



Where to get care

A guide for our Oregon Health Plan (Medicaid) members

Checkups and sick visits



Medical issues that are **not urgent** include things like:

Cold or flu, rashes, sore throats, headache, stomachache, fever, allergies, coughs, sinus pain, bumps, bruises, or sprains

What to do:



Call your doctor. Their office will arrange for you to be seen, either in person or by phone or video (telehealth).



Do you need an interpreter (including sign language)?

Ask your doctor's office for help before your next appointment, or call our Customer Service team for help. **800-431-4135**, TTY: 711. We accept all relay calls.

Serious illness or injury



Medical problems that are **serious but unlikely to be life-threatening** include:

Bad cold or flu, bronchitis, sinus infection, strep throat, ear infection, vomiting, diarrhea, minor burns, cuts, or broken bones

What to do:



Call your doctor. Many doctors do patient visits by phone or video. If your doctor's office is closed, an on-call doctor may be able to help.



Another option: Visit an urgent or immediate care center. Bring your member ID, and follow up with your doctor once the situation has passed.

Emergencies



Medical problems that are **urgent and life-threatening** include:

Trouble breathing, bad head injury, seizure, severe burn, poisoning, chest pain, stroke, or heavy bleeding

What to do:



Call 911 or go to an emergency room right away.

After your emergency room visit, follow up with your doctor.



Talk to a nurse any time, day or night

Our 24-Hour NurseLine is open day and night, even on weekends. Call and get trustworthy health advice without leaving home.

24-Hour NurseLine:

855-834-6150

TTY: 711

Choosing a provider



It's important to have a doctor who knows you and sees you regularly. That's why we ask members to choose a Primary Care Provider (PCP).

To select a new PCP or see if you can keep your existing PCP, call us at **800-431-4135**, TTY: 711. Or use our online directory:

1. Go to ProviderDirectory.PacificSource.com/Medicaid.
2. From the navigation bar, choose "Find a Doctor."
3. Type in a city or zip code. You can also specify other criteria.
4. When you find the provider you want, call them to confirm they are taking new patients. Then call us so we can record your choice.

To find an urgent care center, go back to the "Find a Doctor" navigation bar and select "Urgent Care" under Specialty or Facility Category.

Dental care



To find a dentist:

1. Go to ProviderDirectory.PacificSource.com/Medicaid.
2. From the top navigation bar, choose "Find a Dentist."
3. Find your dental plan by looking at your Member ID card. Select your plan in the Dental Care Organization (DCO) dropdown menu.

You can also call your DCO, using the number on your member ID. Note: not all plans include dental care.

Don't wait to get dental care!

Getting a dental exam or cleaning can often keep problems from getting worse.

- If you have an urgent issue like a toothache, swollen gums, lost filling, swelling, or a broken/knocked-out tooth, call your dentist's office even if they are closed. You may be able to reach an on-call dentist.

Behavioral health



To find a psychiatrist or therapist, see "Choosing a provider" to the left. Follow steps 1–3, then select "Mental and Behavioral Health Providers" in the Specialty or Facility Category dropdown menu.

 **For behavioral health emergencies,** call your local crisis line or call 988.

- **Central Oregon**
Local: 541-322-7500 x9
Toll free: 800-875-7364
- **Columbia Gorge**
The Dalles: 541-296-5452
Hood River: 541-386-2620
24-Hour Crisis Line: 888-877-9147
- **Lane County**
White Bird Crisis Line:
541-687-4000
- **Marion and Polk Counties**
24-Hour Crisis Line: 503-585-4949
- **National Suicide Prevention Line**
800-273-8255
- **Crisis Text Line**
Text "HOME" to 741-741

Helpful numbers



Poison control:
800-222-1222



**Help with food
or housing: 211**



**Aging & Disability Resource
Connection: 855-673-2372**

Contact:

800-431-4135, TTY: 711
[CommunitySolutionsCS@
PacificSource.com](mailto:CommunitySolutionsCS@PacificSource.com)

You can get this document in another language, large print, or another way that's best for you. You can also request an interpreter. This help is free. Call 800-431-4135, TTY:711. We accept all relay calls.

Usted puede recibir este documento en otro idioma, impreso en una letra más grande o de otra manera que sea mejor para usted. También puede solicitar un intérprete. Esta ayuda es sin costo. Llame al 800-431-4135 o por TTY al 711. Aceptamos llamadas del servicio de retransmisión.