

Get to know **ALL** of your benefits



# Focus: Language services

## You have a legal right to free interpretation and translation services.

If you do not speak or read English or prefer to discuss your health care in a different language, including sign languages, Jackson Care Connect is here to serve you.

### Here are some examples of when you have the right to request language services:



### Free language services are your right and should be simple to access.

If you need any help with language services or have any complaints, we want to hear about it. Call **Jackson Care Connect Customer Service at 855-722-8208 or TTY 711**, or send us a secure message at [jacksoncareconnect.org/portal](http://jacksoncareconnect.org/portal)

## Get to know Jackson Care Connect

# Language services 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).

**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.

**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 letter 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](http://jacksoncareconnect.org)