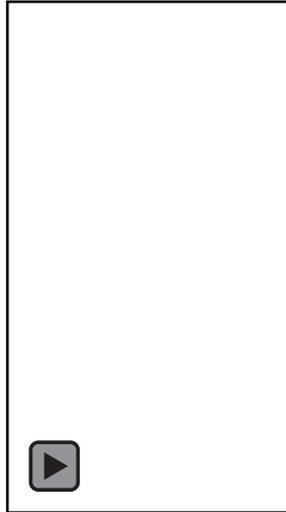


# Riki Rosenthal

Starting Strong Program Specialist / Community Engagement Team



[jacksoncareconnect.org](http://jacksoncareconnect.org)  
[facebook.com/jacksoncareconnect](https://facebook.com/jacksoncareconnect)



# What is the Oregon Health Plan?

- Oregon Health Plan (OHP) provides health care coverage for low-income Oregonians from all walks of life. This includes working families, children, pregnant women, single adults, seniors and more.
- That state of Oregon and the U.S. Government's Medicaid program pays for it.
- [www.Oregon.gov/oha/healthplan](http://www.Oregon.gov/oha/healthplan)



# How to Apply

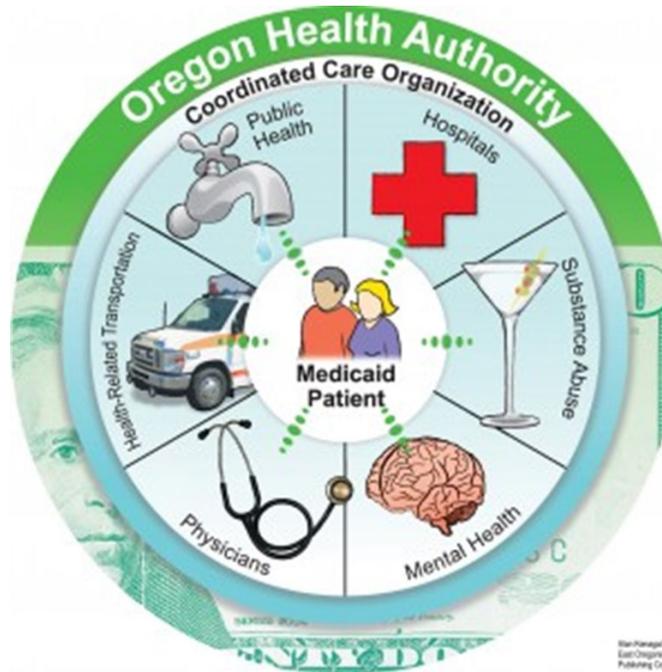
Online: [one.Oregon.gov](https://one.Oregon.gov)

Paper Applications: [print one from online](#)

Available in multiple languages

Assistors: [online searchable directory](#)

# What is a CCO?



# What is a CCO?

## Why are they important?

- A Coordinated Care Organization is a network of Healthcare Providers.
  - They include physical, behavioral health (mental health and substance use treatments), and dental providers
  - These providers work together in their community to provide services for individuals covered under OHP/ a CCO.
- Healthcare providers along with the CCO, provide patient-centered care, management and coordination.
- CCO's focus on primary care and prevention, providing support and education for people living with chronic diseases. CCO's also understand that behavioral and oral health are key factors in a person's overall health
- CCO's support our community by being involved in projects, programs, and partnerships, identifying key health issues and how to address them.
- There are currently over 1.2 million Oregonians receiving health care benefits through OHP. There are about 70,000 CCO members in Jackson County. (220,944 total population) (31.6% of Jackson County are assigned to a CCO)

# What is the difference between OHP and JCC?

## Oregon Health Plan (OHP)

- Oregon Health Plan is the name of Oregon state's Medicaid program
- The agency that oversees Oregon Health Plan is the Oregon Health Authority (OHA)
- OHA receives, reviews, approves, and/or denies application for OHP and assigns approved applicants to Coordinated Care Organizations.
- Report changes of address, addition or deletion of family members on plan, move out of service areas, etc to the Oregon Health Authority.

## Jackson Care Connect (JCC)

- Jackson Care Connect administers the member's OHP (pays the claims).
- JCC customer service can answer question about covered benefits and can replace insurance cards
- Jackson Care Connect holds the relationships with providers and community organizations and works closely with them to serve both our members and members of Jackson County

# How is Jackson Care Connect different?



Jackson Care Connect is the only non-profit Coordinated Care Organization in Jackson County.

This means that the monies we earn are reinvested back into our community and members to improve health outcomes.

