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December 2025

CCO Transition in Lane County

Provider Listening Session

Access the recording:

<https://www.youtube.com/watch?v=S1NtooJxBjk>

Zoom Meeting Tips

Use the Q&A function to submit your questions.

- We will spend the last 15 minutes of the webinar 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.

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

Agenda

- **Welcome**
- **Overview of CCO transition in Lane County**
- **What this transition means for member care now**
- **What providers can do to prepare for the transition**
- **Who to contact for questions**
- **Open Q&A and sharing**



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Overview: CCO Transition in Lane County

What is 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 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.

Key information to share with members

- Affected members will not lose their health care.
- There are no immediate changes to benefits or providers.
- Current PacificSource OHP members in Lane County should continue using their benefits and accessing care as usual until the transition.
- During the transition, most PacificSource OHP members in Lane County will automatically move to Trillium and continue to receive OHP benefits.
- If a member's current doctor or clinic is not part of Trillium's provider network after the transition, the member will receive advance notice from Trillium and support to help them find a new in-network provider

OHP Open Card information

- Some members 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 for members who have Medicare or are American Indian/Alaska Native.
- In some cases, other members may qualify for temporary OHP Open Card if they have a serious health reason to keep seeing a provider who accepts OHP Open Card but not Trillium. These members will need to work with their providers to make the request.
- To learn more, [visit the OHP Open Card request page](#) or call OHP Client Services at 800-273-0557.

American Indian / Alaska Native (AI/AN) Members

- OHP members, enrolled with PacificSource, who are American Indian and Alaska Native cannot be automatically enrolled in a Coordinated Care Organization
- OHP members who are AI/AN **can choose to enroll in Trillium.**
- AI/AN members will automatically move to Open Card unless they request Trillium. These members can still call after February 1 to move into Trillium.
- If you serve OHP members who are AI/AN, you can let them know they have this option and to contact OHA's Client Services Unit to make their choice:
 - Call Client Services Unit at 1-800-273-0557.
 - Email their choice to HNATribal.Requests@odhsoha.oregon.gov (this is a secure inbox).



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Transition of Care

Transition of Care OAR 410-141-3850

Specific members enrolling in Trillium may continue receiving previously authorized care with their existing providers for a limited time after the transition.

- The applicable transition period may extend up to 30, 60, or 90 days, depending on each member's coverage and care situation.
- Continued access applies particularly when interrupting care could impact member health or ongoing treatment plans.
- The transition period may be shortened if a new provider reviews and assumes responsibility for the member's care plan before the period ends.
- Providers are encouraged to consult OAR 410-141-3850 for further details on Transition of Care requirements.

Service Specific Transition of Care

New CCO must let the member keep seeing their current provider for the full course of treatment in these 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

What providers should know about the Transition of Care timeframe

- OHP members can continue seeing the same doctor they saw with PacificSource, even if that doctor is not yet in Trillium's network. Trillium will pay their doctor as long as their health needs remain the same.
- OHP members can finish a treatment they have already started.
- Trillium cannot delay or deny OHP members' important ongoing treatments just because they switched plans.
- Ensure continued access to services.
- If a member is in the hospital, Trillium will help coordinate their care. They will do this during and after the member's hospital stay to make sure they get the care they need.



Leading up to the Transition

What providers should know now

PacificSource is committed to ensuring a smooth transition for members and the community.

- Coverage for PacificSource Lane CCO members continues through January 31, 2026. Member and CCO Operations will not change until the contract ends.
- Please continue to render medically necessary care to PacificSource members regardless of the providers' participation status with Trillium.
- Post transition, PacificSource will continue to serve the community in other lines of business and be available to answer questions.
- If Providers have questions or concerns leading up to the transition, reach out to their Provider Relations Representative or contact the Provider Relations team at LaneProviderRelations@pacificsource.com.
- For general PacificSource provider resources, please visit <https://pacificsource.com/providers>.



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Preparing for the Transition

Who we are

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



Workforce Expansion

- Growing local workforce to nearly **double**
- Customer care representatives **hired** to support new membership
- Career fair November 20th to recruit **local talent**



Provider Network Expansion

GUIDING PRINCIPLES



Minimal disruption to members



Prioritizing network adequacy and access to care



Careful and responsible stewardship of state and federal dollars

MEMBER CENTRIC



DATA DRIVEN

PRIORITIES



Adequacy across all areas



Access to care across all areas – focus on priority expansion



Ongoing network enhancement

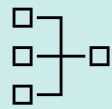
Provider Network Expansion

PRIORITIES



Adequacy across all areas

- OHA affirmed Trillium's capacity for expansion
- Time and distance analysis completed no new gaps



