

2026 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: 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: <https://www.trilliumohp.com/find-a-provider.html>. If you do not have internet access, you can call Trillium Member Services for help: 1-877-600-5473 (TTY: 711) You can also visit the [Lane County Trillium Behavioral Health Provider Finder Link](#) to find available behavioral health services including therapy/counseling, medication, peer support, substance use services, and psychological assessments. You can filter by availability of provider, location, virtual/in-person, age, and more.



Behavioral Health Crisis

Crisis Hotline at 541-682-1001 (TTY: 711), call 911, or go to the Emergency Room (ER).
Youth Crisis Line 541-689-3111 (TTY: 711) and 988.



Nurse Advice Line

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



Transportation

Trillium Medicaid members can get free rides to healthcare visits. Call RideSource at 541-682-5566 or 1-877-800-9899 (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://www.trilliumohp.com/find-a-provider.html>

- **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 1-503-243-2987 or toll-free 1-800-342-0526 (TTY: 1-503-243-3958 or 1-800-466-6313)



Flu Shots

Keep yourself and those close to you healthy. Talk to your doctor about vaccines and how to protect yourself from the flu. 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: 711).



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: 711).



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 (711)



Pregnancy Support

The Start Smart for Your Baby® program provides support during and after your pregnancy. This program can help connect you with a doula or Lactation Counselor who can meet you where you are. For more information, visit www.trilliumohp.com/startsmart or call 1-877-600-5472 (TTY 711).



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



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: 711).



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 or call Trillium at 1-877-600-5472 (TTY: 711)



Hospitals

You can also search for providers at: <https://www.trilliumohp.com/find-a-provider.html>

- Sacred Heart Riverbend Medical Center**
 3333 Riverbend Drive
 Springfield, OR 97477
 541-222-7300
 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

You can also search for providers at: <https://www.trilliumohp.com/find-a-provider.html>

Lane County Cottage Grove

- Same Day Care at PeaceHealth Cottage Grove Community Medical Center**
 1515 Village Dr, Ste 120
 Cottage Grove, OR
 541-767-5200
 Monday - Friday 8:00am - 6:00pm
- Best Med Urgent Care**
 1445 Gateway Blvd
 Cottage Grove, OR
 541-942-7000
 Monday - Saturday 8:00am - 8:00pm

Eugene

- Urgent Care at PeaceHealth University District**
 1200 Hilyard St, Ste 110, Eugene, OR
 458-205-6282
 Monday - Sunday 8:00am - 8:00pm
- Best Med Urgent Care**
 2710 Willamette St, Eugene, OR
 541-735-3161
 Sunday - Saturday 8:00am - 8:00pm
- Best Med Urgent Care**
 4040 W 11th Ave, Ste B, Eugene OR
 458-215-2311
 Sunday - Saturday 8:00am - 8:00pm

- Best Med Urgent Care**
 598 E 13th Ave, Eugene, OR
 541-636-3473
 Sunday - Saturday 8:00am - 8:00pm
- Best Med Urgent Care**
 1800 Coburg Rd, Eugene, OR
 541-345-8760
 Sunday - Saturday 8:00am - 10:00pm

Florence

- Family Medicine & Same-Day Care at PeaceHealth Peace Harbor**
 390 9th St, Florence, OR
 541-997-7134
 Monday - Friday 7:00am - 5:30pm
 Saturday 8:00am - 5:30pm

Junction City

- Best Med Urgent Care**
 355 W 3rd Ave, Junction City, OR
 541-998-6750
 Sunday - Saturday 8:00am - 8:00pm

Springfield

- G Street Integrated Health & Urgent Care**
 1435 G St, Springfield, OR
 541-735-9420
 Monday - Friday 8:00am - 4:30pm
 Saturday - Sunday 9:00am - 4:30pm

- Best Med Urgent Care**
 5781 Main St, Springfield, OR
 541-654-0282
 Sunday - Saturday 8:00am - 8:00pm

Douglas County Reedsport

- Dunes Family Health Care -Same Day Clinic**
 620 Ranch Rd, Reedsport, OR
 97467
 541-271-6309
 Monday - Friday 9:00am - 5:40pm
 Saturday 8:00am - 3:40pm
 Closed 12-1pm Monday - Saturday for lunch

Roseburg

- Best Med Urgent Care**
 1740 NW Goetz St, Roseburg, OR
 541-672-4789
 Monday - Sunday 7:00am - 7:00pm

Coos County

- North Bend Best Med Urgent Care**
 1226 Virginia Ave, North Bend, OR
 541-305-4224
 Monday - Saturday 8:00am - 8:00pm

Notice of Language Assistance

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.