# Primary Care Providers (PCP)

All JCC members have a Primary Care Provider



- When someone is assigned to Jackson Care Connect, they are assigned a primary care provider
  - Members can change their PCP assignment
- Members can choose to stay with a doctor that they are already established with (as long as they are in our network {most PCPs are}) or they can choose a new one that better fits their needs (new provider must be accepting new patients)
- Members can call customer service at: 1-855-722-8202 to get help with choosing or changing their PCP
  - A provider search can be done on JCC's website : [Provider Search](#)

# Covered Services

## Mental health Resources

- JCC partners with:
  - Columbia Care (Adults)
  - Options (Adults / Youth)
  - Kairos (Youth)
  - Approx 60 private practitioners (Adults/Youth)
- No referral or pre-authorization is needed for a JCC member to obtain mental health services

## Substance Use Treatment

- JCC Partners with:
  - All SUD treatment services/programs in Jackson County

## Care Coordination

- Jackson Care Connect members have access to care coordination services through our Regional Care Team (RCT).
- Member's providers must submit a referral for RCT services.
- Referrals can be submitted several ways. See JCC [webpage](#) for more information.

# Covered Services ~ con't.

## Oral Health



- All JCC members have dental coverage
- Each member is assigned to a Dental Care Organization (DCO) and each DCO has multiple dental providers under it
- Members have the right to change their assigned DCO
- Members under 21 years of age and pregnant members have expanded oral health benefits
- More information can be found on the [dental page](#) of the JCC webpage
- The member's assigned DCO can be found on the back of their JCC card

## Transportation



- JCC offers two types of rides to members through Translink:
  - Medical and FlexTrips
- Medical Rides: (offered as an OHP benefit) medical provider appointments (PCP, Dental, Vision, Behavioral Health, etc)
- FlexTrips: (offered as a JCC provided benefit) member meetings, Starting Strong, WIC, support groups, etc.
- Call to schedule rides a minimum of 24 hrs in advance
- Translink: 541-842-2060 or 1-888-518-8160

# Most Common BH Covered Services

## No Prior Authorization Required

- Outpatient BH services (MH or SUD)
- Psychiatric services
- Wraparound
- Early Assessment and Support Services (EASA)
- Child Respite Services
- Assertive Community Treatment for adults (ACT)

## Prior Authorization Required

- Acute psychiatric inpatient
- Sub-acute
- Psychiatric Residential Treatment Services (PRTS)
- Psychiatric Day Treatment Services (PDTs)
- Applied Behavioral Analysis
- Residential Substance Use Treatment
- Psych Testing

## Our MH Network Partners: Adult

- **Columbiacare Services:** Outpatient, Intensive Case Management, supportive employment, Sub-acute, respite, supportive housing, rental assistance, psychiatric services
- **Options for Southern Oregon:** Outpatient, psychiatric services
- **Jackson County Mental Health:** Crisis, ACT, Forensics team
- **Private practice and smaller clinic providers:** Varied
- **Primary Care (La Clinica, RCH, Providence, Asante, etc)\***

\* Depending on where the member is seen for PC, some are set up to provide limited BH services.

## Our MH Network Partners: Youth and Families

- **Kairos Northwest:** Outpatient, Youth Respite, PRTS, psychiatric services
- **Options for Southern Oregon:** Outpatient, psychiatric services
- **Jackson County MH:** Crisis line, outpatient, Wraparound, EASA
- **Family Solutions:** Outpatient, school based, PDTS
- **La Clinica:** School based
- **Rogue Community Health:** School based
- **Family Nurturing Center:** Outpatient (early childhood)
- **Private practice and smaller clinic providers:** Varied

