

Your Dental Plans for Gilliam, Grant, Lake, Morrow, Sherman & Wheeler Counties

Dental Plan Name	Hayden Family Dentistry Group	Northwest Dental Services, LLC
Dental Plan Phones	<b>Gilliam, Morrow and Wheeler. Grant, Lake and Sherman (not all ZIP Codes covered)</b>  <b>Bend and La Pine: 1-888-468-0022 or 1-888-640-8838.</b>  <b>Boardman: (541) 481-9311.</b>  <b>Heppner: (541) 676-9118.</b>  <b>Grass Valley Mobile Dental Office and Paisley Mobile Dental Office: 1-800-488-0414 or 1-866-444-2093. TTY: (541) 345-5750.</b>  <b>Mobile Dental Office (MDO) - Traveling dental service office that stops in rural communities every 3 months.</b>	<b>Grant, Lake, Sherman and Wheeler</b>  <b>(541) 504-3901 or 1-866-268-9631.</b>  <b>TTY: 1-866-268-9617.</b>
	<b>Primary Care Dentist Locations</b>	<b>Gilliam, Morrow, Wheeler. Grant, Lake, Sherman (not all ZIP Codes covered), Bend, Boardman, Grass Valley Mobile Dental Office, Heppner, La Pine, Paisley Mobile Office</b>

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>

- 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 need



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 and 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?

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,

- 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 Dentist (PCD).

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.



Comparison Chart  
Gilliam, Grant, Lake, Morrow, Sherman & Wheeler Counties

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.



## Your Medical Plans for Grant, Lake, Morrow, Sherman & Wheeler Counties

### Gilliam County only

You may see any provider that will take your OMAP Medical Care Identification form.

#### Mental Health Arrangements for Gilliam County

**Clackamas County.**  
Condon - (541) 384-2666.  
TTY: 1-800-735-1232.

### Lake County only

You may see any provider that will take your OMAP Medical Care Identification form.

Medical Plan Name	CareOregon	COIHS	FamilyCare, Inc.
	Morrow only. Not all ZIP Codes covered	Grant, Lake (not all ZIP Codes covered), Sherman and Wheeler	Morrow only
<b>Medical Plan Phone Numbers</b>	(503) 416-4100 or 1-800-224-4840. TTY: 503) 416-3700.	(541) 382-5920 or 1-800-431-4135. TTY:1-800-735-2900.	(503) 222-2880 or 1-800-458-9518. TTY:1-800-735-2900.
<b>Contracted Hospitals</b>	Hermiston: Good Shepherd; Walla Walla, WA: St. Mary's Medical Center, Walla Walla General	Bend: St Charles; Burns: Harney District; John Day: Blue Mountain; Madras: Mountain View; Prineville: Pioneer Memorial; Redmond: Central Oregon District	Hermiston: Good Shepherd; Pendleton: St Anthony; Kennewick, WA: Kennewick General; Richland, WA: Kadlec Medical Center; Walla Walla, WA: St. Mary Medical Center
<b>Primary Care Provider Locations</b>	Boardman Hermiston Irrigon Walla Walla, WA	John Day	Boardman Heppner Hermiston Pendleton Umatilla
<b>Pharmacy Arrangements</b>	Bi-Mart, Boardman Pharmacy, Hermiston Drug Inc., Rite Aid, Safeway; 1 other local pharmacy	Grant Co.: John Day Pharmacy, Len's Drug.	Albertsons, Bi-Mart, Rite Aid, Safeway, Wal-Mart; 16 other local pharmacies
<b>Medicare Advantage Plan</b>		ClearChoice - Medicare+Choice plan	
<b>Mental Health Arrangements</b>	Greater Oregon Behavioral Health, Inc.  Morrow - (541) 676-9161 or (541) 481-2911.  TTY: 1-800-399-7335.	Clackamas County. Sherman - (541) 296-5452. TTY: 1-800-735-1232.  Greater Oregon Behavioral Health, Inc. Grant - (541) 575-1466. Lake - (541) 947-6021. Wheeler - (541) 676-9161 or (541) 763-2746. TTY: 1-800-399-7335.	Greater Oregon Behavioral Health, Inc.  Morrow - (541) 676-9161 or (541) 481-2911.  Wheeler - (541) 676-9161 or (541) 763-2746.  TTY: 1-800-399-7335.
<b>Getting needed care</b> Members found a PCP and got referrals to specialists.	★★	★★	★
<b>Getting care without long waits</b> Members got appointments easily, did not have a long wait in the reception area, and got help on the phone.	★★	★★	★★
<b>Doctor's communication</b> Members had a doctor who listens, explains, shows respect and spends time with them.	★★	★★	★★
<b>Courtesy of doctor's office staff</b> Doctors' office staff are courteous and helpful.	★★	★★	★★
<b>Medical Plan's customer service</b> 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](http://www.dhs.state.or.us/healthplan/data_pubs/reports.html)>

Services and Benefits

Quality Survey Results