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AUTHORITY

December 2025

# **CCO Transition in Lane County**

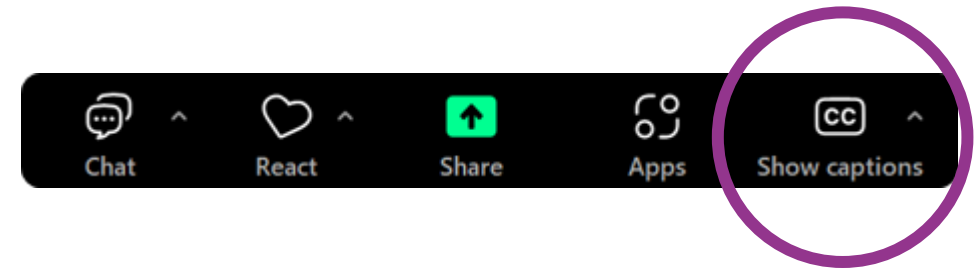
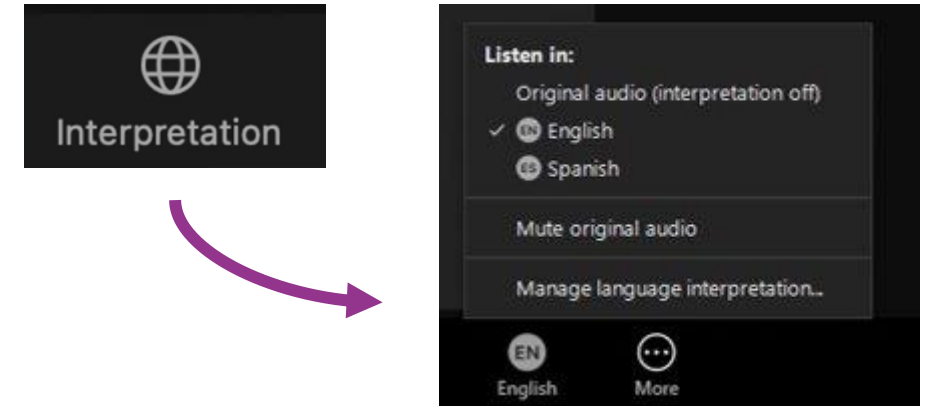
## **OHP Member Listening Session**

# Language and Disability Access

Click on the "Interpretation" button and choose either English or Spanish. **All participants need to select an interpretation channel.**

Para obtener interpretación en vivo, oprima en el botón "Interpretation/Interpretación" y Spanish/español.

For **live captioning**, please click on the "cc" button located at the bottom of your screen.



# Zoom Meeting Tips

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For **help with Zoom issues**, put a question into the Q&A or email [TY.R.SCHWOEFFERMANN2@oha.oregon.gov](mailto:TY.R.SCHWOEFFERMANN2@oha.oregon.gov).

**Please remember to mute when not speaking.**

**Use the Q&A function to submit your questions.**

- We will spend the last 30 minutes of the session answering questions.

**This webinar is being recorded.**

- It will be shared on our CCO Changes for Members in Lane County webpage following the conclusion of the presentation.

# What we'll cover today

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- **Welcome**
- **Overview of CCO transition in Lane County**
- **What this transition means for member care now**
- **What to expect during the transition**
- **Who to contact for help**
- **Open Q&A and sharing**

# Terms and Definitions (1 of 3)

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The **Oregon Health Plan, or OHP**, is free health coverage for people in Oregon who qualify. It covers doctor visits, hospital care, medicine, dental care, mental health services, and more. Being part of OHP means you can get the care you need to stay healthy. Most OHP members get their care through a Coordinated Care Organization (CCO), which helps make getting care easier.

## Terms and Definitions (2 of 3)

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A **Coordinated Care Organization**, or CCO, is a group of doctors, clinics, hospitals, dentists, and counselors who work together to take care of your health if you have OHP. Your CCO helps you find the right care, reminds you about check-ups, answers your questions, and makes sure all your care is connected, making it easier for you to get the help you need.

## Terms and Definitions (3 of 3)

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**OHP Open Card, also known as “Fee for Service,”** is a type of OHP some people get instead of a having a CCO, but it is only available in certain situations. It's good to know the difference so you understand your options.



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# **Overview: CCO Transition in Lane County**



# What is happening

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- 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 January 31, 2026.
- **Trillium Community Health Plan (“Trillium”) will take on coverage for most PacificSource members in Lane County beginning February 1, 2026.**
- OHA is working closely with PacificSource and Trillium to ensure a smooth transition, making sure members have coverage and access to care without interruption.

# What you need to know now

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- **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.

