



## JCC provider support contacts – updated 1/21

<b>PHYSICAL HEALTH</b>	
Questions on benefits, claims, authorizations, durable medical equipment and more	<p><b>Provider Customer Service: 503-416-4100 or toll-free: 800-224-4840</b>            Access information through the <a href="#">Provider Portal</a></p> <p>Provider Relations Specialist: Heather Schaffer,  <a href="mailto:schafferh@careoregon.org">schafferh@careoregon.org</a></p>
Clinical Leadership	Medical Director: Andy Luther, MD
Administrative Leadership	Director of Clinical Integration: Janet Holland
<b>BEHAVIORAL HEALTH</b>	
Provider support on claims, authorizations, benefits and more.	<p><b>Provider Customer Service: 503-416-4100 or toll-free: 800-224-4840</b></p> <p>Provider Relations Specialist: Amanda Bunger,  <a href="mailto:bungera@careoregon.org">bungera@careoregon.org</a></p>
Leadership Support	Behavioral Health Director: Julia Jackson
Technical Assistance	Behavioral Health Manager: Darin Dale
System of Care	System of Care Coordinator: Tracey Howard
<b>DENTAL HEALTH</b>	
Questions on member's plan assignment, scheduling and more	<b>Provider Customer Service: 503-416-4100 or toll-free: 800-224-4840</b>
<b>REGIONAL CARE TEAM</b>	
To refer a member into care coordination for support with multiple or complex needs	<p>Complete the <a href="#">care coordination referral form</a>.</p> <p>See <a href="#">more info</a> about care coordination.</p>
<b>PHARMACY</b>	
General formulary questions	<b>Provider Customer Service: 503-416-4100 or toll-free: 800-224-4840</b>
Clinical Pharmacist	Rob Reinhardt
<b>MEMBER ASSISTANCE</b>	
For members' questions about their coverage, benefits and more	<p><b>Member Customer Service:</b>            Toll-free: 855-722-8208            Text: 503-488-2882            Or send a secure message through our member portal at  <a href="http://jacksoncareconnect.org/portal">jacksoncareconnect.org/portal</a></p>
Transportation: to arrange a ride to a health care appointment	<b>Translink: 541-842-2060 or toll-free: 888-518-8160</b>