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April 2025

# **Model Member Handbook**

## **Listening Sessions**

# What we're covering today:

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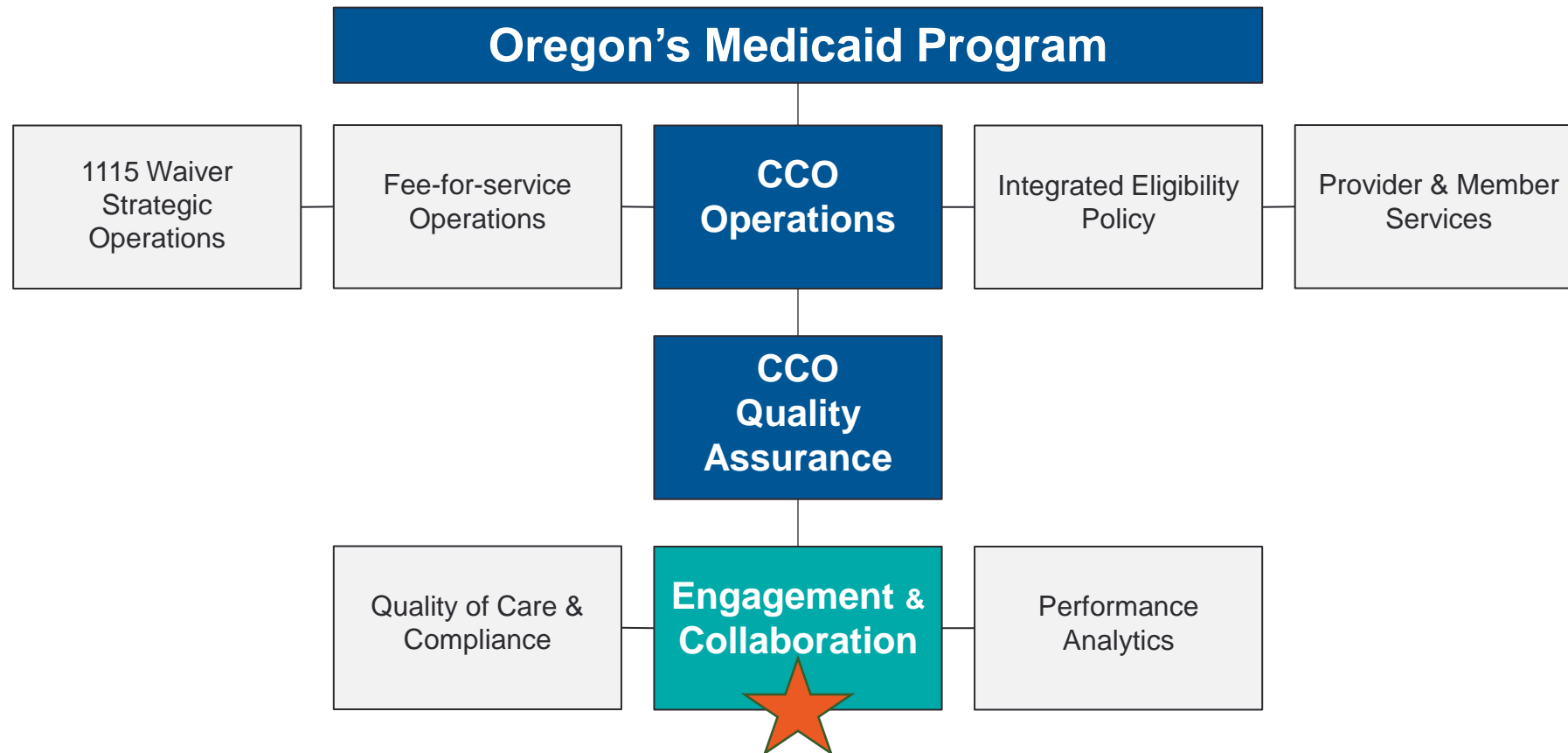
- Who are we?
- What's the Model Member Handbook?
- What changes would you like to see for 2026?
- What other tools and resources would be helpful?
- Next steps and questions