# Our BH Network Partners: Substance Use Treatment

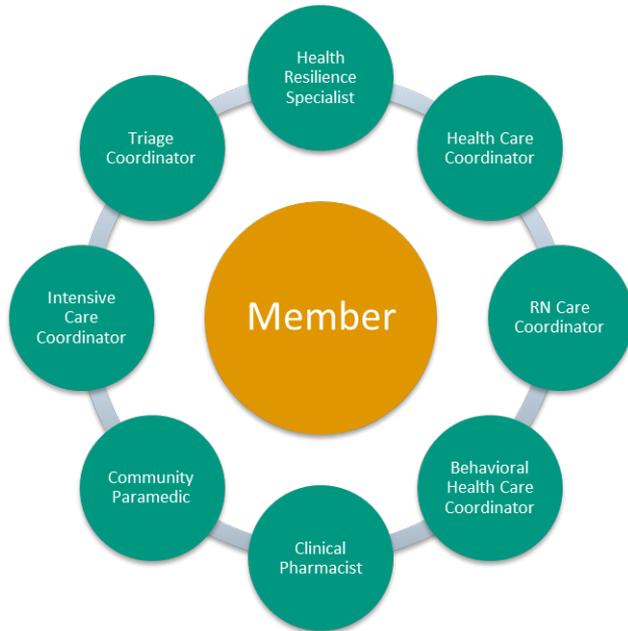
- **OnTrack Rogue Valley:** Adult and adolescent outpatient and residential SUD Treatment
- **Addictions Recovery Center (ARC):** outpatient, residential, detox services
- **Phoenix Counseling:** Outpatient
- **Kolpia Counseling:** Outpatient
- **Medford Treatment Center:** Opioid Treatment
- **Allied Health:** Opioid Treatment
- **Primary Care (La Clinica, RCH, Providnece, Asante, etc)\***

\*Depending on where the member is seen for PC, some are set up to provide limited BH services.

# RCT Care Coordination Role

- Care Coordinators rather than Care Providers
- We can be the consistent thread through multiple systems
  - ✓ hold history
  - ✓ share the story
  - ✓ carry a multi-system care plan
- Support members who fall through system cracks or who are “unengaged” with care in a typical way
- We are short-term connectors to long term and sustainable community-based supports
- We have visibility into Physical Health, Behavioral Health, Oral Health, NEMT and Pharmacy
- Break down barriers to care
- Help explain Health plan benefits and support members as well as the network providing care

# Care Coordination



- **Purpose Statement:** Care Coordination is provided through our Regional Care Team (RCT). The RCT is made up of clinical and non-clinical care coordinators that work directly with our members, providers and community partners.
- Care Coordination is focused on the needs and strengths of the member and addresses interrelated medical, social, cultural, developmental, behavioral educational, spiritual, and financial needs in order to achieve optimal health.
- It involves a team-based approach and includes the member (unless contradicted), providers, community partners and other individuals involved in the Member's case health and wellness outcomes.

# Regional Care TEAM!

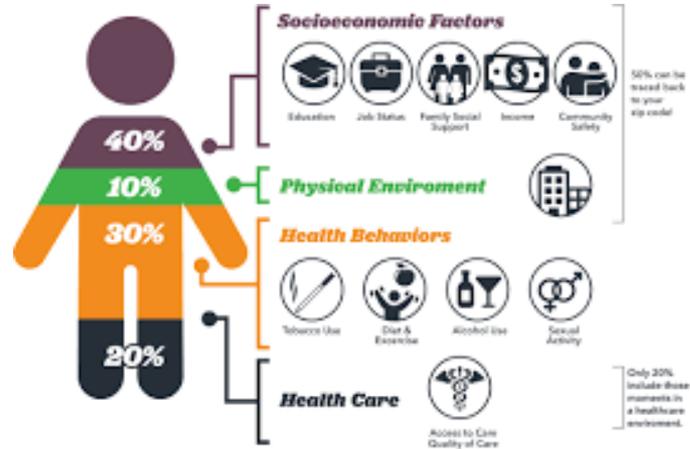
- Erica Idso-Weisz, Care Team Manager
- Care Team Supervisor
- Comprised of clinical and non-clinical care coordinators:
  - Health Care Coordinators (HCC)
  - Behavioral Health Care Coordinators (BHCC)
  - Intensive Care Coordinators (ICC)
  - Registered Nurse Care Coordinator (RNCC)
  - Transitions of Care Registered Nurse (TOC)

\*The JCC RCT offers providers a community of resources with a single point of contact for you and your patients. RCTs work closely with providers and members-through both telephonic and community-based support- to smooth the way to better care and better outcomes.\*



# Health-Related Services/Flex (HRSF)

- Health-Related Services and other non-medical interventions can address social determinants of health barriers that directly impact a Member's health outcomes
- Medicaid providers and health plan integration into partnerships with community resources and social services in efforts to address SDoH barriers
- Important: Clinical review team, submit requests by Monday afternoon for Tuesday review; submit requests by Wednesday afternoon for review on Thursday
- Keep in mind timelines for submission and approval/denial



Source: Institute for Clinical Systems Improvement. *Using Beyond-Clinical-Needs Solving Complex Problems Strategy 2016*

