

## Reminder for Members: Transition of Care

Last updated: Mar. 23, 2026

### What's happening

PacificSource Community Solutions (“PacificSource”) did not renew its coordinated care organization (CCO) contract for Lane County after 2025. As of Feb 1, 2026, most members who were in PacificSource in Lane County moved to Trillium Community Health Plan (“Trillium”).

- Most Oregon Health Plan (OHP) members in Lane County covered by PacificSource are covered by Trillium as of Feb 1, 2026.
- Some other members, including American Indian/Alaska Native (AI/AN) OHP members, were moved to OHP Open Card on Feb 1, 2026, if they did not choose to move to Trillium. AI/AN members still have the option to choose Trillium instead.
- If Trillium is your new CCO, for a period of time, Trillium is covering most services by any providers even if the provider is not currently in Trillium’s network. This is called the transition of care period.
- If you just have OHP (Medicaid), your transition of care period is from **February 1, 2026, to April 2, 2026**.
  - View frequently asked questions about the change: [Frequently Asked Questions for Members](#)
- If you have OHP (Medicaid) and Medicare, your transition of care period is from **February 1, 2026, to May 3, 2026**.
  - View frequently asked questions about the change if you have Medicare: [Lane County CCO Transition: Medicare Member FAQ](#)

### What you need to know

- **You will not lose your health care.**
  - If you had OHP coverage through PacificSource and transitioned to Trillium on Feb 1, 2026, your OHP benefits mostly stay the same.
  - Some health care providers that work with PacificSource may not be part of Trillium’s network.
  - Each CCO can choose to add more services and may have different preferred drugs (known as formulary).
- **Ask your health care providers if they accept Trillium:**

You can also ask your health care providers if they are part of Trillium’s network or plan to join. Contact Trillium at 877-600-5472 or use their online provider search tool at [TrilliumOHP.com](https://TrilliumOHP.com) to learn more about health care providers in Trillium’s network.

  - If your provider is not in Trillium’s network, your provider must ask for approval with a prior authorization to keep seeing you after Apr 2, 2026 or May 3, 2026 if you have Medicaid and Medicare.
  - If your provider is in Trillium’s network, a prior authorization is only needed for certain services. Your provider will check for you.

## What is the transition of care period?

The transition of care period is a window of time after February 1 when you can keep getting services and treatments approved by PacificSource. You also may be able to continue accessing providers in PacificSource’s network who do not accept Trillium during this time.

This lasts for either 60 or 90 days depending on your benefits and the type of care you need:

- 90 days for members who have Medicare in addition to OHP.
- 60 days for other members’ behavioral health, physical and dental needs.

Timelines may be able to extend even longer to complete certain treatment, including:

- Pregnancy and postpartum care.
- Organ transplants, including care during the first year after the transplant.

- Radiation or chemotherapy for a current illness.
- Prescriptions that require a longer treatment period than the standard transition time.

**Your provider can help answer questions about your health care.**

## **Transition of Care Period for Dual-Eligible Members (90 days)**

**If you have OHP (Medicaid) and Medicare, you have 90 days to keep seeing your current providers, even if they are not in Trillium’s network.**

After the change and transition of care period, whether you need to change doctors or clinics will depend on if your current providers are part of Trillium’s network. Most providers available through PacificSource are also part of Trillium’s network, but not all are.

### **How do I find out if I can keep seeing my current providers after the Transition of Care period ends?**

You will need to find out if your providers are part of Trillium’s network. To do this:

- Call Trillium at 877-600-5472.
- [Use Trillium’s online provider search tool at TrilliumOHP.com](https://www.trilliumohip.com)
- Trillium is working to add more providers to their network, so it’s a good idea to keep checking if your provider is not listed yet.

You can also ask your current health care providers and pharmacy if they accept Trillium. If they do, you do not need to do anything. You can keep seeing them.

## **Who to contact for help**

If you have any questions or concerns about this change you want to share with OHA, please email us at [CCOSpecialprojects@oha.oregon.gov](mailto:CCOSpecialprojects@oha.oregon.gov).

- **For questions about your health care**, please call Trillium at 877-600-5472 (all relay calls are accepted).

- **For questions about changing CCOs, OHP Open Card or other questions about OHP benefits**, please call OHP Client Services at 800-273-0557 (all relay calls are accepted).
- **For extra support choosing a Medicare plan, help with Medicaid/Medicare benefits such as reporting address changes, or questions about long-term care and services for older adults or people with disabilities**, you can get help at one of the local offices listed below, or call 800-699-9075 to connect to your local office. Monday through Friday from 7:00 a.m. to 6:00 p.m. They accept relay calls. Help is available in many languages.

## Lane County AAA offices

You can stop by for assistance or call.

### Eugene - Lane Council of Governments

Area Agency on Aging  
1015 Willamette St  
Eugene, OR 97401

Phone: [541-682-4038](tel:541-682-4038)

Toll-free: [800-441-4038](tel:800-441-4038)

TTY: [541-682-4567](tel:541-682-4567)

Hours: Monday–Friday, 8 a.m. to 5 p.m.

### Florence Senior and Disability Services (Lane Council of Governments)

Area Agency on Aging  
3180 Highway 101  
Florence, OR 97439

Phone: [541-902-9430](tel:541-902-9430)

Hours: Monday–Friday, 8 a.m. to 5 p.m.

### Cottage Grove Senior and Disability Services (Lane Council of Governments)

Area Agency on Aging  
1015 Willamette St  
Eugene, OR 97401

Phone: [541-682-4038](tel:541-682-4038)

TTY: [541-682-7821](tel:541-682-7821)

Hours: Monday–Friday, 8 a.m. to 5 p.m.

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You can get this document in other languages, large print, braille or a format you prefer free of charge. Call 800-699-9075. We accept all relay calls.

**Medicaid Division**  
Oregon Health Plan  
PO Box 14015  
Salem, OR 97309  
800-273-0557  
[OHP.Oregon.gov](http://OHP.Oregon.gov)

