**CCO Information for Members about Language Assistance
and Information and Forms in Multiple Languages and Formats**

Advanced Health
Notice to members about language assistance in English; website has Google Translate option, adjustable font size option, and UserWay accessibility options
http://advancedhealth.com/members/
http://advancedhealth.com/members/frequent-questions/

Provider directory listing languages spoken by provider in English; website has Google Translate option, adjustable font size option, and UserWay accessibility options
http://advancedhealth.com/members/find-a-provider/

Member handbook in English, and available in other languages, large print, Braille, or alternative formats by request
http://advancedhealth.com/wp-content/uploads/2021/02/Final-2021-Member-Handbook-1.15.21.pdf

Other information in Spanish
Information about translated prescription bottle labels in Spanish
http://advancedhealth.com/members/pharmacy-info/

AllCare CCO
Notice to members about language assistance in English; website has Spanish translation option and adjustable font size option
https://www.allcarehealth.com/media/2772/2019accco-nondiscrimination-and-language-access-oha-2993a-web.pdf
[also on member handbook page]
https://www.allcarehealth.com/medicaid/services/member-services/member-handbook

Provider directory listing languages spoken by provider in English; website has Spanish translation option and adjustable font size option
https://www.allcarehealth.com/medicaid/find-a-doctor-and-facility/find-a-doctor
Provider and pharmacy directory in Spanish
https://www.allcarehealth.com/media/4137/2021accco-dir-prov-pharm-jackson-spn-3721-web.pdf

Member handbook in English large print, and available in other languages, Braille, or alternative formats by request
https://www.allcarehealth.com/media/4048/2021accco-bok-mmbrhand-lrgprnt-web.pdf
Member handbook available as audio file in English
https://www.allcarehealth.com/media/3419/2020accco-member-handbook-english_02.mp3
Member handbook available as audio file in Spanish
https://www.allcarehealth.com/media/3454/2020-accco-member-handbook-spanish_8k-24bt.mp3
Behavioral health handbook available in English large print and Spanish large print
https://www.allcarehealth.com/media/3754/2020accco-behavioral-health-handbook-81920-final-large-print-english-w.pdf
https://www.allcarehealth.com/media/3751/2020accco-behavioral-health-handbook-81920-final-large-print-spanish-w.pdf

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Dental benefits brochure available in Spanish
https://www.allcarehealth.com/media/3103/accco-dental-brochure-spn-web.pdf

Forms available in Spanish
Complaint form available in Spanish
https://www.allcarehealth.com/media/2155/member-written-complaint-form_2018_spanish.pdf
Appeal form available in Spanish
https://www.allcarehealth.com/media/2156/member-written-appeal-form_2018_spanish.pdf

Cascade Health Alliance
Notice to members about language assistance in English; website has Spanish translation option
https://www.cascadehealthalliance.com/for-members/language-assistance-services/

Provider directory listing languages spoken by provider in English; website has Spanish translation option
https://www.cascadehealthalliance.com/for-members/find-a-provider/

Provider directory in English and Spanish
https://res.cloudinary.com/dpmykpsih/image/upload/cascade-health-site-355/media/197e30008fac4540ad99ee6cd5fef9e8/directoriodeproveedor04082021.pdf
Provider directory lists ADA compliant providers and providers with completed cultural competency training

Member handbook in English large print and Spanish, and available other languages, Braille, or alternative formats by request
https://www.cascadehealthalliance.com/for-members/member-handbook/
https://res.cloudinary.com/dpmykpsih/image/upload/cascade-health-site-355/media/1041/cha-59-memhandbkspanish2018.pdf

Other information and forms in Spanish
Complaint form in Spanish
https://res.cloudinary.com/dpmykpsih/image/upload/cascade-health-site-355/media/1100/ohp-complaint-form-spanish.pdf
Strengthening Your Baby's Immune System in Spanish
https://res.cloudinary.com/dpmykpsih/image/upload/cascade-health-site-355/media/1090/strengthen-baby-immune-system-sp.pdf

Columbia Pacific CCO
Notice to members about language assistance in English; website has Google Translate option and adjustable font size option
https://www.colpachealth.org/for-members/member-resources

Provider directory listing languages spoken by provider in English; website has Google Translate option and adjustable font size option
https://www.colpachealth.org/for-members/provider-search

CCO Information for Members about Language Assistance
and Information and Forms in Multiple Languages and Formats

