

ONE Customer Service
PO Box 14015
Salem, OR 97309



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Voice: 1-800-####-####
FAX: 503-378-5628
TTY: 711

DATE

<https://Oregon.gov/HealthierOregon>

<<First Name>> <<MI>> <<Last Name>>
<<Mailing Address 1>> <<Mailing Address 2>>
<<City>>, <<State>> <<ZIP>>



Other formats and languages

You can get this document in other languages, large print, braille or a format you prefer free of charge. Email Ask.OHP@odhsoha.oregon.gov or contact OHP at 800-273-0557 (voice). All relay calls welcome.

You will move to OHP Open Card on Jan. 1, 2027

Dear <<First Name>>,

You are getting this letter because you have Oregon Health Plan (OHP) benefits. There will be some changes to your health plan. Your benefits are currently provided through a regional health plan called a Coordinated Care Organization (CCO). Right now, your CCO is <CCOName>. On Jan. 1, 2027, you will move to OHP Open Card. If other members of your household are affected, they will also get this letter.

You will still have full OHP benefits

OHP Open Card offers the same OHP benefits, including physical health care, dental care, mental health care, substance use treatment, and prescriptions. Who to call for help, and the network of health care providers like doctors, dentists and pharmacies you can go to may be different from your CCO. Many health care providers work with your CCO and Open Card, but some do not. You have the right to free interpretation in any language you need.

Questions? Visit Oregon.gov/HealthierOregon
or call 800-273-0557 (TTY 711)

You will get an ID card and more information in December

OHP will mail you two letters in December, including an ID card and information for new OHP Open Card members. Please bring your new ID card instead of your CCO card to any health care appointments after Jan. 1, 2027.

OHP Open Card will also call you in January to make sure you know how to find health care providers and assess your health care needs.

What do I need to do?

Ask your health care providers if they accept OHP Open Card

If your current health care providers accept OHP Open Card patients, you will be able to keep seeing them. Contact your provider's office to ask if they take OHP Open Card. If your provider does not take OHP Open Card, ask for help planning any health care you need for the rest of 2026 and as you move to OHP Open Card.

Plan for all primary care, dental, vision, and specialist doctors. Ask for help with planning your health care needs, such as medications and referrals, before January 1, 2027.

Find health care providers that take Open Card

If your current providers do not accept OHP Open Card, you will need to find new providers who accept OHP Open Card.

- To find providers or pharmacies that take OHP Open Card, you use the online Open Card provider search tool at <https://OHPOpenCard.org>. Please keep checking back as the search tool is improved and new providers are added into the network.
- **After Jan. 1, 2027**, if you need help finding providers taking Open Card patients you can call OHP Open Card at 800-562-4620.

Learn more about Open Card and how to get answers to questions

To learn more about Open Card benefits and the differences between Open Card and CCOs, you can read the Open Card handbook and Frequently Asked Questions at <https://OHPOpenCard.org>.

There are a few services available through CCOs which are not available through OHP Open Card, such as flexible services. Flexible services (also known as “flex funds”) are items or services that help you stay healthy that a CCOs can offer their members even though they are not an OHP benefit. Learn more at <https://OHP.Oregon.gov/FlexibleServices>.

Please continue to get the care you need. Your current CCO and providers can help with any care you need in 2026.

If you have questions, please call OHP Client Services at 800-273-0557, email ask.ohp@odhsoha.oregon.gov or visit <https://Oregon.gov/HealthierOregon>.

Sincerely,

Oregon Health Plan



How to get help: What to do if you have questions?

Now until December 31, 2026	
If you...	You should...
Have questions about the transition to Open Card, Open Card benefits, need help understanding this letter, or need help getting services in the language you need	Call OHP client services at 800-273-0557, or email Ask.OHP@odhsoha.oregon.gov You can also get help from a local community partner at OregonHealthcare.gov/GetHelp

Need help finding health care providers or services in 2026	Contact your current health care providers or CCO for all appointments in 2026 and help planning care leading up to the transition. If you need or are getting rent assistance or nutrition supports, you can learn more at https://OHPOpenCard.org/HRSN
Need to find providers that take open card	Use the OHP Open Card provider search tool at https://OHPOpenCard.org .
To check if a medication is on Open Card's preferred drug list	Visit https://www.orpdl.org/drugs/
Starting January 1, 2027	
If you...	You should...
Need to find a health care provider or help coordinating care	Call OHP Open Card at 800-562-4620, or use the provider search tool at https://OHPOpenCard.org
Have questions about a bill or OHP benefits	Call OHP Client Services at 800-273-0557 or email Ask.OHP@odhsoha.oregon.gov
Need a ride to appointments or other help with transportation	Find your local Open Card transportation service at https://OHP.Oregon.gov/Rides
Need help with rent or nutrition	Call OHP Open Card's Health Related Social Needs program at 888-834-4304 or email ORHRSN@acentra.com