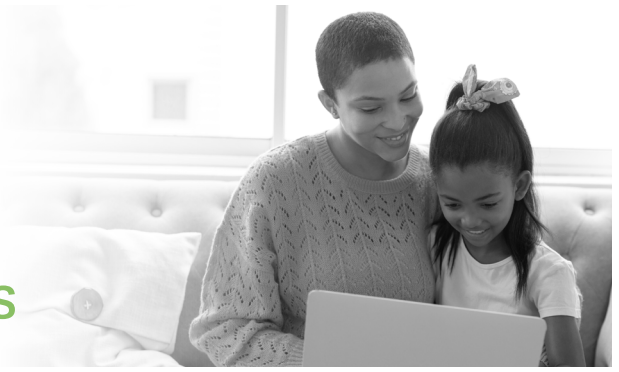


# Helpful Resources for Trillium Lane County Members



## AT TRILLIUM, HEALTH EQUITY IS OUR PRIORITY.

Schedule a welcome call to help us understand your needs. Call Trillium at **1-877-600-5472 (TTY: 711)**. We can talk about your Trillium benefits. We can also talk about how to connect you to additional resources that may include food, housing, wellness programs, and more.



### Behavioral Health and Specialty Services

If you have the internet, you can search for a provider or print the provider directory at: <http://providersearch.trilliumhealthplan.com>. If you do not have internet access, you can call Trillium Member Services for help: 1-877-600-5472 (TTY: 711)



### Dental Care

Your dental plan assignment or Dental Care Organization (DCO) is on your Trillium Member ID Card. To change your DCO, call our Member Services team at 1-877-600-5472 (TTY: 711). You may choose a Primary Care Dentist (PCD) from the Find a Provider tool. Or, you can call their office and they will help arrange your first appointment with a Primary Care Dentist. <https://findaprovider.trilliumhealthplan.com/location>

- **Advantage Dental Services**

Provider Directory <https://providerportal.advantagedental.com/provider/search>  
Customer Service toll-free 1-866-268-9631 (TTY 711)

- **Capitol Dental Care**

Provider Directory <https://www.interdent.com/capitoldentalcare/members/list-of-providers/>  
Customer Service 1-503-585-5205 or toll-free 1-800-525-6800 (TTY 1-800-735-2900)

- **Oregon Dental Service**

Provider Directory <https://www.odsccommunitydental.com/members/provider-search>  
Customer Service 1-503-243-2987 or toll-free 1-800-342-0526 (TTY 1-503-243-3958 or 1-800-466-6313)



### Flu Shots

To help you and those around you stay healthy, get your flu shot every year. To learn more, visit [www.TrilliumOHP.com/flu](http://www.TrilliumOHP.com/flu). If you do not have internet access, you can call Trillium Member Services for help: 1-877-600-5472 (TTY: 711).



### Interpreter Services

You can have a voice or sign language interpreter at your appointments if you want one. When you call for an appointment, tell your provider's office that you need an interpreter and in which language. If you need a language or sign language interpreter for health care visits, you can:

1. Call Trillium.
2. Call your doctor's office and ask them to set up an interpreter for your visit. Information on Health Care Interpreters is at [www.Oregon.gov/oha/oei](http://www.Oregon.gov/oha/oei).



### Mental Health Crisis

Crisis Hotline at 541-687-4000 (TTY 711), call 911, or go to the Emergency Room (ER).

Youth Crisis Line at 541-689-3111 (TTY 711), call 911, or go to the Emergency Room (ER).



### Nurse Advice Line

Our 24/7 nurse advice line is a free health information phone line. Call 1-866-439-2038.



## Pharmacy

Learn about your pharmacy benefits at [www.trilliumohp.com/pharmacy](http://www.trilliumohp.com/pharmacy). Helpful tip: You can get a 90-day supply of your maintenance drugs (a medication used to treat a long-term condition). This way you can go to the pharmacy less often. If you do not have internet access, you can call Trillium Member Services for help: 1-877-600-5472 (TTY: 711)



## Pregnancy Support

Trillium Start Smart for Baby provides support during and after your pregnancy. Call 1-877-600-5472 (TTY: 711) for more information.



## Primary Care Services

Your Primary Care Provider (PCP) is on your Trillium Member ID Card. To change your PCP, call our Member Services team at 1-877-600-5472 (TTY: 711).



## Quit Smoking

Oregon Tobacco Quit Line – a free program that you can do by telephone or online

- English 1-800-QUIT-NOW (1-800-784-8669), Español 1-855-DEJELO-YA (1-855-335356-92)
- TTY: 1-877-777-6534 [www.quitnow.net/oregon](http://www.quitnow.net/oregon)



## Telehealth

Telehealth is your convenient, 24-hour access to in-network providers for non-emergency health issues. Set up and activate your account online: <https://member.teladoc.com/trilliumchp>. If you do not have internet access, you can call Trillium Member Services for help: 1-877-600-5472 (TTY: 711)



## Traditional Health Workers

You can get support from a Doula, Peer Support Specialist, Peer Wellness Specialist, Personal Health Navigator or Community Health Worker at no cost. Email: [THW@TrilliumCHP.com](mailto:THW@TrilliumCHP.com) or call Trillium at 1-877-600-5472.



## Transportation

Trillium Medicaid members can get free rides to healthcare visits. Call RideSource at 541-682-5566 or 1-877-800-9899 (TTY: 711).



## Additional Resources

Search for free or reduced cost services like medical care, food, job training, and more.

Connect Oregon <https://oregon.uniteus.com/get-help/>, T-REX - Trillium Resource Exchange

<https://trilliumchp.findhelp.com/>. If you do not have internet access, you can call Trillium Member Services for help: 1-877-600-5472 (TTY: 711)



## Hospitals

You can also search for providers at: <https://providersearch.trilliumhealthplan.com>

- **Cottage Grove Community Medical Center - PeaceHealth**  
1515 Village Drive  
Cottage Grove, OR 97424  
541-767-5500
- **Peace Harbor Medical Center**  
400 9th Stree  
Florence, OR 97439  
541-997-8412
- **Sacred Heart - Riverbend**  
3333 Riverbend Drive  
Springfield, OR 97477  
541-222-7300
- **McKenzie Willamette Regional Medical Center**  
1460 G Street  
Springfield, OR 97477  
541-726-4400
- **Sacred Heart Medical Center University District**  
1255 Hilyard Street  
Eugene, OR 97401  
541-686-7300



## Urgent Care

You can also search for providers at: <https://providersearch.trilliumhealthplan.com>

- **G Street Urgent Care**

1435 G Street  
Springfield, OR 97477  
541-735-9420

- **PeaceHealth Medical Group (Cottage Grove)**

1515 Village Drive  
Cottage Grove, OR 97424  
541-767-5200

- **PeaceHealth Medical Group (Florence)**

390 9th Street  
Florence, OR 97439  
541-997-7134

### **[Do you think Trillium Community Health Plan (Trillium) has treated you unfairly?]**

Trillium must follow state and federal civil rights laws. It cannot treat people unfairly in any of its programs or activities because of a person's:

- Age
- Color
- Disability
- Gender identity
- Marital status
- National Origin
- Race
- Religion
- Sex
- Sexual orientation

You can get this letter in another language, large print, or another way that is best for you. You can also have a language interpreter. Call 1-877-600-5472 (TTY/TDD 711).

#### **English**

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-877-600-5472 (TTY/TDD 711).

#### **Español (Spanish)**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-600-5472 (TTY/TDD 711).]