




Welcome to Trillium Community Health Plan!


Dear <FULL NAME>, We are happy to be your Coordinated Care Organization! We know access to health services is important. We are here to help you get the services you need.

 Your coverage with Trillium includes Medical, Dental and Behavioral health benefits. Trillium also pays for rides to and from appointments.

 Getting to know your PCP is important. You will automatically be assigned a PCP. We will try to keep you with your current provider, if they are in our directory. We will send you a letter within two weeks of joining Trillium that tells you which PCP you are assigned to. If you wish to choose a different PCP, contact Trillium at 1(877) 600-5472.

 To help you stay healthy, you need to choose a Primary Care Provider (PCP). A list of Trillium doctors can be found in the Provider Directory (*available in hard copy upon request*) or on our website at: <https://providersearch.trilliumhealthplan.com>.

 You need to choose a Dental Care Organization (DCO). Please call us at 1(877) 600-5472 to help you with this selection. If we do not hear from you in 15 days we will assign a DCO for you.



Medical-Dental-Behavioral Health

Name: <John Smith>
Oregon Health Plan#: <123456789101112>
PCP Start Date: <12/05/2016>
Doctor (PCP): <Dr. Jane Doe>
RX Envelope Fx: | **Rx Bill #:** 004336
RXPCN: MCAIDADV | **RXGRP:** RX5461
DCO: <DCO Name>
DCO Phone: <(555) 555-1234>
Mental Health Crisis Hotline:
Lane County: 541-687-4000 | TTY 711



You can choose any Trillium Behavioral Health provider you want to see. If you need help finding a provider, or to see if a provider is a Trillium provider, please call us at 1(877) 600-5472 or visit: <https://providersearch.trilliumhealthplan.com>.



We pay for rides to and from appointments covered by OHP. To schedule a ride call RideSource at (541) 682-5566 or toll-free at 1(877) 800-9899. You can schedule a ride up to 30 days before your appointment.



We hope you are getting the services that you need to stay healthy. If not, please call us, we can help you. Please review the information on your card. If anything needs to be changed, call us. If this is a new card, please replace your old card with this one.



For help, or to get this letter in another language or format, please call us toll-free at 1(877) 600-5472 or TDD/TTY at 711. We can take your call Monday through Friday (except on holidays) 8 am to 5 pm. We have interpreter service for non-English speakers. This service is free. Our phone message system is available anytime, including after hours, weekends and holidays.



For a list of in-network retail pharmacies and mail-order pharmacies, visit our website at <https://www.trilliumohp.com/find-a-doctor.html>.

To get this information in another language, Braille, or large print, please call Member Services at 541-485-2155 or Toll Free: 1-877-600-5472. TTY users should call: 1-877-600-5473, Monday to Friday (except on holidays) 8 a.m. to 5 p.m. Our automated system is available anytime for self-service options, including after hours, weekends, and holidays.

Member Service: 1(877) 600-5472 | TTY 711 | Emerg. 911

www.TrilliumOHP.com

RideSource: 1(541) 682-5566 | 1(877) 800-9899

Pre-Authorization: 1(877) 600-5472

Enrollee Rx: 1(844) 345-2826

Enrollment/ISSUE: 1(844) 353-1871 | Paper ID # 56190

PO Box 5431 Rocky Mount, NC 27804

Patient must have OHP to get benefits. Non-network providers must get approval for all but emergency svcs.

EDI Payer | Trillium Community Health Plan-Attn: Claims
ID: **68069** | PO Box 5030, Farmington, MO 63640-5030