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**Who are we?**

# Hi, we're the CCO Quality Assurance Engagement & Collaboration team!



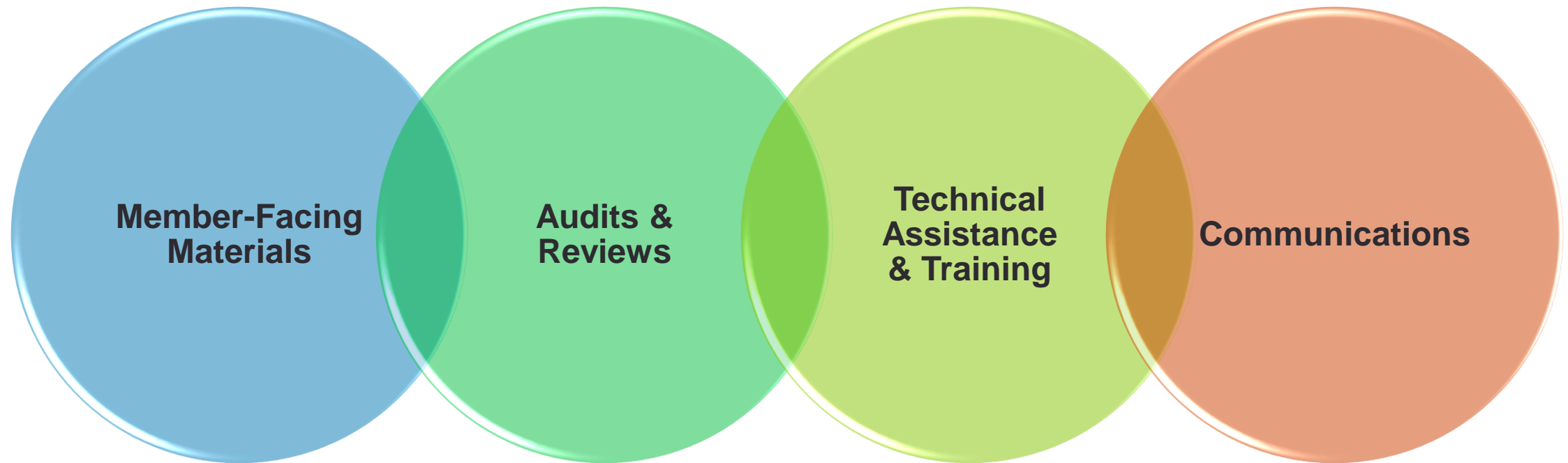
# Meet the team

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# What We Do

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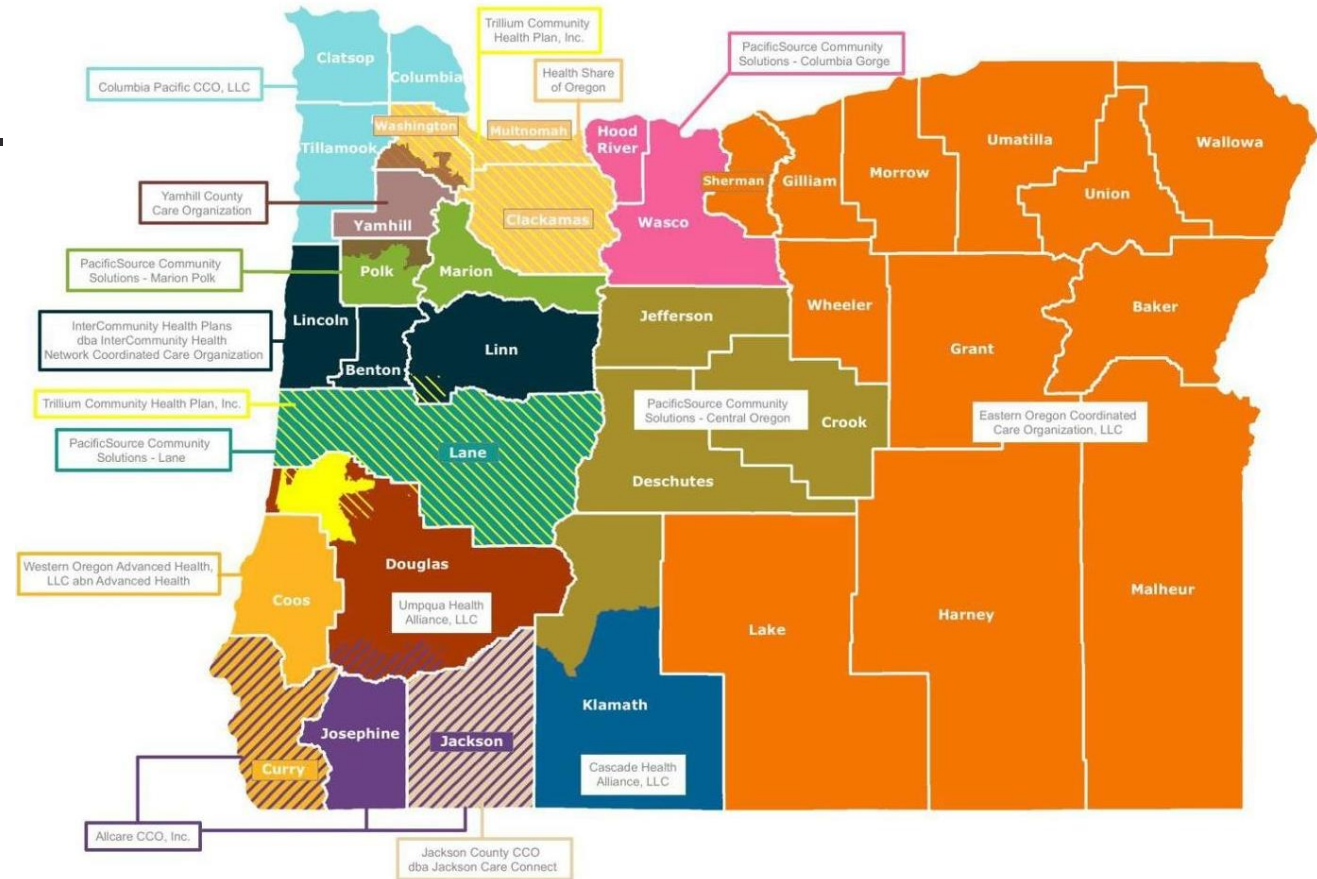


