



Provider Directory

For the most up-to-date list of covered providers, visit our website at www.CommunitySolutions.PacificSource.com.

Current as of 05/06/2024

Usted puede recibir este documento en otro idioma, impreso en letra más grande o de cualquier otra manera que sea mejor para usted. Llame al número gratuito (800) 431-4135. Los usuarios del servicio TTY pueden llamar al (800) 735-2900.

You can get this document in another language, large print, or another way that's best for you. Call us toll-free at (800) 431-4135, TTY users call (800) 735-2900.

CHOOSING YOUR PRIMARY CARE PROVIDER

When you signed up for the Oregon Health Plan and became a PacificSource Community Solutions member, we assigned you a primary care provider (PCP). Your PCP or assigned doctor is the first doctor you see and the main person who takes care of you.

Your PCP will coordinate all of your medical care (except for certain specialist care). Do not go to any provider other than your PCP unless he or she tells you to. If you go to a provider who is not your PCP or a provider your PCP has not referred you to, you may have to pay for the care yourself.

Changing your Primary Care Provider

If you would like a different PCP than the one on your Welcome Letter included with your Member ID card, please call Customer Service. They have the most current information on which providers are accepting new patients. You can change your PCP at any time.

Customer Service Department

(800) 431-4135 Toll-free
(800) 735-2900 TTY

We are open:

- **October 1 - January 31:** 8:00 a.m. to 8:00 p.m. local time zone, seven days a week.
- **February 1 - September 30:** 8:00 a.m. to 5:00 p.m. local time zone, Monday-Friday.

After you choose a new PCP, you will need to talk to your new PCP about any referrals and pre-approvals.

IMPORTANT! You must call PacificSource Community Solutions before you see a new PCP.

CHOOSING YOUR BEHAVIORAL HEALTH PROVIDER

(For mental health, substance use treatment services)

Behavioral health services include mental health and substance use treatment services for children, youth, and adults.

You do not need a referral from your PCP for these services. These services are available through the county Community Mental Health Programs (CMHP). They are also available through any in-network provider found in the provider directory.

If you need help finding a Behavioral Health provider, please call your local CMHP and they can help you find a provider that will work best for you.

You may also call our Customer Service Department and they will help you.

Columbia Gorge and Central Oregon:

Crook County BestCare
1103 NE Elm St.
Prineville, OR 97754
Phone: (541) 323-5330
TTY: (800) 735-1232

Deschutes County Health
2577 NE Courtney Drive
Bend, OR 97701
Phone: (541) 322-7500
TTY: 711

Jefferson BestCare Treatment Services, Inc.
125 SW C Street
Madras, OR 97741
Phone: (541) 475-6575
TTY: 711

Mid-Columbia Center for Living
1610 Woods Ct.
Hood River, OR 97031
Phone: (541) 386-2620
TTY: 711

Mid-Columbia Center for Living
1060 Webber St
The Dalles, OR 97058
Phone: (541) 296-5452
TTY: 711

Lane:

Lane County Behavioral Health
2411 Martin Luther King Jr Blvd.
Eugene, OR 97401
Phone: (541) 682-3608

Marion and Polk:

Polk County Mental Health Department
182 SW Academy Street Suite 333
Dallas, OR 97338
Phone: (503) 623-9289

Polk County Mental Health Department
1310 Main Street East
Monmouth, OR 97361
Phone: (503) 400-3550

Polk County Adult Behavioral Health
1520 Plaza Street NW
Salem, OR 97304
Phone: (503) 585-3012

Marion County Adult Behavioral Health
2045 Silverton Rd. NE, Suite B
Salem, OR 97301
Phone: (503) 588-5351

Marion Adult Behavioral Health – Rural Services
976 N Pacific Highway
Woodburn, OR 97071
Phone: (503) 981-5851

Marion Psychiatric Crisis Center
1118 Oak St SE
Salem, OR 97301
Phone: (503) 585-4949

Marion County Children's Behavioral Health
3867 Wolverine St NE, Building F
Salem, OR 97305
Phone: (503) 588-5352

MENTAL HEALTH CRISIS

Mental health crisis services are covered services that are needed right away in order to prevent a serious worsening of a person's mental health. A mental health crisis includes feelings of being out of control, feeling like you may harm yourself or others, or anything you believe needs immediate attention.

