

Get to know **ALL** of your benefits



## Focus: Health-related social needs

**Columbia Pacific CCO** believes health care should address your unique health needs, from nutrition to housing access and beyond. Starting in March 2024 and rolling out through 2025, eligible members can access free health-related social needs (HRSN) benefits:



### Climate devices for medical needs

*Available March 2024*

#### Examples:

- Air conditioners/heaters
- Air filtration devices



### Housing services

*Available November 2024\**

#### Examples:

- Support with becoming a tenant and the housing system
- Services to help keep utilities



### Nutrition services

*Available January 2025\**

#### Examples:

- Custom meals for medical needs
- Fruit and vegetable prescriptions

\* Dates subject to change, based on OHA guidance.

## Am I eligible?

The HRSN benefit is available to members who have an eligible life transition and medical need. A life transition might include something like being involved with the child welfare system, being at risk for homelessness, or being released from jail. A medical need might include pregnancy, having a complex physical health need, or repeated use of crisis services.

To find out if you qualify, call Columbia Pacific CCO Customer Service at **855-722-8206** or **TTY 711**, or send us a secure message at [colpachealth.org/portal](https://colpachealth.org/portal)

[colpachealth.org](https://colpachealth.org)

# You have health-related social needs benefits through Columbia Pacific CCO. 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

**Columbia Pacific CCO** 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.



Columbia Pacific CCO™  
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 Columbia Pacific CCO and other medical team members like dentists, mental health providers, pharmacists and others.



## Columbia Pacific CCO provides services like these for Medicaid (OHP) members:

- ▶ Physical health care
- ▶ Mental health care
- ▶ Substance use treatment
- ▶ 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 and urgent care

## Questions?

Would you like to know more? Call our helpful and friendly **Customer Service team at 855-722-8206** or send us a secure message through [colpachealth.org/portal](https://colpachealth.org/portal)

You can get this in other languages, large print, braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 855-722-8206 or TTY 711.

We accept relay calls.