

We can help you

Our care coordinators are here to help you for free with whatever you need. Whether it's finding community resources or getting care for serious health issues, we're here to guide you in the right direction. If you need help with physical health, mental health, substance use treatment or anything else related to your well-being, we can connect you with the right doctors or specialists.

We know that getting to medical appointments can be hard, so we can help you with transportation. We can also assist you in getting any medical equipment or services you might need. Our goal is to help you take care of your health by providing the support you need.

Our care coordinators are here to make things easier for you so you can focus on getting the care you need. And remember, our service is free of charge.

Common care coordination needs:

- ▶ Diabetes prevention and chronic care
- ▶ Connections to community resources
- ▶ Substance use treatment (drugs, alcohol and tobacco)
- ▶ Durable medical equipment (DME)
- ▶ Prior authorization assistance
- ▶ Dental care
- ▶ Primary care
- ▶ Transportation
- ▶ Appointment scheduling
- ▶ Health education

Care coordination contact information

Please contact us at one of the numbers below, Monday through Friday, 8 a.m. to 5 p.m.

- ▶ Toll-free: 844-847-9320
- ▶ Portland metro area: 503-488-2815
- ▶ TTY: 711
- ▶ Nurse advice line: 866-209-0905 (TTY 711)

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 800-224-4840 or TTY 711. We accept relay calls.

OHP-TCC-24-3578

TCC-24757858-EN-0624



Tribal Care Coordination

**Support for you to live
and feel healthier**



Support for you to live and feel healthier

Program history

Native Americans in the United States, like those in Oregon, face many health problems. The Oregon Health Authority takes care of the health of 28,000 American Indian and Alaska Native (AI/AN) people who are part of Medicaid (Oregon Health Plan). Nine tribes in the state wanted CareOregon's help with coordinating care. This partnership has made it easier for CareOregon to reach out to Native Americans and make sure they get the right kind of support. So far, more than 2,000 people have gotten help with their health care needs, showing that CareOregon is dedicated to helping the Native American community.

What we do

Our team of Tribal Care Coordinators is trained to understand and respect the unique cultures and histories of Native Americans. We know how important it is to be mindful of different cultures when it comes to health care, and we always strive to offer services that suit the needs of AI/AN Medicaid members. Our main aim is to build trust and strong relationships so that American Indians feel at ease and in control of their health. We connect members to various services, such as rides to medical appointments, community resources, support groups and education on staying healthy. We believe that by addressing social factors that impact health and providing thorough support, we can help AI/AN Medicaid members live healthier lives.

Eligibility

To qualify for Tribal Care Coordination, you must be recognized as Heritage Native American (HNA) through the Medicaid application process. Anyone with the HNA indicator and fee-for-service (FFS or "open card") Oregon Health Plan (OHP) coverage can use this service. If you choose to join a coordinated care organization (CCO) through OHP, you can access care coordination through your CCO plan. For any questions about OHP application or AI/AN eligibility, contact OHP application assistance at 800-699-9075, or visit [OHP.oregon.gov](https://www.oregon.gov/oha/hsd/ohp/pages/benefits.aspx)

Insurance

Tribal Care Coordination is a free service for AI/AN OHP fee-for-service members through open card Medicaid. OHP will pay for your medical expenses if the services you receive are covered by it. To learn more about the benefits and details of your insurance, you can check the Oregon Health Plan Handbook at: [oregon.gov/oha/hsd/ohp/pages/benefits.aspx](https://www.oregon.gov/oha/hsd/ohp/pages/benefits.aspx)