# American Indian / Alaska Native (AI/AN) Members

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**If you are an OHP member who is AI/AN and enrolled with PacificSource, you can choose to enroll in either Trillium or Open Card.**

- You can contact OHA's Client Services Unit to make your choice:
  - Call Client Services Unit at 1-800-273-0557.
  - Email your choice to [HNATribal.Requests@odhsoha.oregon.gov](mailto:HNATribal.Requests@odhsoha.oregon.gov) (this is a secure inbox).
- You will automatically move to Open Card if you do not choose Trillium by February 1.
- You can request to move into Trillium at any time, even after the transition.

# OHP Open Card information

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- 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.
- 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.

# Watch your mail in December for a letter from PacificSource

## Letter for most members



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.

## Letter for AI/AN members



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]

### Pick your new health plan by February 1, 2026

Dear [Member First Name]:

Thank you for being a part of the Oregon Health Plan (OHP). OHP has local health plans that help you use your benefits. These plans are called coordinated care organizations or CCOs. You can learn more about CCO plans at <http://bit.ly/CCOplans>.

Right now, your CCO is PacificSource Community Solutions. Starting February 1, 2026, PacificSource will no longer be available with OHP in your area. There is another CCO in your area called Trillium Community Health Plan.

**Your OHP benefits are not changing.**

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

**You have a choice in health plans: OHP Open Card or Trillium.**

As an American Indian or Alaska Native member, you do not have to enroll in a CCO. You have a choice. If you want Trillium, you must tell OHP. Call Client Services at 800-273-0557 (TTY 711) or email [HNATribal.Requests@odhsoha.oregon.gov](mailto:HNATribal.Requests@odhsoha.oregon.gov) to tell OHP.

**Pick a plan**

OHP Open Card

Trillium Community Health Plan



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# Transition of Care

# What to know about transition of care

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**When you move to Trillium, you may still get care that was already approved for a short time.**

- 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.
- If you have specific questions about pre-approved services, please call PacificSource at 800-431-4135 (all relay calls accepted).

# Service Specific Transition of Care

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**You can keep seeing your current provider for your full course of treatment in the following situations:**

- Pregnancy and after-birth 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





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# Preparing for the Transition

# Welcome to Trillium



**Mission: Transforming the health of the communities we serve,  
one person at a time.**

Trillium has been  
serving Oregon  
Health Plan  
members in  
Lane County since



**\$7+ MILLION**

Contributed in  
Lane County  
over the past  
two years



**100%**

CCO quality  
incentive  
metrics met



# 2026 Lane County Transition of Care for New Trillium Members



# 2026 Lane County Transition of Care for New Trillium Members

Transition of Care Period, Starting February 1, 2026

## Members with Medicaid/OHP

- Physical Health: 30 days
- Dental: 30 days
- Behavioral Health: 60 days

## Members with Medicaid & Medicare

- Physical Health: 90 days
- Dental: 90 days
- Behavioral Health: 90 days

## Members with Specialty Coverage Care for High-Risk Conditions

- Finish the treatment you started while you were a PacificSource member.
- If your provider decides you no longer need this care, the treatment may stop earlier.

# 2026 Lane County Transition of Care for New Trillium Members

## Post Transition of Care Period

### Members with

### **IN-NETWORK PROVIDERS**

- Talk with your provider about your care plan. Your provider may need to request approval with a prior authorization for some services.

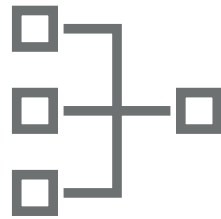
### Members with

### **OUT-OF-NETWORK PROVIDERS**

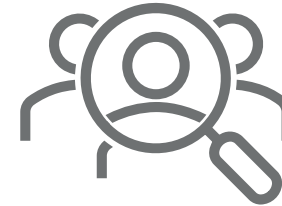
- Trillium can help you find a new in-network provider.
- For out-of-network providers, talk with them about your care plan. They will need to request approval with prior authorization for covered services.

# Provider Network Growth (1 of 3)

**STRONG  
NETWORK**  
across  
all areas



**ACCESS TO CARE**  
across all areas



**Ongoing  
network  
GROWTH**

# Provider Network Growth (2 of 3)

## What we know:

- **More than 90%** of PacificSource members have a primary care provider already in Trillium's network
- **100%** of PacificSource dental and pharmacy providers already in Trillium's network
- **84%** of PacificSource members have a behavioral health provider already in Trillium's network

# Provider Network Growth (3 of 3)

## **In progress:**

- Expand behavioral health
- Three additional primary care groups
- One additional local hospital
- One large specialty practice

A lot of PacificSource providers also work with Trillium. Visit **[TrilliumOHP.com/find-a-provider.html](https://TrilliumOHP.com/find-a-provider.html)** or call **877-600-5472** to learn more about our network.



