

Coordinated Care Organization Changes for Oregon Health Plan Members in Lane County

What's happening

PacificSource Community Solutions (“PacificSource”) will not renew its coordinated care organization (CCO) contract for Lane County after 2025. PacificSource will continue to serve as a CCO in the region through Jan. 31, 2026. Trillium Community Health Plan (“Trillium”) will take on coverage for most PacificSource members in Lane County beginning Feb. 1, 2026.

What you need to know

- **You will not lose your health care.**
- There are no immediate changes to your benefits or providers. You should continue using your benefits and accessing care as usual until the transition.
- During the transition, you will automatically move to Trillium unless you are American Indian/Alaska Native.
- If your current doctor or clinic is not part of Trillium’s provider network after the transition, you will receive advance notice from Trillium and support to help you find a new in-network provider.
- You may be able to ask for OHP Open Card (also known as fee-for-service) instead of moving to Trillium. This option is available at any time if you have Medicare or are American Indian/Alaska Native.
- American Indian/Alaska Native members will automatically move to Open Card if you do not choose Trillium by February 1.
- In some cases, you may qualify for temporary OHP Open Card if you have a serious health reason to keep seeing a provider who accepts OHP Open Card but not Trillium. You will need to work with your provider to make the request.

To learn more, [visit the OHP Open Card request page](#) or call OHP Client Services at 800-273-0557.

When you move to Trillium, you may still get care that was already approved for a short time even if it is not in Trillium's network

This is called a "Transition of Care." It lets you keep getting those services for a short time, usually 30, 60, or 90 days, depending on your health needs and benefits.

How long is the transition of care period?

For most OHP members:	For members with OHP (Medicaid) & Medicare:	For members with certain high-risk conditions:
Physical Health: 30 days Dental: 30 days Behavioral Health: 60 days	Physical Health: 90 days Dental: 90 days Behavioral Health: 90 days	You can finish treatment you started while you were a PacificSource member. If your provider decides you no longer need this care, the treatment may stop earlier.

After the transition of care period, Trillium can help you find a new in-network provider. If you want to continue with out-of-network providers, talk with them about your care plan.

Who to contact for help (all relay calls accepted)

- About your health care **before the change**: Call PacificSource at 800-431-4135.
- About your health care **after the change**: Call Trillium at 877-600-5472.
- About **changing CCOs, OHP Open Card or other questions about OHP**: Call OHP Client Services at 800-273-0557.
- About **renewing or reporting changes to OHP**: Call ONE Customer Service at 800-699-9075. Help is available in many languages.
- **For general questions, comments, or concerns**. Email CCOSpecialprojects@oha.oregon.gov.