

Date

Member Name  
Member Address

Dear Advanced Health Member,

Thank you for your interest in additional information about Advanced Health. Please see the information below.

OHP and Advanced Health work together. The Oregon Health Plan (OHP) is free health care coverage for Oregonians. OHP is Oregon's Medicaid program. It covers physical, dental, and behavioral health care services (mental health and substance use disorder treatment). OHP will also help with prescriptions and rides to care.

OHP has local health plans that help you use your benefits. The plans are called coordinated care organizations or CCOs. Advanced Health is a CCO. Advanced Health serves Coos and Curry Counties.

CCOs organize and pay for your health care. We pay doctors or providers in different ways to improve how you get care. This helps make sure providers focus on improving your overall health. The CCO pays providers in different ways to improve how care is delivered and to improve health outcomes. You have a right to ask about how we pay providers. Provider payments or incentives will not change your care or how you get benefits. For more information, call Customer Service at 541-269-7400 / 800-264-0014.

All CCOs offer the same OHP benefits. Some offer extra services like new baby items and gym memberships. Learn more about Advanced Health benefits in the Member Handbook.

When you enroll in OHP, you will get an Oregon Health ID card. This is mailed to you with your coverage letter. Each OHP member in your household gets an ID card.

We work with other organizations to help manage certain parts of your benefits, for example dental and transportation. For a full list of the organizations and descriptions of services they offer see the Member Handbook.

When you enroll in a CCO, you will also get a CCO ID card. This card is very important. It shows that you are an Advanced Health member and lists other information like important phone numbers.

Your primary care provider (PCP) will also be listed on your ID card.

Be sure to show your Advanced Health ID card each time you go to an appointment or the pharmacy. Your coverage letter and Advanced Health ID card will tell you what CCO you are enrolled in.

They will also tell you what level of care your plan covers:

- CCOA: Medical, dental, and behavioral health
- CCOB: Medical and behavioral health
- CCOE: Behavioral health only
- CCOG: Dental and behavioral health
- CCOF: Dental only

You can contact us at any time for more information or assistance.

The Advanced Health office is open Monday through Friday, from 8:00 a.m. to 5:00 p.m. We're closed on New Year's Day (01/01/24), Memorial Day (05/27/24), Independence Day (07/04/24), Labor Day (09/02/24), Thanksgiving (11/28/24), Friday after Thanksgiving (11/29/24) and Christmas (12/25/24).

Our office location is:

Advanced Health  
289 LaClair Street  
Coos Bay, OR 97420

Call toll free: 541-269-7400 / 800-264-0014, TTY 711, or language access at 800-735-2900.

Fax: 541-269-2052

Online: <https://advancedhealth.com>

Mailing address:

Advanced Health  
289 LaClair Street  
Coos Bay, OR 97420

Current Member Handbook

[https://advancedhealth.com/wp-content/uploads/2024/02/Final-AdvancedHealth\\_2024MemberHandbook\\_FINAL\\_022024.pdf](https://advancedhealth.com/wp-content/uploads/2024/02/Final-AdvancedHealth_2024MemberHandbook_FINAL_022024.pdf)

Important phone numbers:

- Medical benefits and care

Call Customer Service: 541-269-7400 / 800-264-0014. TTY users, please call 711.

Hours: Monday through Friday 8:00 a.m. to 5:00 p.m.

Learn about medical benefits and care in the Member Handbook.

- Pharmacy benefits

Pharmacy Customer Service: 541-269-7400 / 800-264-0014. TTY users, call 711.

Hours: Monday through Friday 8:00 a.m. to 5:00 p.m.

Learn about pharmacy benefits in the Member Handbook.

- Behavioral health, drug, alcohol dependency, or substance use disorder treatment benefits and care.

Customer Service: 541-269-7400 / 800-264-0014. TTY users, please call 711.

Hours: Monday through Friday 8:00 a.m. to 5:00 p.m.

Learn about behavioral health benefits in the Member Handbook.

- Dental benefits and care

Advantage Dental DCO Customer Service at 866-268-9631. TTY users, please call 711.