# Important Referral & Contact Information

- For Providers & Community Partners:
  - RCT Phone Line: (503)416-3742
  - RCT Email Referral: [cereferral@careoregon.org](mailto:cereferral@careoregon.org)
  - Response time within 1 business day for referral follow-up
- For Members:
  - **Customer Service hours:**  
Monday through Friday, 8 a.m. to 5 p.m.  
**Phone:** 541-500-0567 or toll-free at 855-722-8208  
**TTY:** 711  
**Text:** 503-488-2882  
**Fax:** 503-416-3723  
**Email:** [info@jacksoncareconnect.org](mailto:info@jacksoncareconnect.org)



**Jackson Care Connect™**

Part of the CareOregon Family

## Starting Strong

### Starting Strong contact information:

- Phone: 541-494-1004
- Email:  
[startingstrong@jacksoncareconnect.org](mailto:startingstrong@jacksoncareconnect.org)
- Bilingual (Spanish) and Bicultural staff available to support our Spanish speaking and Limited English proficiency members.

# Starting Strong

Incentive Program for current JCC members

Eligibility consists of two parts:

1) current JCC member

AND

2) pregnant or child under the age of 4

Earn vouchers for healthy activities:

- Prenatal and post-partum appointments
- WIC activities
- Well child checks and immunizations
- Behavioral health activities
- Parenting and family education classes
- And MUCH more



**Jackson Care Connect™**

Part of the CareOregon Family

# Starting Strong

- Vouchers can be redeemed currently through a no-contact ordering process
- Ordering packets can be obtained in English and Spanish
- Pick up and submit order forms at:
  - 313 S. Ivy St, Medford.
  - Go up ramp, our materials are at top on right hand side
- Orders are placed and sent directly to members
- We are no longer located at our original location at 702 W. Main St. We will have a new location in the near future.

## Starting Strong Voucher

### Good health is rewarding!

As a Jackson Care Connect member, you can earn vouchers for taking care of yourself and your children under 4 years old.

### You can redeem this voucher at our Starting Strong store

702 W Main St., Medford  
(across from the Rogue Valley Family YMCA)

### You can earn vouchers for:

- Pre-natal and postpartum doctor visits
- Well-child visit and vaccinations
- WIC appointments and classes
- Home visiting and early intervention programs
- Dental visits for mom and baby
- Much more — see our website for a full list

Member name: \_\_\_\_\_

Provider/Partner: Please complete this section

Community Partner:

Partner/Provider name printed here

Date: \_\_\_\_\_

Purpose of visit: \_\_\_\_\_

\_\_\_\_\_



Redeem this voucher at the Starting Strong store for helpful supplies.

Visit [jacksoncareconnect.org/startingstrong](http://jacksoncareconnect.org/startingstrong) for full list of eligible activities and participating providers and partners.

- Diapering and potty training ..... 1 to 10 vouchers
- Cooking supplies ..... 1 to 8 vouchers
- Breastfeeding ..... 2 to 8 vouchers
- Car seats ..... 13 to 15 vouchers
- Health and safety ..... 2 to 5 vouchers
- Baby gear ..... 6 to 12 vouchers
- Gift cards ..... 3 to 6 vouchers

*Selection, styles and voucher amounts may change without notice.*

*Vouchers expire 60 days after Starting Strong eligibility ends.*

### Starting Strong store

702 W Main St., Medford  
(across from the Rogue Valley Family YMCA)

Hours: Tues - 9 a.m. to 3 p.m.; Thurs - noon to 6 p.m.

Phone: 541-494-1004

Email: [startingstrong@jacksoncareconnect.org](mailto:startingstrong@jacksoncareconnect.org)

Website: [jacksoncareconnect.org/startingstrong](http://jacksoncareconnect.org/startingstrong)

Jackson Care Connect

*To get this information in large print, in another language, Braille or another way that is best for you, please call our Customer Service number toll-free at 855-722-8208 (TTY: 711)*



JCC-SS 17110-1-EN-05.16.18

# Additional Member Benefits and Programs



Jackson Care Connect provides many benefits and programs for our members!

Members have access to and can participate in these programs and more:

- Smoking cessation
- YMCA memberships
- Member incentives
- Starting Strong program
- Community Advisory Council
- Screenings, Prevention, and Education activities

# Jackson Care Connect

- Customer Service:
  - Monday through Friday
  - 541-500-0567 or 1-855-722-8208
- Email: [info@jacksoncareconnect.org](mailto:info@jacksoncareconnect.org)
- Fax: 503-416-3723
- Webpage: [jacksoncareconnect.org](http://jacksoncareconnect.org)



# Oregon Health Plan

- Customer Service:
  - Current members: 800-273-0557
  - To apply/non-member: 800-699-9075
- Fax: 503-378-5628
- Webpage: [Oregon.gov/oha](https://Oregon.gov/oha)

