

OHSU HEALTH IDS

Welcome to OHSU Health Services



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
- Community Doula Alliance
- Doula Love
- Gateway Doula Group
- Heartstrings Birth Doula
- 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.

Language access statement



English. You can get this document in other languages, large print, Braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 844-827-6572 or TTY 711. We accept relay calls. You can get help from a certified and qualified health care interpreter.

Español (Spanish). Puede obtener este documento en otros idiomas, en letra grande, en braille o en el formato que usted prefiera. También puede solicitar los servicios de un intérprete. Esta ayuda es gratuita. Llame al 844-827-6572 o TTY 711. Aceptamos todas las llamadas de retransmisión. Usted puede obtener ayuda de un intérprete certificado y calificado en atención de salud.

Русский (Russian). Вы можете получить этот документ на другом языке, напечатанный крупным шрифтом, шрифтом Брайля или в предпочитаемом вами формате. Вы также можете запросить услуги устного переводчика. Эта помощь предоставляется бесплатно. Звоните по тел. 844-827-6572 или TTY 711. Мы принимаем звонки по линии трансляционной связи. Вы можете получить помощь от аккредитованного или квалифицированного медицинского устного переводчика.

Tiếng Việt (Vietnamese). Quý vị có thể nhận tài liệu này bằng các ngôn ngữ khác, bản in cỡ chữ lớn, chữ nổi Braille hoặc theo định dạng mong muốn của quý vị. Quý vị cũng có thể yêu cầu được thông dịch viên hỗ trợ. Dịch vụ hỗ trợ này không mất phí. Gọi 844-827-6572 hoặc TTY 711. Chúng tôi chấp nhận các cuộc gọi chuyển tiếp. Quý vị có thể nhận trợ giúp từ một thông dịch viên chăm sóc sức khỏe có chứng nhận và đủ trình độ.

العربية (Arabic). يمكنكم الحصول على هذه الوثيقة بلغات أخرى، أو بطباعة بأحرف كبيرة، أو بطريقة برايل أو حسب النسق الذي تفضله. كما يمكنكم طلب مترجم فوري. إن هذه المساعدة مجانية. يمكنك الاتصال على 844-827-6572 أو TTY 711. نحن نقبل مكالمات التحويل. يمكنكم الحصول على المساعدة من مترجم رعاية صحية فوري معتمد ومؤهل.

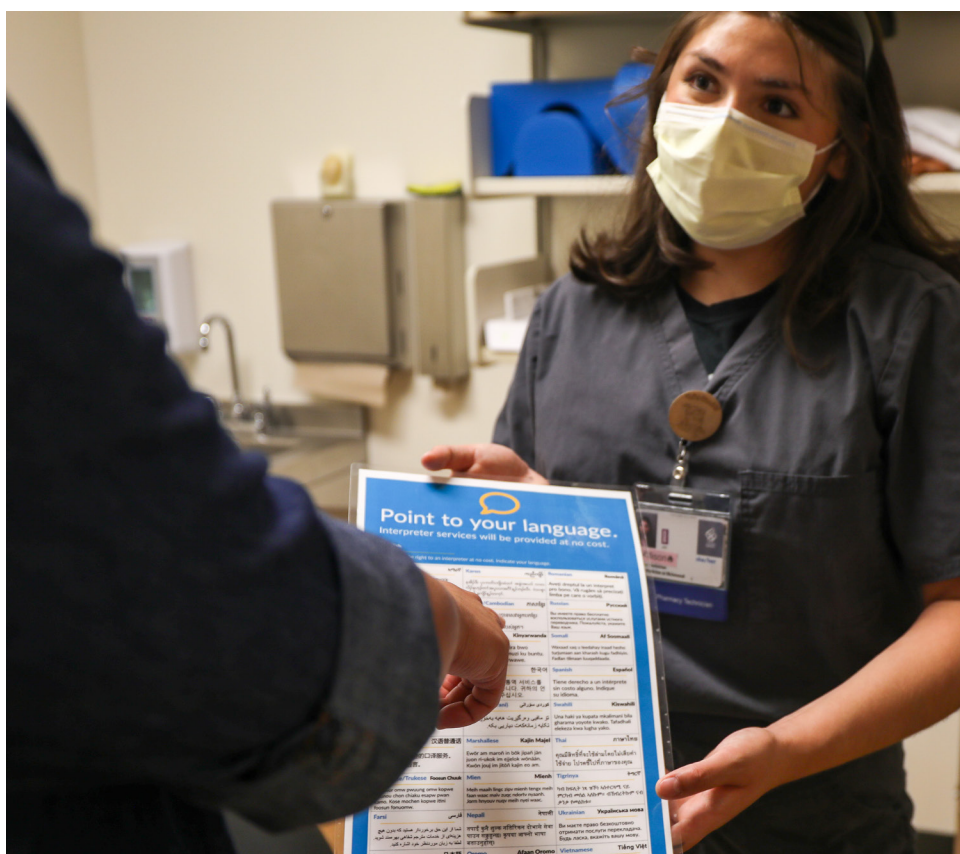
Soomaali (Somali). Bayaankan waxaad ku heli kartaa luuqadaha kale, far waa went, Farta Dadka Arraga La'a ama qaabka kale ee aad rabto. Waxaad sidoo kale codsan kartaa turjubaan. Caawimadani waa mid bilaash ah. Wac 844-827-6572 ama TTY 711. Waxaan aqbalnaa wicitaannada gudbinta. Waxaad caawin ka heli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