Hours: Monday through Friday 8:00 a.m. to 5:00 p.m.

Learn about dental benefits in the Member Handbook.

- Free rides to physical care, dental care, or behavioral health care

You can get a free ride to physical care, dental care, and behavioral health visits. Call Bay Cities Brokerage at 541-266-4323 or 877-324-8109 to set up a ride. TTY users, please call 711.

Hours: Monday through Friday 8:00 a.m. to 5:00 p.m. Closed on New Year's Day (1/01/24), Thanksgiving (11/28/24), Labor Day (9/02/24), Independence Day (7/04/24), and Christmas Day (12/25/24).

Learn more about rides to care in the Member Handbook.

You can also contact the Oregon Health Plan, OHP Customer Service can help:

- Change address, phone number, family status or other information
- Replace a lost Oregon Health ID card
- Get help with applying or renewing benefits
- Get local help from a community partner

How to contact OHP Customer Service.

- Call: 800-699-9075 toll-free (TTY 711)

- Web: [www.OHP.Oregon.gov](http://www.OHP.Oregon.gov)

- Email: Use the secure email site at <https://secureemail.dhsoha.state.or.us/encrypt> to send your email to [Oregon.Benefits@odhsoha.oregon.gov](mailto:Oregon.Benefits@odhsoha.oregon.gov). Tell us your full name, date of birth, Oregon Health ID number, address, and phone number.

Advanced Health uses some incentive programs to encourage better health care for our members. Advanced Health has two types of Incentive Plans.

The first is a plan for distributing funds from the Quality Pool and Challenge Pool. These funds are earned based on how well the CCO performs on certain health measures. The purpose of this plan is to tell the CCO's doctors, health organizations, and public health partners how they'll share these funds.

Here's a summary of the plan:

1. **How They Decide Who Gets Money:** Advanced Health looks at many things when deciding how much money each health measure is worth. They consider things like how hard the measure is, how well the CCO did, and how many people the measure affects. A group called the Clinical Advisory Panel (CAP) suggests how much money each measure should get. Then, Advanced Health's Board of Directors makes the final decision.
2. **Evaluating Providers:** They look at what each health provider does and how well they do it. If a provider does certain tasks, like screenings or visits, they get money for those tasks. For other tasks where it's hard to say who should get the money, like reducing smoking rates, the money goes to the organizations collecting data or helping with community health.
3. **Considering Past Payments:** Advanced Health doesn't change how much money a provider gets based on money they got before. They look at how much each provider helped meet health goals in the past to decide.
4. **How Providers Can Qualify:** Providers get paid for doing tasks that help meet health goals. For tasks that community organizations or public health partners help with, Advanced Health works with the CAP to decide who should get paid.
5. **How 2020 Funds Were Distributed:** In 2020, Advanced Health gave out quality pool funds early to providers as part of their contract. They used the same rules they use for regular payments.
6. **Future Plans:** Advanced Health wants to keep supporting both health providers and community organizations in improving health. They'll keep changing how they give out funds as health goals change.
7. **Where to Find the Plan:** You can find the plan on Advanced Health's website at this link: <https://advancedhealth.com/providers/quality-incentive-measures/>

The other Incentive plan that Advanced Health participates in is the Value Based Payment Plan. The Health Care Payment Learning and Action Network (LAN) is a program supported by the government. This program is to improve how doctors and hospitals get paid for taking care of patients. Oregon Health Authority (OHA) is using LAN's plan to track how well Oregon's health organizations are doing. They want more payments to be based on how well patients are cared for, not just how many services they provide.

