range of holistic support for people with spinal cord injuries. **Their CHW program helps people with spinal cord injuries navigate health and social service resources using peer mentorship.**



[Oregon Spinal Cord Injury Connection](#)

Oregon Office of Tribal Affairs



The Oregon Office of Tribal Affairs is **committed to supporting all Oregon Tribal communities in thriving mentally, physically, spiritually, and emotionally.** Tribal Affairs works with all ODHS programs to create tribally appropriate programming, services, policies, and support.



[Oregon Office of Tribal Affairs](#)

Oregon Office on Disability and Health Linkage Project

The Linkage Project can connect you with preventive healthcare and health programs in your community!

Eligibility for the Linkage Project:

- Adult 18 years or older
- Have an intellectual/developmental disability
- Live in Oregon
- Meet via phone or Zoom in English or Spanish

Free

Sign up on the Linkage Project website now!



Do you have feedback about this guide?

We want to hear from you about the guide!
Please complete this survey to give feedback about the guide, the accessibility of the guide, or ideas for other resources that should be included.

Feedback Survey

