



Focus: Choosing a provider

It's important to have a trusting relationship with all of your providers — including physical, dental and mental health providers. A close relationship means your provider knows you and your health best, and you feel comfortable when you see them. Jackson Care Connect wants to help you build that relationship and find a provider who works best for you.

How to choose a provider



- ▶ **Location:** Are they near you?
- ▶ **What makes you you:** Will they understand the issues related to your race, gender, sexual orientation, religion, personal history, culture or whatever makes you unique?
- ▶ **Language:** Do they speak your language?
- ▶ **Approach to care:** Do they offer the services you want?

Building a relationship



In a good, close relationship with a provider:

- ▶ You can talk with your provider about personal things.
- ▶ You feel listened to and safe.
- ▶ You know that your provider will advocate for your unique needs and give you advice you can trust.

Switching providers

If you want to switch from one provider to another, that's okay.



To change your provider:

- 1 Find a new provider you'd like to try:
 - a. For physical and mental health, visit jacksoncareconnect.org/find-a-provider
 - b. For dental health, contact your dental plan (listed on your Member ID card).
- 2 Or, call Customer Service at 855-722-8208 or TTY 711 and we'll help you find a new provider.
- 3 When you've found a new provider, call them and make an appointment.

Questions?

If you have any questions about choosing or switching providers, or need any other help, call Jackson Care Connect Customer Service at 855-722-8208 or TTY 711, or send us a secure message at jacksoncareconnect.org/portal

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).



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

You can get this information 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.

jacksoncareconnect.org



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