



## Assistance for OHP members

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### How to direct OHP members who need assistance –

Process in effect during 2014 implementation (review for updates in March 2014)

#### Benefits, coverage packets, ID cards and other member issues

**Client Services Unit – 1-800-273-0557 or 503-945-6801**

If a member has questions about coverage packets, benefits, ID cards and related issues, please direct them to the Client Services Unit (CSU). CSU is open 8 a.m. to 5 p.m., Monday through Friday but closed for lunch 12:30 to 1:30 p.m. every day.

**OregonHealthPlan.Changes@state.or.us**

Members can also e-mail any questions [OregonHealthPlan.Changes@state.or.us](mailto:OregonHealthPlan.Changes@state.or.us).

#### Urgent health care needs (except pharmacy issues)

**OHP Nurse Triage line – 1-800-562-4620**

If an OHP member has urgent health care decision needs that are not pharmacy-related, please direct them to the OHP Nurse Triage line. Members can call any time, 24/7 and speak with a nurse.

- If a member has concerns about a prior authorization or care coordination need please connect them to client services.
- Staff may contact the Medical Unit for help coordinating immediate concerns.
- If an OHP member is enrolled in a CCO, please have them call the CCO customer service line.

#### Pharmacy issues

**Oregon Pharmacy Call Center – 1-888-202-2126**

If a member is at a pharmacy and the pharmacist cannot verify their OHP status, the pharmacist can call the Oregon Pharmacy Call Center.

#### Eligibility, applications or related issues

**OHP Statewide Processing Center – 1-800-699-9075**

If a potential OHP member has issues regarding applications or eligibility, please direct them to the OHP Statewide Processing Center.