Member handbook in English and Spanish, and available in other languages or large print by request
https://www.colpachealth.org/docs/default-source/Member-Handbooks/cpc-member-handbook-sp.pdf?sfvrsn=2
"Easy guide" for members in English and Spanish, and in large print and other languages by phone request
https://www.colpachealth.org/docs/default-source/Member-Handbooks/cpcco-easy-guide-spanish.pdf?sfvrsn=0

Other information in multiple languages
OHP Now Covers Me! in Spanish
https://www.colpachealth.org/for-members/ahora-ohp-es-para-mi
Information about COVID-19 in multiple languages
https://www.colpachealth.org/for-members/coronavirus
Information about COVID-19 vaccines in Spanish
https://colpachealth.org/docs/default-source/default-document-library/cpc-vaccine-safety-efficacy-handout-spanish.pdf

Eastern Oregon CCO
Notice to members about language assistance in English; website has Spanish translation option, Google Translate option, and UserWay accessibility option
https://www.eocco.com/members
Multilingual navigation buttons link to multilingual Moda Health webpage on language assistance
https://www.modahealth.com/about/languageassistance.shtml

Provider directory listing languages spoken by provider in English; website has Google Translate option
https://www.eocco.com/eocco-provider-search/
Provider directory lists ADA wheelchair accessibility and whether cultural competency training completed

Member handbook in English and Spanish, and available in other languages, large print, Braille, or alternative formats by request
https://www.eocco.com/-/media/EOCCO/PDFs/member_handbook_esp.pdf

Other information and forms in Spanish
Important telephone numbers in Spanish
https://www.eocco.com/-/media/EOCCO/PDFs/Member/Resources/2019/important_numbers_esp.pdf
Form to request change in primary care provider in Spanish
https://www.eocco.com/-/media/EOCCO/PDFs/pcp_change_eocco_spanish.pdf
Health assessment in Spanish
https://www.eocco.com/-/media/EOCCO/PDFs/Member/Resources/member_survey_esp.pdf
Complaint form in Spanish
https://www.eocco.com/-/media/EOCCO/PDFs/Member/Resources/complaint_formSpanish.pdf

**CCO Information for Members about Language Assistance
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Advance directive form in Spanish
https://www.eocco.com/-/media/EOCCO/PDFs/Advance-Directive-SP.pdf
Talking with Your Provider flyer in Spanish
https://www.eocco.com/-/media/EOCCO/PDFs/Member/Resources/talk_to_provider_esp.pdf
Information and forms about non-emergent medical transportation in Spanish
https://www.eocco.com/members/your-resources/non-emergent-medical-transportation
Information about food delivery services in Eastern Oregon in Spanish
https://www.eocco.com/-/media/EOCCO/PDFs/Member/Resources/EOCCO-Flyer-COVID-Food-Delivery-Services-in-Eastern-Oregon.pdf
Resources about domestic violence in Spanish
https://www.eocco.com/-/media/EOCCO/PDFs/Member/Resources/EOCCO-Flyer-Domestic-Violence-Resources-in-Eastern-Oregon.pdf
Guide to quit smoking in Spanish
https://www.eocco.com/-/media/EOCCO/PDFs/Member/Resources/Deje-de-fumar.pdf
Alcohol Use Disorders Identification Test (AUDIT) in Spanish
http://www.gobhi.org/wp-content/uploads/2018/06/AuditSP.pdf
Comprehensive Behavioral Health Plan presentation (December 2020) in Spanish
https://www.eocco.com/-/media/EOCCO/PDFs/providers/BH-Plan-Slides-Spanish.pdf
Information about COVID-19 vaccine in Spanish
https://www.eocco.com/news/2021/Vacuna-Contra-el-COVID-19-en-Oregon

HealthShare of Oregon
Notice to members about language assistance with website navigation buttons in Spanish, Russian, Vietnamese, Chinese, Arabic, Korean, Hindi, Romanian, Hmong, Khmer, and Swahili; website has Spanish, Arabic, Chinese, Russian, Somali, Vietnamese, and Ukrainian translation options
https://www.healthshareoregon.org/members/get-help/language-assistance-services