Here's what the plan says:

1. **Making Doctors' Offices Better:** Doctors' offices called Patient-Centered Primary Care Homes (PCPCH) will get extra money every month to help them give better care. This money should increase each year. Also, more important PCPCHs will get more money.
2. **Increasing Better Payments:** Every year, more money will go to doctors and hospitals based on how well they take care of patients. By 2024, at least 70% of payments should be this way.
3. **Taking Risks to Improve:** Starting in 2023, more money will be given to doctors and hospitals who take risks to improve care. This means they'll get more money if they do a good job, but they might get less if they don't.
4. **Making Different Care Areas Better:** Oregon's health organizations need to make plans to improve care in hospitals, for moms and babies, for mental health, for kids, and for teeth. They'll get money for doing a good job in these areas too.
5. **Different Payment Categories:** Right now, many payments are just for services, not for good care. They want to change this and make more payments based on quality care.
6. **Keeping Track of Progress:** Every year, Oregon's health leaders will talk about how things are going. They'll also look at data to see if the changes are making care better.

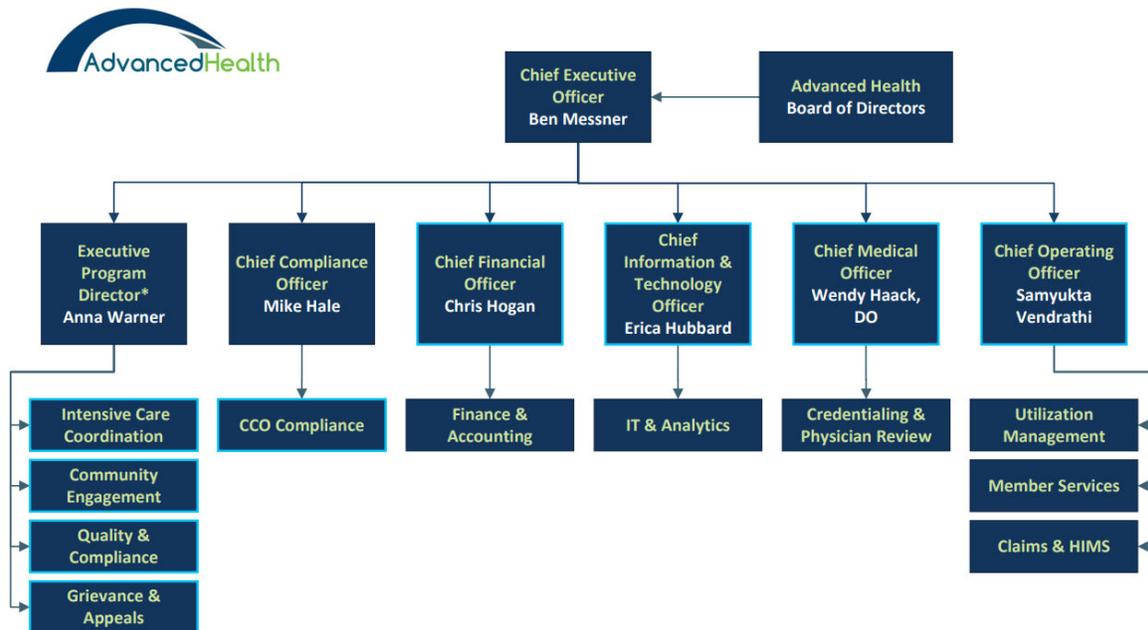
Overall, they want to make sure that doctors and hospitals are paid for doing a good job of taking care of patients.

For more information please go to the Oregon Health Authority's website for the following reports:

- [https://www.oregon.gov/oha/HPA/ANALYTICS/CCOMetrics/2023-Reference-Instructions-\(quality-pool-methodology\).pdf](https://www.oregon.gov/oha/HPA/ANALYTICS/CCOMetrics/2023-Reference-Instructions-(quality-pool-methodology).pdf)

- <https://www.oregon.gov/oha/HPA/ANALYTICS/CCOMetrics/2023-Quality-Pool-Initial-Estimates.pdf>
- <https://www.oregon.gov/oha/HPA/dsi-tc/Documents/VBP-Technical-Guide-for-CCOs.pdf>

Advanced Health Organization Chart 2024 (OR LLC)



You can get this letter in another language, large print, braille, or another way that is best for you free of charge. You can also have a language interpreter free of charge.

Call Advanced Health Member Services at:

*541-269-7400 or 800-264-0014 (TTY: 711 or 800-735-1232)*