Access to care across all areas – focus on priority expansion

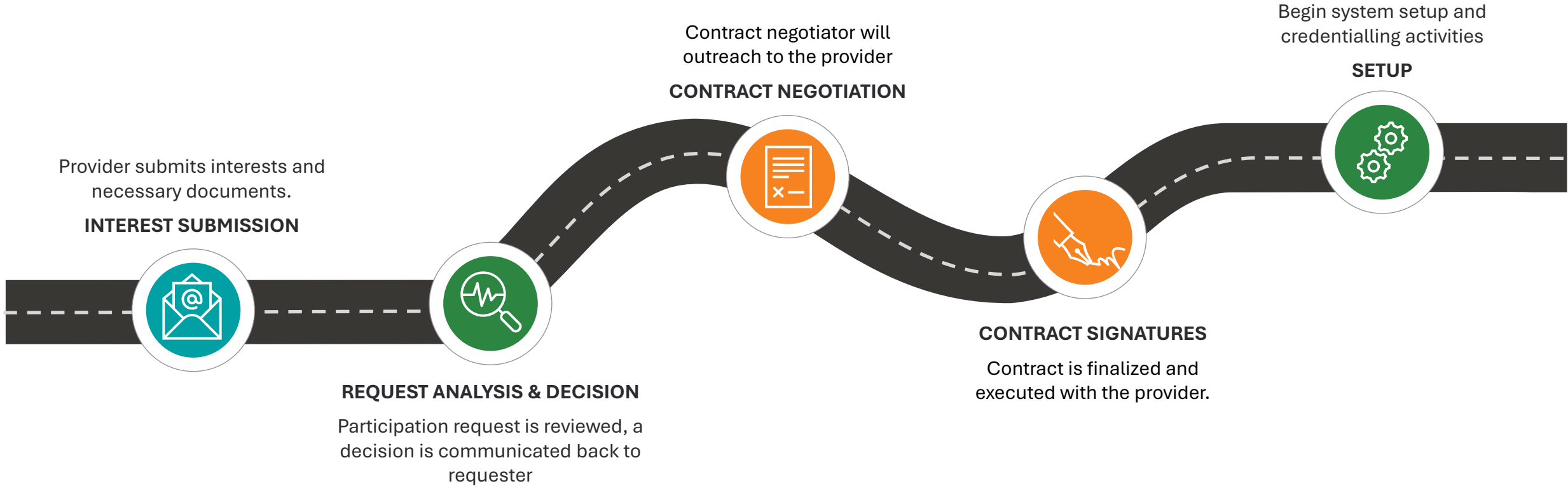
- Where members live and receive care informs our priority expansion areas
- **What we know:**
 - Greater than 90% alignment for primary care providers
 - 100% alignment for dental and pharmacy networks
 - 84% alignment with behavioral health
- **In progress:**
 - First wave of behavioral health: 33 contracts
 - Three additional primary care groups,
 - One additional local hospital,
 - One large specialty practice.



Ongoing network enhancement

- Since September:
 - 37 new contracts signed (22 behavioral health), ready for system setup

Network Participation Request Process



If you are interested in joining Trillium's network, please visit
<https://www.trilliumohp.com/providers/Request-Participation-within-our-Network.html>

What providers can do to prepare

- Please **do not cancel appointments or deny** OHP members future appointments due to CCO changes
 - For details on continuity of care policies:
<https://www.oregon.gov/oha/HSD/OHP/Pages/Changes.aspx>.
- If you are **in-network with Trillium**, continuity of care will not be impacted
- If you are **not currently in-network** and wish to join, visit:
<https://www.trilliumohp.com/providers/Request-Participation-within-our-Network.html>
 - Trillium will follow Transition of Care OARs

What you can expect from the Trillium team

- Ongoing updates available starting 12/5: <https://www.trilliumohp.com/providers.html>
- Closer to **2/1**: FAQs on billing and prior authorizations



Contacts and Resources

PacificSource contacts and resources for providers

- For **member care plans or transitions**: Care Management Team at 541-330-2507.
- For **contracting questions**: Provider Contracting at ORCL@pacificsource.com.
- For **claims questions**: Customer Service at 800-431-4135 (TTY: 711).
- For general PacificSource provider resources, please visit <https://pacificsource.com/providers>.
- For general questions, comments, or concerns, email CCOSpecialprojects@oha.oregon.gov.

Trillium contacts and resources for providers

- **Provider Enrollment Website:**
<https://www.trilliumohp.com/providers/Request-Participation-within-our-Network.html>.
- Email HRSN@TrilliumCHP.com for HRSN network requests.
- Email NewProviderRequestBox@TrilliumCHP.com for all other network requests.

Contacts to share with members

- 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

Resources available now

OHA website with latest information and resources:

- <https://www.oregon.gov/oha/HSD/OHP/Pages/Changes.aspx>
- Upcoming short link: OHP.Oregon.gov/Lane

Frequently asked questions

- Available soon



Questions and Answers

Please share with us

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



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Share Feedback

Please share with us

- 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!