



PacificSource Community Solutions  
PO Box 5729, Bend, OR 97708-5729  
800.431.4135  
[CommunitySolutions.PacificSource.com](http://CommunitySolutions.PacificSource.com)

[Date]

Member ID: [Member ID]

[Member First Last Name]

[Mailing Address]

[City State Zip]

## Pick your new health plan by February 1, 2026

Dear [Member First Name]:

Thank you for being a part of the Oregon Health Plan (OHP). OHP has local health plans that help you use your benefits. These plans are called coordinated care organizations or CCOs. You can learn more about CCO plans at <http://bit.ly/CCOplans>.

Right now, your CCO is PacificSource Community Solutions. Starting February 1, 2026, PacificSource will no longer be available with OHP in your area. There is another CCO in your area called Trillium Community Health Plan.

### **Your OHP benefits are not changing.**

You will still have the same level of OHP benefits. If you need to renew your OHP before February 1, 2026, your eligibility may change.

### **You have a choice in health plans: OHP Open Card or Trillium.**

As an American Indian or Alaska Native member, you do not have to enroll in a CCO. You have a choice. If you want Trillium, you must tell OHP. Call Client Services at 800-273-0557 (TTY 711) or email [HNATribal.Requests@odhsoha.oregon.gov](mailto:HNATribal.Requests@odhsoha.oregon.gov) to tell OHP.

### Pick a plan

#### OHP Open Card

OHP Open Card is also called “Fee-for-Service.” Open Card means you can see any provider taking OHP.

Learn more at <https://bit.ly/OpenOHP> or call Client Services at 800-273-0557 (TTY 711). Use the provider search tool at [OHPcc.org](http://OHPcc.org) or call 800-562-4620.

or

#### Trillium Community Health Plan

Trillium Community Health Plan is the other CCO available in your area.

Many PacificSource providers work with Trillium. Call 877-600-5472 (TTY 711) or visit [TrilliumOHP.com/find-a-provider.html](http://TrilliumOHP.com/find-a-provider.html) to see if your provider works with Trillium.

**If you do not tell OHP you want Trillium, you will be moved to Open Card.**

Please tell OHP if you want to move to Trillium. You can call Client Services at 800-273-0557 (TTY 711) or email [HNATribal.Requests@odhsoha.oregon.gov](mailto:HNATribal.Requests@odhsoha.oregon.gov).

If you do not tell OHP you want Trillium, you will move to OHP Open Card automatically on February 1, 2026. Learn more about Open Card at <https://bit.ly/OpenOHP> or call Client Services at 800-273-0557 (TTY 711).

**If you pick Trillium, you may need to pick a new provider after February 1.**

Many PacificSource providers also work with Trillium. Visit [TrilliumOHP.com/find-a-provider.html](https://TrilliumOHP.com/find-a-provider.html) to see if your provider works with Trillium. Trillium is also adding more providers who work with PacificSource. Check back if your provider isn't listed yet. If your provider is not contracted with Trillium by February 1, 2026, you might still be able to keep seeing your provider for a short time under OHP's Transition of Care rules. Trillium can help you find in-network providers who meet your needs and make sure your care continues without interruption.

**You can switch from Open Card or Trillium at any time.**

American Indian or Alaska Native members do not have to enroll in a CCO. You can switch from OHP Open Card or Trillium at any time. Just tell OHP you want to change plans. Call Client Services at 800-273-0557 (TTY 711) or email [HNATribal.Requests@odhsoha.oregon.gov](mailto:HNATribal.Requests@odhsoha.oregon.gov).

**Before February 1, you will get a new ID card and more information.**

Whatever choice you make, you will get more information like an ID card, welcome letter, and member handbook before February 1. Please bring your new member ID card to any appointments starting February 1, 2026.

**Keep your appointments. Your plans will work together to move your care.**

Please keep any appointments you have scheduled. PacificSource can help you get the care you need until February 1, 2026. If care or services have already been approved for you, you can keep getting those services for a short period of time, even if you pick Trillium.

**You can use emergency care at any time.**

You do not need to check with your CCO plan or OHP before you get care in an emergency. Go to an emergency room or call 911. Please do not wait because you don't have your ID card or you don't know your CCO plan name.

## How to get help

### Now until January 31, 2026

If you...	You should...
Need to make an appointment	Call your provider's office. Tell them you are moving to Open Card or Trillium starting February 1.
Have questions about your benefits	Call PacificSource at 800-431-4135 (TTY 711). Through January 31, 8 a.m. to 8 p.m., seven days a week.
Need a ride to appointments	Rides to care are free. Call RideSource at 877-800-9899 (TTY 711) or email <a href="mailto:RideSource@ltd.org">RideSource@ltd.org</a> .

### Starting February 1, 2026

If you...	You should...
Need a new provider	<b>Open Card:</b> Use the provider search tool at <a href="http://OHPcc.org">OHPcc.org</a> or call 800-562-4620 (TTY 711).
	<b>Trillium:</b> Call Trillium at 877-600-5472 (TTY 711), 8 a.m. to 5 p.m., Monday through Friday or visit <a href="http://TrilliumOHP.com/find-a-provider.html">TrilliumOHP.com/find-a-provider.html</a> to find a new provider.
Have questions about your benefits	<b>Open Card:</b> Visit <a href="https://bit.ly/OpenOHP">https://bit.ly/OpenOHP</a> or call Client Services at 800-273-0557 (TTY 711).
	<b>Trillium:</b> Call Trillium at 877-600-5472 (TTY 711), 8 a.m. to 5 p.m., Monday through Friday
Need a ride to appointments	<b>Open Card and Trillium:</b> Rides to care are free. Open Card and Trillium both use RideSource. Call 877-800-9899 (TTY 711) or email <a href="mailto:RideSource@ltd.org">RideSource@ltd.org</a> .

Thank you,

Customer Service  
PacificSource Community Solutions

Enclosure: Top 15 Language Access Statement

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*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 or TTY 711. We accept all relay calls.*