



PacificSource Community Solutions
PO Box 5729, Bend, OR 97708-5729
800.431.4135
CommunitySolutions.PacificSource.com

[Date]

Member ID: [Member ID]

[Member First Last Name]

[Mailing Address]

[City State Zip]

You will have a new health plan starting February 1, 2026

Dear [Member First Name]:

Thank you for being a part of the Oregon Health Plan (OHP). Access to your health care benefits are provided through a local health plan, called a coordinated care organization (CCO). You can learn more about CCO plans at <http://bit.ly/CCOplans>.

Right now, your CCO is PacificSource Community Solutions. Starting February 1, 2026, your new CCO is Trillium Community Health Plan. This is happening because PacificSource will no longer be offering health care benefits for OHP members in your area.

Your OHP benefits are not changing.

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

Keep your appointments. Your CCOs 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 after February 1, 2026, you will receive those services through Trillium.

Your new CCO will send you an ID card and more information.

Trillium will mail you an ID card, welcome letter, and member handbook before February 1, 2026. Please bring your new member ID card to any appointments starting February 1, 2026.

You may need to pick a new provider after February 1.

Some providers available through PacificSource also work with Trillium. Visit TrilliumOHP.com/find-a-provider.html or call 877-600-5472 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 use emergency care at any time.

You do not need to check with your CCO plan 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 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 RideSource@ltd.org .

Starting February 1, 2026	
If you...	You should...
Need a new provider	Call Trillium at 877-600-5472 (TTY 711), 8 a.m. to 5 p.m., Monday through Friday or visit TrilliumOHP.com/find-a-provider.html to find a new provider.
Have questions about your benefits	Call Trillium at 877-600-5472 (TTY 711), 8 a.m. to 5 p.m., Monday through Friday
Need a ride to appointments	Rides to care are free. Trillium and PacificSource both use RideSource. Call 877-800-9899 (TTY 711) or email RideSource@ltd.org .

Members with Medicare or serious health conditions have other options.

Some OHP members may ask for OHP Open Card (also known as "Fee-for-Service") instead of moving to Trillium. Open Card means you can see any provider taking OHP.

- If you have both Medicare and OHP, you can ask for Open Card enrollment at any time.
- If you have a serious health condition, you may qualify for OHP Open Card. You must work with your provider to ask for Open Card.

Learn more at <https://bit.ly/OpenOHP> or call Client Services at 800-273-0557 (TTY 711).

American Indian or Alaska Native members must ask to move to Trillium.

American Indian or Alaska Native members do not have to enroll in a CCO. If you want to move to Trillium, please tell OHP. You can call Client Services at 800-273-0557 (TTY 711) or email HNATribal.Requests@odhsoha.oregon.gov. If you do not tell OHP you want Trillium, you will have OHP Open Card starting February 1, 2026.

Thank you,

Customer Service
PacificSource Community Solutions

Enclosure: Top 15 Language Access Statement

Usted puede recibir este documento en otro idioma, impreso en letra más grande o de cualquier otra manera que sea mejor para usted. También puede solicitar un intérprete. Esta ayuda es sin costo. Llame al 800-431-4135 o por TTY al 711. Aceptamos llamadas del servicio de retransmisión.

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.