



Comparison Chart Multnomah County

Your guide to choosing Oregon Health Plan (OHP) Managed Care Plans

Use this chart to help you choose an OHP Medical Plan and Dental Plan. Fill in your Medical and Dental Plan choices on your OHP application.

When you apply for the Oregon Health Plan, you may need to choose an OHP Managed Care Plan. Your OHP Managed Care Plan will coordinate all of your health care needs. With managed care:

- You and your family have guaranteed access to health care, 24 hours a day, 7 days a week,
- Your health care records are kept in one place to give you and your family better service, and
- Your Plan covers a "basic" set of services.

Choosing OHP Medical, Dental and Mental Health Plans

Every family member must be in the same OHP Medical Plan. However, each family member can have a different Primary Care Provider (PCP), for example, personal doctor or nurse.

Every family member must be in the same OHP Dental Plan. However, each family member can have a different Primary Care Provider (PCP), for example, personal doctor or nurse.

You do not have to choose a Mental Health Plan. One will be assigned to you based on the OHP Medical Plan you choose.

All Medical, Dental, and Mental Health Plans must provide the same basic services.



Choose your OHP Medical and Dental Plan carefully because...

You are not allowed to change Medical or Dental Plans until you reapply, unless you have a special reason.

All Plans are **not** alike, even though all cover the same basic services.

If you have Medicare coverage...

Some OHP Medical Plans are also contracted with Medicare to be Medicare Advantage Plans. If you have Medicare coverage and you choose an OHP Medical Plan that lists a Medicare Advantage Plan, you will be required to join that Plan's Medicare Advantage Plan.

Tips to help you choose the OHP Medical and Dental Plan that is right for you

Call the Plans you are interested in and ask questions about things that are important to you.

If you join a Medical Plan:

- Find out which doctors, clinics, hospitals, pharmacies and mental health arrangements you and your family will have to use.
- Find out if they are located near you.

If you join a Dental Plan:

- Find out which dentists you will have to use.
- Find out if they are located near you.

Do you or a family member have a clinic or PCP that you go to?



- A PCP is a Primary Care Provider (personal doctor or nurse).
 - If you have a PCP or clinic, call and ask which Medical Plan your PCP or clinic belongs to.
 - Specialist doctors.
- Some Medical and Dental Plans have different rules about using specialist doctors. These rules can affect your use of referrals and other services. Call the Plan's Member Services to find out if the Medical and Dental Plan rules for specialist care meet your needs.

Your Dental Plans for Multnomah County							
Dental Plan Name	Capitol Dental Care	Hayden Family Dentistry Group	Managed Dental Care of Oregon	MultiCare Dental	ODS Community Health	Willamette Dental Group	
Service Areas and Phone Numbers	Dental Plan Phones	(503) 585-5205 or 1-800-525-6800. TTY: 1-800-735-1232 or 1-800-855-1155.	1-888-468-0022 or 1-888-640-8838. TTY: 1-866-599-8657.	(503) 581-1407 or 1-800-538-9604. TTY: 1-800-669-4041.	(503) 988-3711. TTY: 1-800-735-1232.	(503) 243-2987 or 1-800-342-0526. TTY: (503) 243-3958 or 1-800-433-6313.	Appointments: (503) 644-3200 or 1-800-461-8994. Customer Service: (503) 644-6444 or 1-800-460-7644. TTY: 1-800-735-1232.
	Primary Care Dentist Locations	Beaverton Clackamas Gresham Hillsboro Lake Oswego Milwaukie Portland (N, NE, NW, SE, SW)	Portland Tigard	Aloha Beaverton Gresham Hillsboro Milwaukie Portland (N, NE, NW, SE, SW) Tigard	Gresham Portland	Gresham Portland Troutdale	Gresham Portland Vancouver, WA

See inside for Medical Plan information

Open this guide to see Medical Plan comparisons. Turn it over to see Dental Plan Comparisons.

