

2025 Helpful Resources

for Trillium Lane County & SW 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: 877-600-5473). 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: 1-877-600-5473 (TTY: 877-600-5473)



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: 877-600-5473). 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**

Customer Service toll-free 1-866-268-9631 (TTY: 711)

- **Capitol Dental Care**

Customer Service toll-free 1-800-525-6800 (TTY: 1-800-735-2900)

- **Oregon Dental Service**

Customer Service toll-free 1-800-342-0526 (TTY: 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. If you do not have internet access, you can call Trillium Member Services for help: 1-877-600-5472 (TTY: 877-600-5473).



Interpreter Services

You, your representative, family members and caregivers can ask for a certified and qualified health care interpreter. These services are free. When you call for an appointment, tell your provider's office that you need an interpreter and the language you need. You can also call Trillium at 1-877-600-5472 (TTY: 877-600-5473).



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. 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: 877-600-5473)



Pregnancy Support

Trillium Start Smart for Your Baby provides support during and after your pregnancy. Call 1-877-600-5472 (TTY: 877-600-5473) 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: 877-600-5473).



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



Social-Emotional Wellbeing of Youth 0-5 years

Children from birth to age 5 and their families can access services that help with social-emotional health. Our Pediatric Care Team will help you find the best match for your needs. They can connect you to resources and help support the wellbeing of our youngest members. To learn more, call Trillium Member Services at 1-877-600-5472 (TTY: 877-600-5473).



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: 877-600-5473)



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 or call Trillium at 1-877-600-5472 (TTY: 877-600-5473)



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/> If you do not have internet access, you can call Trillium Member Services for help: 1-877-600-5472 (TTY: 877-600-5473)



Hospitals

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

- **Sacred Heart Riverbend Medical Center**
3333 Riverbend Drive
Springfield, OR 97477
541-726-4400
Toll Free: none (TTY: 711)
<https://www.peacehealth.org/hospitals/sacred-heart-medical-center-riverbend>
- **McKenzie Willamette Regional Medical Center**
1460 G Street
Springfield, OR 97477
541-726-4400
Toll Free: 1-833-282-0583 (TTY: 711)
www.mckweb.com
- **Cottage Grove Community Medical Center**
1515 Village Dr
Cottage Grove, OR 97424
541-767-5500
Toll Free: none (TTY: 711)
www.peacehealth.org/cottage-grove-medical-center
- **Peace Harbor Medical Center**
400 9th Street
Florence, OR 97439
541-997-8412
Toll Free: none (TTY: 711)
www.peacehealth.org/cottage-grove-medical-center
- **Lower Umpqua Hospital District**
600 Ranch Rd
Reedsport, OR 97467
541-271-2171
Toll Free: none (TTY: 711)
<https://www.lowerumpquahospital.org/>



Urgent Care & Walk-In Clinics

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

- **G Street Urgent Care**
1435 G Street
Springfield, OR 97477
541-735-9420 (TTY 711)
- **Urgent Care @ PeaceHealth University District**
1200 Hilyard St, Ste 110
Eugene, OR 97404
458-205-6282 (TTY 711)
- **Woodfield Station Primary Care & Walk-In Clinic**
2846 Willamette St
Eugene, OR 97405
541-222-8700 (TTY 711)
- **Same Day Care @ PeaceHealth Cottage Grove Community Medical Center**
1515 Village Dr, Ste 120
Cottage Grove, OR 97424
541-767-5200 (TTY 711)
- **PeaceHealth Creswell Primary Care & Walk-In Clinic**
180 Melton Rd
Creswell, OR 97426
541-222-7700 (TTY 711)
- **Family Medicine & Same-Day Care @ PeaceHealth Peace Harbor**
390 9th St
Florence, OR 97439
541-997-7134 (TTY 711)
- **Same Day Clinic @ Dunes Family Health Care**
620 Ranch Rd
Reedsport, OR 97467
541-271-2163 (TTY 711)

English

You can get this communication in other languages, large print, Braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 1-877-600-5472 or TTY 711. We accept relay calls.

-You can get help from a certified and qualified health care interpreter.

Spanish

Puede obtener esta información en otros idiomas, en letra grande, braille o en un formato que usted prefiera. También puede recibir los servicios de un intérprete. Esta ayuda es gratuita. Llame al servicio de atención al cliente 1-877-600-5472 o TTY 711. Aceptamos todas las llamadas de retransmisión.

-Usted puede obtener ayuda de un intérprete certificado y calificado en atención de salud.

Russian

Вы можете получить этот документ на другом языке, напечатанное крупным шрифтом, шрифтом Брайля или в предпочитаемом вами формате. Вы также можете запросить услуги переводчика. Эта помощь предоставляется бесплатно. Звоните по тел. 1-877-600-5472 или ТТТ 711 Мы принимаем звонки по линии трансляционной связи.

-Вы можете получить помощь от аккредитованного и квалифицированного медицинского переводчика.