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# **What's the Model Member Handbook?**

# First, let's talk about CCOs

- OHP 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.





# Each CCO creates its own member handbook

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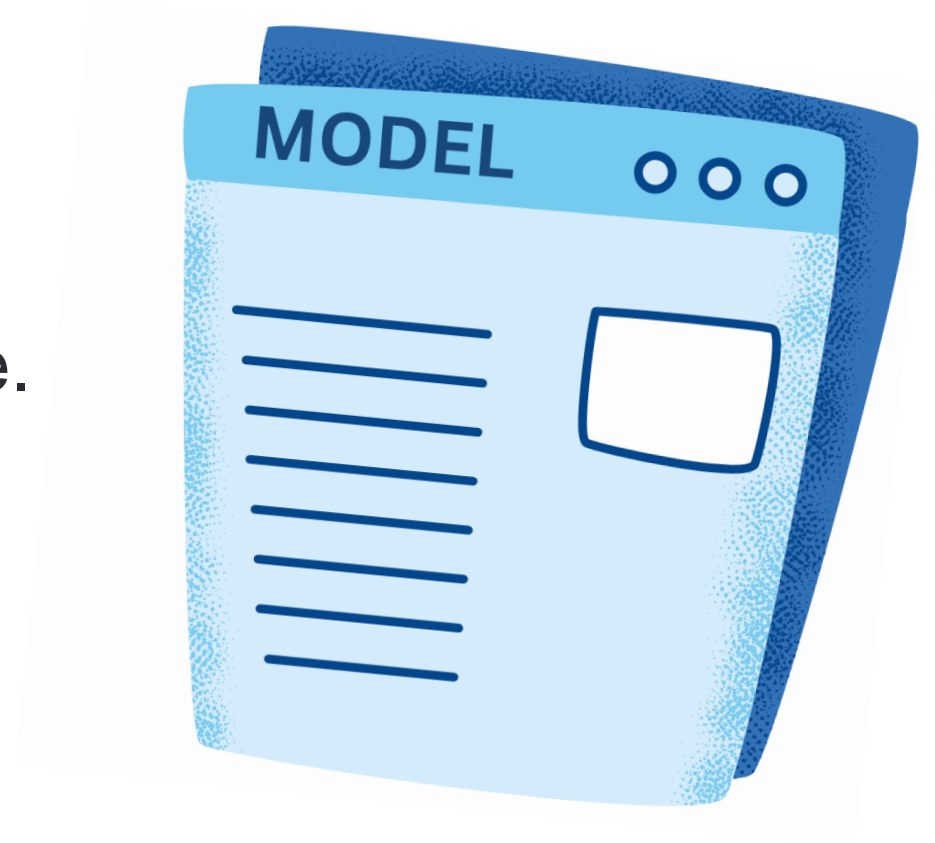
- Handbooks are like a user manual.
- Handbooks have instructions about how to use your OHP benefits.
- Handbooks also have tips about getting the most out of your care.
- Each CCO has its own member handbook. This is the handbook members will see.



# The Model Member Handbook

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- To make sure all members get the same facts, we create a "model" handbook for the CCOs to use.
- You can think of it as handbook template.
- The model handbook has all required information and tries to make sure language is easy to understand.
- [See the current model handbook.](#)



# We need your feedback!

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## You can share your feedback by:

- Raising your “hand” now and sharing with the group
- Adding your comments to the chat
- Emailing us later at [CCOEngagementTeam@oha.oregon.gov](mailto:CCOEngagementTeam@oha.oregon.gov)
- Taking the handbook survey we'll share at the end of this presentation



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**What changes would you like  
to see for 2026?**

# Questions to think about

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- Is the information in the handbook in the right order?
- What is missing?
- What is confusing?
- What would make the handbook better for you or someone you know?
- What would you like to see more of?