简体中文 (Simplified Chinese). 您可获取本文件的其他语言版、大字版、盲文版或您偏好的格式版本。您还可要求提供口译员服务。本帮助免费。致电 844-827-6572 或 TTY 711。我们会接听所有的转接来电。您可以从经过认证且合格的医疗口译员那里获得帮助。

繁體中文 (Traditional Chinese). 您可獲得本信息函的其他語言版本、大字版、盲文版或您偏好的格式版本。您也可申請口譯員。以上協助均為免費。請致電 844-827-6572 或 TTY 711。我們接受所有聽障人士轉接來電。您可透過經認證的合格醫療保健口譯員取得協助。

한국어 (**Korean**). 본 문서는 다른 언어, 큰 활자, 점자 또는 선호하는 형식으로 받아보실 수 있습니다. 통역사를 요청하실 수 있으며, 무료로 지원해 드립니다. 844-827-6572 또는 TTY 711번으로 전화주십시오. 통신 중계 서비스도 지원합니다. 자격을 갖춘 공인 의료 전문 통역사의 도움을 받으실 수 있습니다.

Chuukic (Chuukese). En mi tongeni angei ei taropwe non pwan eu fosun fenu, mese watte mak, Braille ika pwan eu format ke mwochen. En mi tongeni pwan tingor emon chon chiaku. Ei aninis ese fokkun pwan kamo. Kokori 844-827-6572 ika TTY 711. Kich mi etiwa ekkewe keken relay. En mi tongeni kopwe angei aninis seni emon mi certified ika qualified ren chon chiaku ren health care.



Українська (Ukrainian). Ви можете отримати цей документ іншими мовами, крупним шрифтом, шрифтом Брайля або у форматі, якому ви надаєте перевагу. Ви також можете попросити надати послуги перекладача. Ця допомога є безкоштовною. Дзвоніть по номеру телефону 844-827-6572 або телетайпу 711. Ми приймаємо всі дзвінки, які на нас переводять. Ви можете отримати допомогу від сертифікованого та кваліфікованого медичного перекладача.

فارسی (Farsi). میتوانید این نامه را به زبانهای دیگر، در شتخط، بریل یا قالب ترجیحی دیگری دریافت کنید. میتوانید مترجم شفاهی نیز درخواست کنید. این کمک رایگان است. با 844-827-6572 یا TTY 711 تماس بگیرید. تماسهای رله را میپذیریم. میتوانید از یک مترجم شفاهی دارای گواهی و باکفایت در زمینه بهداشت و

Română (Romanian). Puteți obține această scrisoare în alte limbi, cu scris cu litere majuscule, în Braille sau într-un format preferat. De asemenea, puteți solicita un interpret. Aceste servicii de asistență sunt gratuite. Sunați la 844-827-6572 sau TTY 711. Acceptăm apeluri adaptate persoanelor surdomute. Puteți obține ajutor din partea unui interpret de îngrijire medicală certificat și calificat.

دري (Dari). شما میتوانید این راهنما را به زبان های دیگر، به چاپ بزرگ، خط بریل یا به فارمت دلخواه تان بارگیری کنید. شما همچنان میتوانید یک مترجم درخواست کنید. این کمک رایگان است. با 844-827-6572 یا TTY 711 تماس بگیرید. ما تماس های ارتباطی انجام میدهم. شما میتوانید از یک مترجم صحی تصدیق شده یا واجد شرایط کمک بگیرید.

ភាសាខ្មែរ (Khmer (Cambodian)). អ្នកអាចទទួលបានឯកសារនេះជាភាសាផ្សេងទៀត ជាអក្សរចេញម្តង អក្សរស្ទាប ឬជាទម្រង់ផ្សេងទៀតដែលអ្នកចង់បាន។ អ្នកក៏អាចស្នើសុំអ្នកបកប្រែបានផងដែរ។ ជំនួយនេះគឺផ្តល់ជូនដោយឥតគិតថ្លៃ។ សូមហៅទូរសព្ទទៅលេខ 844-827-6572 ឬ 711 TTY។ យើងទទួលការហៅបញ្ជូនបន្តទាំងអស់។ អ្នកអាចទទួលបានជំនួយពីអ្នកបកប្រែផ្នែកថែទាំសុខភាពដែលមានការបញ្ជាក់ទទួលស្គាល់ឬមានលក្ខណៈសម្បត្តិគ្រប់គ្រាន់។

አማርኛ (Amharic). ይህንን ደብዳቤ በሌሎች ቋንቋዎች፣ በትልቅ ህትመት፣ በብሬይል ወይም እርሶ በሚመርጡት መልኩ እርስዎ ይችላሉ። በተጨማሪም አስተርጓሚ መጠየቅዎ ይችላሉ። ይህ ድጋፍ የሚሰጠው በነጻ ነው። ወደ 844-827-6572 ወይም TTY 711 ይደውሉ። የሪሌይ ጥሪዎችን እንቀበላለን። ፍቃድ ካለው እና ብቃት ካለው የጤና እንክብካቤ አስተርጓሚ ድጋፍ ማግኘት ይችላሉ።



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