



Focus: Health-related services funds

Jackson Care Connect wants to make sure your unique health needs are addressed, so you are as healthy as possible. That's why your benefits include access to a fund for what the Oregon Health Plan (OHP) calls "health-related services."

This fund covers items or services that will help keep you healthy, and that you might not expect would be paid for by your health plan.

Real-life examples

Health-related services funds help you get and stay healthy. Here are some examples:



Phone/video appointments: A cell phone, tablet, an internet connection for better access to providers, etc.



Food support: Meal delivery, food vouchers, farmers market funds, etc.



Housing support: Furniture, application fees for housing or a state-issued ID, moving costs, etc.



Living environment: Air conditioners, athletic shoes, items that improve mobility, etc.



Comfort items: Weighted blankets, sleep aids, vouchers for yoga classes, etc.

These funds are meant to fill needs until a permanent plan is in place.

Steps for requesting funds

- 1** Talk to your provider or care coordinator about what's keeping you from getting and staying healthy. Members of your care team can help you make requests for health-related services funds. You can also call Customer Service to help you make a request.
- 2** If your diagnosis or treatment calls for an item or service not otherwise included in your health coverage, they'll fill out a form on our website to make the request. Customer Service can also help you send us the request.
- 3** We'll let you and the person who made the request know if your request is approved.

Questions?

If you have any questions about health-related services or other topics, 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

Health-related services fund requests are processed 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.



Jackson Care
Connect™

Part of the CareOregon Family

Your primary care provider (PCP) might be a doctor, a nurse practitioner, a physician's assistant or a naturopath. They coordinate your care with CareOregon 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
- ▶ Dental care

You'll also be able to use important services like these:

- ▶ Care coordination
- ▶ Pharmacy
- ▶ Prenatal and infant care
- ▶ Transportation options
- ▶ Language interpreter services
- ▶ ER & 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 information in different languages, large print, electronic format, oral presentation (face-to-face or on the phone) or braille. Call Customer Service at 855-722-8208 or TTY 711.

jacksoncareconnect.org