# Workforce Growth

To support new members:

- More customer care representatives have been **hired**
- Local Trillium workforce will grow to almost **twice its size**



# New Member Checklist

Please continue to seek care and do not cancel any appointments.

**Most PacificSource members move to Trillium on Feb. 1, 2026.**

- New ID card and handbook will arrive by mail.
- PacificSource shares patient info with Trillium for smooth care.
- Non-emergency rides after Feb. 1 will still happen as planned.

# Trillium Member ID Card



Medical-Dental-Behavioral Health  
[www.TrilliumOHP.com](http://www.TrilliumOHP.com)

**Name:** <John Smith>

**Member ID#:** <123456789101112>

**Member Service:** 1-877-600-5472 | TTY 711 | EMG 911

**Doctor (PCP):** <Dr. Jane Doe>

**PCP Phone:** <555-555-1234>

**RX Only:** 1-833-750-4499

**RXBIN:** 003858

**RXPCN:** MA

**RXGRP:** 2EZA

**Dentist (DCO):** <DCO Name>

**DCO Phone:** <555-555-1234>

**Enroll VISION:** 1-844-353-6874 | Payer ID #56190

**Medical Transportation Mgmt:** 1-877-583-1552

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**Nurse Advice Line:** 1-866-439-2038

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**Linguava:** 503-265-8515

**Passport:** 503-297-2707

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**Mental Health Crisis Hotline:**

Multnomah Co.: 503-988-4888 | 1-800-716-9769

WA Co.: 503-291-9111 | Clackamas Co.: 503-655-8585

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EDI Payer

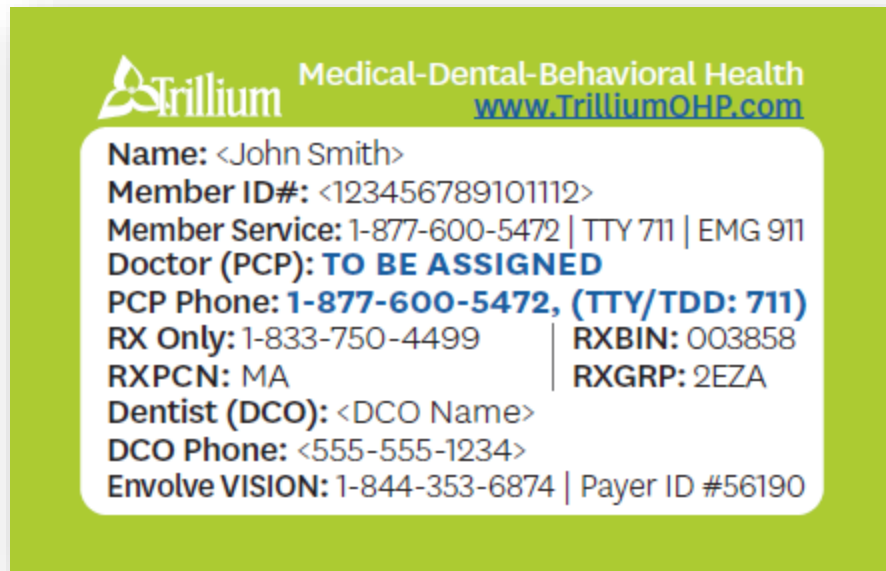
ID: **68069**

TCHP-Attn: Claims

PO Box 5030

Farmington, MO 63640-5030

# Trillium Member ID Card – Doctor To Be Assigned



**Medical Transportation Mgmt:** 1-877-583-1552

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**Nurse Advice Line:** 1-866-439-2038

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EDI Payer	TCHP-Attn: Claims
ID: <b>68069</b>	PO Box 5030
	Farmington, MO 63640-5030



# ¡Bienvenida a Trillium Community Health Plan!

Estimado/a <FULL NAME>:

Nos complace ser su organización de atención coordinada. Conocemos la importancia del acceso a los servicios de salud. Estamos aquí para ayudarle a recibir los servicios que necesite.

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Su cobertura con Trillium incluye beneficios médicos, dentales y de salud del comportamiento. Trillium también paga los viajes hacia y desde las citas.



Para estar saludable, debe elegir un proveedor de atención primaria (por sus siglas en inglés, PCP). Puede encontrar una lista de los médicos de Trillium en el Directorio de Proveedores (disponible en papel a pedido) o en nuestro sitio web en: <https://providersearch.trilliumhealthplan.com>.



Conocer a su PCP es importante. Se le asignará un PCP automáticamente. Trataremos de mantenerle con su proveedor actual, si este está incluido en nuestro directorio. Le enviaremos una carta dentro de las dos semanas de haberse afiliado a Trillium en la que se le indique qué PCP se le asignó. Si desea elegir un PCP diferente, comuníquese con Trillium al 1-877-600-5472.



