

Helpful Resources for Trillium Lane County Members



THIS “HELPFUL RESOURCES” BENEFIT GUIDE HAS AN UPDATED LIST OF HOSPITALS, URGENT CARE CENTERS, AND DENTAL CARE ORGANIZATIONS (DCOs). This replaces the information about hospitals, urgent care centers, and DCOs in your Trillium Member Handbook.

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



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>.



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).

- **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 toll-free 1-800-525-6800 (TTY 1-800-735-2900)

- **Oregon Dental Service**

Provider Directory <https://www.odscommunitydental.com/members/provider-search>
Customer Service 1-503-243-2987 or toll-free 1-800-342-0526



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.



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.



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.



Pregnancy Support

Trillium Start Smart for Your Baby provides support during and after your pregnancy. Call 1-877-600-5472 (TTY: 711) for more information. Quit Tobacco in Pregnancy Program (QTIP): Call 541-682-4440 to sign up.



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



T-REX - Trillium Resource EXchange

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

<https://trilliumchp.auntbertha.com/>



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>



Transportation

Trillium may pay for you to get to and from your medical, dental, and mental health appointments. Call RideSource at 541-682-5566 or 1-877-800-9899 (TTY: 711).



Hospitals

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



Urgent Care

- **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 (TCHP) 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:

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

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-600-5472; TTY: 1-877-600-5473.

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-600-5472; TTY: 1-877-600-5473.

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).