Provider directory listing languages spoken by provider in English
CareOregon provider directory has Google Translate options and UserWay accessibility options
https://careoregon.org/members/physical-health/find-a-provider
Kaiser Permanente provider directory has Spanish translation option and navigation button that links to notice about language assistance
https://healthy.kaiserpermanente.org/oregon-washington/doctors-locations#/search-form
Legacy Health-PacificSource provider directory has Spanish translation option
https://communitysolutions.pacificsource.com/tools/providerdirectory
OHSU provider directory has navigation buttons that link to notice about language and communications assistance
https://www.modahealth.com/ohsuprovidersearch/
Providence provider directory has and navigation button that links to notice about language assistance
http://phppd.providence.org/

Member handbook in English large print, Spanish large print, Arabic, Chinese, Russian, Somali, Vietnamese, Korean, Romanian, and as audio file, and available in other languages, Braille, or alternative formats by request
https://www.healthshareoregon.org/members/my-health-plan/member-handbook

**CCO Information for Members about Language Assistance
and Information and Forms in Multiple Languages and Formats**

https://www.healthshareoregon.org/storage/app/media/documents/For%20Members/Member%20Handbook/2021%20V1/REV-R4-1020-HS-Member-Handbook_8.25x10-Nov2-TSG-En.mp3

Other information in multiple languages
Rider guide in Spanish, Russian, Vietnamese, Chinese
http://careoregon.org/docs/default-source/nemt/hso-nemt-riders-guide-2088124-sp-0803-web.pdf
Information about COVID-19 in Spanish, Arabic, Chinese, Hmong, Russian, Somali, and Vietnamese
https://www.healthshareoregon.org/community-resources

InterCommunity Health Network CCO
Notice to members about language assistance in English; website has Spanish translation option and navigation button with link to notice about language assistance
https://www.ihntogether.org/more-services/interpreters
https://www.ihntogether.org/-/media/SHP/Documents/ALL-LOBs/Interpreter-Services-SHP.pdf

Provider directory listing languages spoken by provider in English; website has Spanish translation option
https://www.ihntogether.org/find-care-overview/provider-search?entity=p&origin=NetworkIHN

Member handbook in English, and available in other languages, large print, Braille, or alternative formats by request
https://www.ihntogether.org/your-benefits/member-handbook

Other information in Spanish
COVID-19 resources
https://www.ihntogether.org/in-your-community/covid-19-community-support-program
Information about resilience and adverse childhood experience in Spanish
https://www.ihntogether.org/-/media/IHN-CCO/Documents/Community/Ace-General-Infosheet-Spanish.pdf?la=en&hash=8035439A4888610EDD10A5505C57F13EEA5E77AF
How Smoking Affects You in Spanish
https://www.ihntogether.org/-/media/IHN-CCO/Documents/Special-Services/How-Smoking-Affects-You-Spanish.pdf?la=en&hash=04F1F89871015258F206462BDF3CA5AF09A7B630

Jackson Care Connect
Notice to members about language assistance in English; website has Google Translate option and adjustable font size option
https://jacksoncareconnect.org/for-members/member-resources

Provider directory listing languages spoken by provider in English; website has Google Translate option and adjustable font size option
https://jacksoncareconnect.org/for-members/provider-search

**CCO Information for Members about Language Assistance
and Information and Forms in Multiple Languages and Formats**

Member handbook in English and Spanish, and available in other languages or large print by request
http://careoregon.org/docs/default-source/jcc/jacksoncareconnect-member-handbook-sp.pdf?sfvrsn=87822eda_8
"Easy guide" for members in English and Spanish and in large print and other languages by phone request
https://careoregon.org/docs/default-source/jcc/jcc-easy-guide-spanish.pdf

Other information and forms in Spanish
OHP Now Covers Me! in Spanish
https://jacksoncareconnect.org/for-members/ahora-ohp-es-para-mi
Care coordination services handout in Spanish
http://careoregon.org/docs/default-source/jcc/jcc-care-coordination-handout-20115275-sp-0106b-web.pdf?sfvrsn=115eb744_2
Adolescent well-care incentive form in Spanish
https://jacksoncareconnect.org/docs/default-source/Member-Forms/2017_careoregon_awc_incentive_form_final_es.pdf
Information about COVID-19 in multiple languages
https://jacksoncareconnect.org/for-members/coronavirus
Information about COVID-19 vaccines in Spanish
http://careoregon.org/docs/default-source/jcc/jcc-vaccine-safety-efficacy-handout-spanish.pdf

PacificSource
Notice to members about language assistance with website navigation buttons in Spanish, Vietnamese, Chinese, Russian, Korean, Ukrainian, Japanese, Arabic, Romanian, Khmer, Somali, German, Persian, French, and Thai; website has Mexican Spanish translation option
https://communitysolutions.pacificsource.com/Document/MeaningfulAccess#Spanish

