



Get care without leaving your home

Oregon Health Plan covers video, phone, and online appointments

We are all doing our part to stay home and save lives during the COVID-19 emergency. Now, you can set up appointments, talk to your providers, and get care without leaving your home. It's free. Ask your provider for a video, phone, or online appointment. You can be a new patient and still get care from home.

We know not everyone has access to video or the internet. Please talk to your doctor or other providers about what will work for you. You can also ask your coordinated care organization (CCO) for help. [Find your CCO plan's contact information](#). Don't have a phone? [Oregon Lifeline can help](#).



Getting care is free. You can get most of your regular care this way, like check-ups, therapy, or peer-delivered services. But your provider may need to handle emergencies first.



You may be able to use video chat, texting or email, phone calls, or an online portal. Talk to your provider about what will work for you.



Need an interpreter or help in another language or format? Tell your provider's office when you make the appointment. If you need more help, call 844-882-7889.



You can talk to your doctor about any concern, not just COVID-19. Video, phone, and online appointments are for mental health, addictions treatment and dental, too.



Ask your pharmacy if you can get your medications by mail. You can also ask your CCO for help. If you don't have a CCO, call 800-273-0557.

Need help? Visit [OHP.Oregon.gov](https://www.ohp.org) or call 800-273-0557 (TTY 711)

You can get this letter in another language, large print, or another way that is best for you. Call 800-273-0557 (TTY 711). [INFORMATION FOR OHP MEMBERS | 4/9/20](#)