

Date

Dear Member,

Welcome to Advanced Health. We are the Coordinated Care Organization (CCO) that manages your Oregon Health Plan benefits. We help coordinate your health care. We serve Coos and Curry counties.

Enclosed is our member handbook and your ID card. We are also sending you our Members' Rights and Responsibilities Statement and Notice of Privacy Practices. Please take a moment to read them. It is important that you understand your rights and know what is expected of you as an Advanced Health member.

Your Oregon Health Plan benefit coverage includes:

Physical Health. You can call Customer Services to get a Primary Care Provider. If we do not hear from you, one will be assigned to you. In the coming weeks you will get a letter telling you who your Primary Care Team is. Your Primary Care Team will coordinate your health care needs. Please go to our website at <https://advancedhealth.com/members/find-a-provider/> to find a provider.

Dental Care. You can call Advantage Dental to get a Dental Care Provider. If we do not hear from you, one will be assigned to you. Please go to our website at www.advantagedentalservices.com to find a provider. You can also call Customer Services at 866-268-9631.

Behavioral Health. You can self-refer for most behavioral health services. Please go to our website at <https://advancedhealth.com/members/find-a-provider/> to find providers. You can also call Customer Services for help.

Non-Emergency Medical Transportation. For help getting rides to medical appointments, you can call Bay Cities Brokerage. These rides are free. You can call them at 877-324-8109. Please go to their website at <http://bca-ride.com/> for information. You can also call Advanced Health Customer Services for help.

Care Coordination. Advanced Health offers Care Coordination to all Members. Care Coordination can help you understand your benefits. It can help you:

- access therapy and substance use disorder help.
- find providers and get appointments.
- with transitions of care.
- find resources like housing, food, safety, climate risk devices, work, school, and health related social needs!
- create a care plan to meet your needs.

Call Advanced Health Customer Service for more information on Care Coordination.

To see a list of all our contracted providers, please go to our provider directory at <https://advancedhealth.com/members/find-a-provider/>. Click on the provider's profile to see their details. This list may not be complete. You can also call your provider to double check. You can also call Customer Services for help.

Our covered medicine list is updated for 2026. This is called our formulary. You can see the list on our website at <https://advancedhealth.com/members/pharmacy-info/>. Or you can call Customer Services and ask for a paper copy. We will send you one for free when you call.

We have included a Health Risk Survey. The Health Risk Survey is a way to tell us about your current health and needs. The survey asks questions about your general health with the goal of helping reduce health risks, maintain health, and prevent disease. You can call Customer Service to complete this by phone. You can find the Health Risk Assessment online at <https://advancedhealth.com/members/forms/>. You may also receive a call from a Care Coordinator.

Please call Customer Services if you have any questions. Call us at 541-269-7400 or Toll Free at 800-264-0014. You can also schedule a time to meet with a representative for help. Our representatives are available Monday - Friday from 8:00 am to 5:00 pm to help you. You can find more information on our website at <http://advancedhealth.com/members/>.

We look forward to getting to know you.

Thank you,
Advanced Health

You can get this letter in other languages, large print, Braille or a format you prefer. You can also ask for an interpreter. This help is free. Call Advanced Health Customer Service at:

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

We accept relay calls.