Debe elegir una Organización de atención odontológica (por sus siglas en inglés, DCO). Llámenos al 1-877-600-5472 y le ayudaremos con esta selección. Si no tenemos novedades suyas en 15 días, le asignaremos una DCO.



## My behavioral health provider is out of network. Can I still see them in March?

- Yes. You have 60 days for behavioral health care under the transition of care.
- If your provider is not in Trillium's network and the 60 days are over, your provider must ask for approval with a prior authorization to keep seeing you.
- If your provider is in Trillium's network, a prior authorization is only needed for certain services. Your provider will check for you.

# I have a child with special needs. They are getting services out of state. What do I need to do?

- Your child should keep seeing their doctors.
- If your child gets help from PacificSource Case Management, Trillium will get their information.
- If your child does not have a Case Manager and you want one, please call Trillium Member Services after **February 1, 2026** at **1-541-485-2155** or toll free **1-877-600-5472**. Ask for a Care Manager for your child.





**I am planning on giving birth in February. My provider is not in Trillium's network yet. What should I do?**

- Keep seeing your doctor and do not miss your appointments, even if your doctor is not in Trillium's network.
- Care before and after delivery will be covered during the transition period. This ends when your doctor says your treatment is complete.





# What if my medicine is not on Trillium's formulary, what happens?

- If your medicine is not on our list, your doctor has 30 days to help switch to a similar medicine.
- If you take medicines like insulin, the switch may take longer. We will work with your doctor to help you change.
- Sometimes you may need to stay on the same medicine. If that happens, we will work with your doctor to make sure you get it.





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# Contacts and Resources

# Contacts for questions

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- For questions about health care **before the change**, please call PacificSource at 800-431-4135 (all relay calls accepted).
- For questions about health care **after the change**, please call Trillium at 877-600-5472 (all relay calls 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 accepted).
- For questions about **renewing or reporting changes to OHP**, call ONE Customer Service at 800-699-9075 (all relay calls accepted). Help is available in many languages.
- For general questions, comments, or concerns, email [CCOSpecialprojects@oha.oregon.gov](mailto:CCOSpecialprojects@oha.oregon.gov)

# Resources available now

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OHA website with latest information and resources:

- [OHP.Oregon.gov/Lane](https://OHP.Oregon.gov/Lane)

## Frequently asked questions

- Available soon



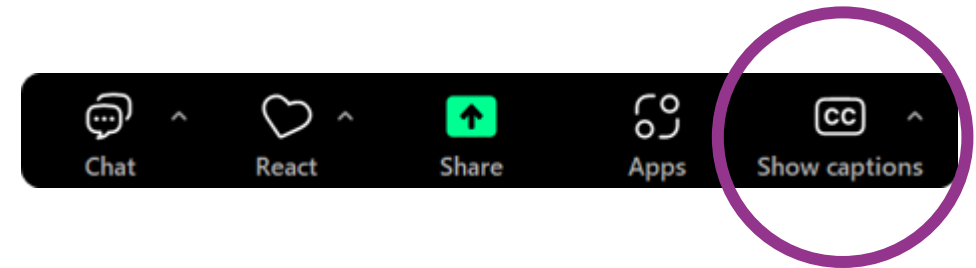
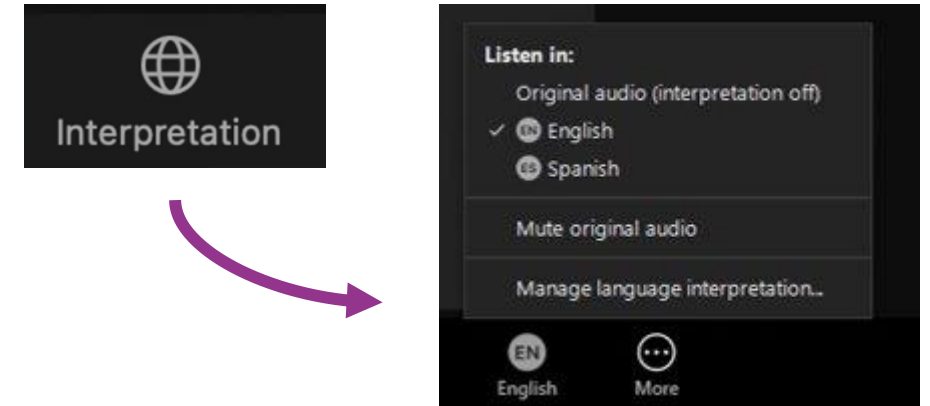
# Questions and Answers

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## Please share with us

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- What questions do you have about the transition to Trillium Community Health Plan?



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# Share Feedback



## Please share with us

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- What do you need to help you through this transition?
- Anything else you'd like us to know?

You can also take our anonymous survey to ask questions and share feedback: [Survey: Lane County CCO Transition Feedback.](#)



**Thank you for joining us today!**