Comparison charts are also available on the OMAP's Web site at: http://www.dhs.state.or.us/healthplan/data_pubs/planlist/main.html



Your Medical Plans for Multnomah County

Medical Plan Name	Care Oregon	FamilyCare, Inc.	Providence Health Assurance	Kaiser Permanente Oregon Plus	
Medical Plan Phone Numbers	(503) 416-4100 or 1-800-224-4840. TTY: (503) 416-3700.	(503) 222-2880; 1-800-458-9518. TTY: 1-800-735-2900.	(503) 574-8200 or 1-800-898-8174. TTY: (503) 574-8702.	Not all ZIP Codes covered. (503) 813-2000 or 1-800-813-2000. TTY: 1-800-735-2900.	
Contracted Hospitals	Gresham: Legacy Mt. Hood; Portland: Adventist Medical Center, Doernbecher/OHSU, Legacy Emanuel, Legacy Good Samaritan, Providence Portland, Providence St. Vincent	Gresham: Legacy Mt. Hood; Milwaukie: Providence Willamette Falls; Portland: Adventist Medical Center, Legacy Emanuel, Legacy Good Samaritan, Providence Portland Tualatin: Legacy Meridian Park	Milwaukie: Providence Newberg: Providence Portland: Providence St. Vincent	Clackamas: Kaiser Sunnyside Medical Center; Portland: OHSU Doernbecher Children's Hospital, Providence St. Vincent Medical Center; Salem: Salem Hospital; Longview, WA: St. John Medical Center; Vancouver, WA: SW WA Medical Center	
Primary Care Provider Locations	Gresham Portland (N, NE, NW, SE, SW, W)	Beaverton Gladstone Gresham Milwaukie Oregon City Portland Troutdale West Linn	Beaverton Gresham Portland	Beaverton Clackamas Gresham Hillsboro Longview, WA Portland Salem Tualatin Vancouver, WA	
Pharmacy Arrangements	Albertsons, Bi-Mart, Fred Meyer, Rite Aid, Safeway; 40 other local pharmacies	Albertsons, Bi-Mart, Fred Meyer, Rite Aid, Safeway; 207 other local pharmacies	Fred Meyer, Hi-School, Providence, Safeway, Walgreens; 25 other local pharmacies	Beaverton Medical Office, Division Medical Office, Interstate Medical Office, Kaiser Sunnyside Medical Office, Mt. Scott Medical Office; 14 other local Pharmacies	
Medicare Advantage Plan	Yes	Yes	No		
Mental Health Arrangements	Verity Integrated Behavioral Healthcare Systems. (503) 988-5887 or 1-800-716-9769.	FamilyCare, Inc. 1-866-798-2230. TTY: 1-800-735-2900 (ask for Magellan)	Verity Integrated Behavioral Healthcare Systems. (503) 988-5887 or 1-800-716-9769. TTY (503) 306-5866.	Verity Integrated Behavioral Healthcare Systems. (503) 988-5887 or 1-800-716-9769. TTY (503) 306-5866.	
Quality Survey Results	Getting needed care Members found a PCP and got referrals to specialists.	★★	★	★★★★	★★★★
	Getting care without long waits Members got appointments easily, did not have a long wait in the reception area, and got help on the phone.	★★	★★	★★	★★
	Doctor's communication Members had a doctor who listens, explains, shows respect and spends time with them.	★★	★★	★★	★★
	Courtesy of doctor's office staff Doctors' office staff are courteous and helpful.	★★	★★	★★	★★
	Medical Plan's customer service Members got helpful information and paperwork.	★★	★★	★★	★★

★★★★ Above Average ★★ Average ★ Below Average

About the Medical Plan Quality Survey

The Office of Medical Assistance Programs (OMAP) manages the Oregon Health Plan. OMAP asked an independent, outside company to do a survey to find out what adults and children think of their Medical Plan and medical care.

The survey asked about things that only patients can answer, such as whether it's easy to get the care they need.

People young and old, well and sick, of different cultures, from all over Oregon answered questions about their Medical Plan and care. Adults were asked about their care; parents were asked about their child's Medical Plan and care.

See the full survey results at:

www.dhs.state.or.us/healthplan/data_pubs/reports.html