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Public Comment (April 27 to May 27, 2026)

The Oregon Health Authority (OHA) welcomes public review and input on the CCO Model Member Handbook.

1. What is a CCO?

The Oregon Health Plan, our state's Medicaid program, has local health plans that help you use your benefits. These plans are called coordinated care organizations or CCOs. Most OHP members are enrolled in a CCO.

2. What is a model handbook?

CCOs create their own member handbooks that have important information about how to use your OHP benefits. To make sure all members get the same information, OHP creates a "model" handbook for the CCOs to use. You can think of it as a template. You can visit the [Model Member Handbook website](#) for more and to look at the handbook.

3. How can I comment?

OHA welcomes comments and input on the CCO Model Member Handbook. Please submit by **5 p.m. Wednesday, May 27, 2026**, in one of the following ways:

A. Join a Public Listening Session.

Date: Friday, May 8, 2026

Times available:

- 9:00 to 9:30 a.m.
 - Click [here](#) to join;
 - Or call by dialing +1 669 254 5252
- Noon to 12:30 p.m.
 - Click [here](#) to join;
 - Or call by dialing +1 669 254 5252
- 4:30 to 5:00 p.m.
 - Click [here](#) to join;
 - Or call by dialing +1 669 254 5252

B. Submit your response to the survey.

- Link to survey: <https://forms.office.com/g/XsRXnPJn8C>
- Or scan this QR Code:



- **Did you know?** All member handbooks now include a link to our Member Survey. We welcome feedback anytime.

C. Email your comment at HSD.QualityAssurance@odhsoha.oregon.gov.

Please include in your email:

- Your name,
- Your relationship with OHP (Member, provider, advocate, etc.),
- Title and organization, if applicable.

4. Questions?

If you have any questions, please contact Brizna Garcia at (503)979-8308 or email HSD.QualityAssurance@odhsoha.oregon.gov.

Thank you for your continued support of the Oregon Health Plan and the services you provide to our members!