Provider directory listing languages spoken by provider in English; website has Mexican Spanish translation option
https://communitysolutions.pacificsource.com/Tools/ProviderDirectory

Member handbook in English, and available in other languages, large print, Braille, or alternative formats by request
https://communitysolutions.pacificsource.com/PDF/Handbook/ColumbiaGorge

Other information about language assistance in English; website has Mexican Spanish translation option
https://communitysolutions.pacificsource.com/Member/FrequentQuestions

Trillium Community Health Plan
Notice to members about language assistance in multiple languages; website has multiple translations options and adjustable font size option
https://www.trilliumohp.com/language-assistance.html

**CCO Information for Members about Language Assistance
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Provider directory listing languages spoken by provider in English; webpage has Spanish translation option
https://findaprovider.trilliumhealthplan.com/

Member handbook in English and Spanish, and available in other languages, large print, Braille, or alternative formats by request
https://www.trilliumohp.com/content/dam/centene/trillium/Spanish/2021-TricountyMbrHandBkSPN.pdf

Other information and forms in Spanish
Member newsletter in English and Spanish
https://www.trilliumohp.com/content/dam/centene/trillium/MemberNewsletters/MCA-MedNewsletrTriliumQTR1.pdf
Authorization to Disclose Protected Health Information in Spanish
https://www.trilliumohp.com/content/dam/centene/trillium/medicaid/pdfs/MCA_DE%2066V2SP_Authorization%20to%20Disclose%20Protected%20Health%20Information_SP.pdf
Revocation of Authorization to Disclose Protected Health Information in Spanish
https://www.trilliumohp.com/content/dam/centene/trillium/medicaid/pdfs/MCA_DE74SP_Revocation%20of%20Authorization%20to%20Disclose%20Health%20Information_SP.pdf
Request to Access (See) Records in Spanish
https://www.trilliumohp.com/content/dam/centene/trillium/medicaid/pdfs/MCA_DE03V2SP%202017%20Records%20Request%20Form_to%20SP.pdf

Umpqua Health Alliance
Notice to members about language assistance in English and Spanish, and as audio file; website has Google Translate option and UserWay accessibility options
https://www.umpquahealth.com/ohp/
In Winter 2021 member newsletter
https://www.umpquahealth.com/member-newsletter-winter-2021/

Provider directory listing languages spoken by provider in English
https://www.physicianehs.com/searchProvider.cfm
Provider directory in Spanish
https://www.physicianehs.com/pdf/UHA%20Directorio%20de%20proveedores%20espanol%20April%202021.pdf
Provider listings include "cultural & linguistic competency" and "ADA accessible"

Member handbook in English, Spanish, audio, and machine readable formats; and available in other languages, large print, Braille, or alternative formats by request
https://www.umpquahealth.com/wp-content/uploads/2020/07/updated-january-2020-uha-handbook-vs-20.6-spanish.1.pdf
https://www.umpquahealth.com/audio/
https://www.umpquahealth.com/machine-readable-data/

Forms in Spanish
Appeals forms in Spanish
https://www.umpquahealth.com/appeals-and-grievances/

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Yamhill Community Care Organization
Notice to members about language assistance in English; website has Google Translate option and adjustable font size option
https://yamhillcco.org/about-us/anti-discrimination-notice/

Provider directory listing languages spoken by provider in English; website has Google Translate option
https://yamhillcco.org/members/provider-search/

Member handbook in English large print and Spanish large print, and available in other languages, Braille, or alternative formats by request
https://yamhillcco.org/members/member-handbook/
https://yamhillcco.org/wp-content/uploads/YCCO-Member-Handbook-2021_LargePrint_es-1.pdf

Other information and forms in Spanish
Information about community health workers in Spanish
https://yamhillcco.org/community-programs/community-health-hub/
Yamhill County Resource Guide in Spanish
https://yamhillcco.org/wp-content/uploads/Yamhill-County-Spanish-Resource-Guide-Final-2019.pdf
Complaint form in Spanish
https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/hs3001.pdf
Advance directive form in Spanish
https://www.oregon.gov/oha/PH/ABOUT/Documents/Advance-Directive-SP.pdf
Authorization to Release Personal Health Information in Spanish
https://yamhillcco.org/members/documents-and-forms/
Declaration for Mental Health Treatment in Spanish
https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/ls9550.pdf