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**What other tools and resources  
would be helpful?**

# Questions to think about

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- How do you usually get information?
- Would any of these be helpful:
  - Fact sheets about one subject
  - Graphics
  - Videos



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## **Next Steps & Questions**



# What are the next steps?

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- We will take your feedback and review it with our teammates and subject matter experts.
- **Your feedback will:**
  - Be added to the 2026 Model Handbook template;
  - Be added to new tools or resources we create; or,
  - Be saved for a future version.

# What is the CCO member handbook process?

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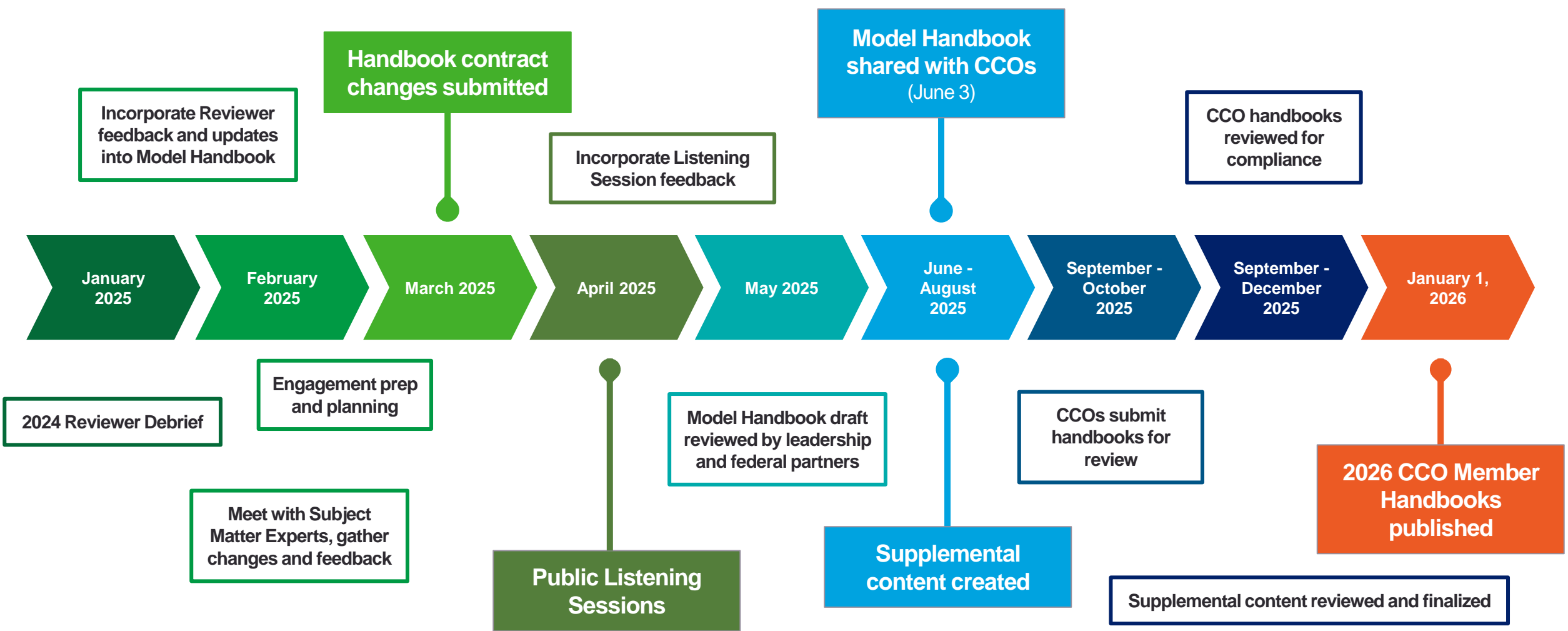
**We update  
the Model  
Handbook  
template**

**CCOs use  
the model  
template to  
create their  
handbooks**

**We check to  
make sure  
CCO  
handbooks  
are ready**

**CCOs share  
their new  
handbooks  
with  
members**

# 2025 Timeline for CCO Member Handbooks



# Member Survey now in all handbooks

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**New feature in 2025:** A link and QR code is now included in all CCO member handbooks that will take you to the same feedback survey.

- This is a survey that will never close.
- Tell us about your handbook experience or any edits or suggestions for future handbooks.
- [You can see the survey here.](#) Please take it as many times as you want or share it with others.



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## Questions?

Please reach out to the team at

[CCOEngagementTeam@oha.oregon.gov](mailto:CCOEngagementTeam@oha.oregon.gov)