If you believe you are having a mental health crisis **call 911, go directly to the emergency room or call our Mental Health Crisis line 24 hours a day, 7 days a week.** Members call:

Central Oregon
(866) 638-7103 Toll-free
(866) 475-7113 TTY

Columbia Gorge
(888) 877-9147 Toll-free
(800) 735-2900 TTY

Clackamas County
(503) 655-8585

Multnomah County
(503) 988-4888

Washington County
(503) 988-4888

DENTAL SERVICES

You will find your Dental Care Organization (DCO) on your Welcome Letter included with your member ID card. Your DCO will assign you a Primary Care Dentist (PCD) who can provide you routine, urgent and emergent care. Call your DCO to make changes to your PCD. They will work with you to find the best provider for your needs.

For a list of participating dental providers, visit our website at www.CommunitySolutions.PacificSource.com. Click on the "Search Tools" link and then click on "Find a Dentist".

SPECIALIST CARE AND REFERRALS

For most specialists' services, your PCP must refer you. He or she will need to contact PacificSource Community Solutions to get approval of the referral.

The following is a list of services that do not need a referral from your PCP. Unless noted, you must use a provider that is contracted with the plan for these services.

- Annual women's exam
- Anticoagulation office visits
- Certain shots
- Dialysis
- Emergency care
- Family planning services (may be given by any provider)
- Health department services
- Intensive Care Coordination Services (ICCS) (for first visit)
- Lactation services (help with breast feeding your baby)
- Members in the special needs rate group A (example: HIV)
- Maternity care (a referral from your PCP is needed to see a specialist other than your maternity doctor)
- Mental healthcare
- Routine vision exams (only available to children and pregnant women)
- School-based health center services
- Substance use disorder treatment services
- Urgent care

IMPORTANT! If you see a specialist without a referral from your PCP and an approval from the plan, PacificSource Community Solutions will not pay for your care. You may be billed for those services.

EMERGENCY SERVICES

Emergency services are covered 24 hours a day, 7 days a week. Emergency services do not require pre-approval. If you believe you have an emergency medical condition **call 911** or go directly to the emergency room.

IMPORTANT! Do not go to the emergency room for care that should take place in your provider's office. If you are treated in the emergency room for something that is not a true emergency, you may be responsible for payment.

If you are not sure your condition is an emergency call your PCP's office. Someone will be able to help 24-hours a day, 7 days a week. They will be able to tell you where to go for care.

An emergency medical condition means you have symptoms that are severe including severe pain or you believe your health will be in serious danger if you don't get help right away.

The serious harm can be to the person's physical or mental health, or in the case of a pregnant woman, the health of your unborn child.

An emergency medical condition can also be a serious problem with a bodily function or with a part of your body, such as your heart. Some examples of emergencies are:

- Broken bones
- Bleeding that does not stop
- Chest pain
- Feeling out of control or like you might hurt yourself or someone else
- Loss of consciousness (passing out)
- Major burns

Emergency Care When You Are Away From Home

If you are traveling and have an emergency, go to the nearest emergency room or **call 911**. Emergency services are only covered as long as it's a true emergency. OHP covers emergency care anywhere in the U.S., but not in Mexico or Canada.

Please call our office to arrange for follow-up care if it is needed while you are out of the service area.

URGENT CARE SERVICES

Urgent care services are covered services that are medically appropriate and needed right away. They help prevent a serious worsening of a person's physical or mental health that results from an unforeseen illness or injury.

Urgent care services do not require pre-approval. If you believe you have an urgent care condition, go directly to an urgent care office or call your PCP's office. Someone will be able to help 24-hours a day, 7 days a week.

Urgent care services are covered 24-hours a day, 7 days a week anywhere in the U.S., but not in Mexico or Canada.

IMPORTANT! Do not go to urgent care office for care that should take place in your provider's office.

NON-DISCRIMINATION STATEMENT

Do you think PacificSource or a provider treated you unfairly? We must follow state and federal civil rights laws. We cannot treat people unfairly in any of our services or programs because of a person's:

- Age
- Color
- Disability
- Gender Identity
- Marital Status
- National Origin
- Race
- Religion
- Sex
- Sexual Orientation

Everyone has a right to know about and use our programs and services. We give free help when you need it. Some examples of the free help we can give are:

- Sign language interpreters
- Spoken language interpreters for other languages
- Written materials in other languages
- Braille
- Large print
- Audio and other formats

Everyone has a right to enter, exit and use buildings and services. They also have the right to get information in a way they understand. We will make reasonable changes to policies, practices and procedures by talking with you about your needs.

To report concerns or get more information, please contact our diversity, inclusion and civil rights executive manager:

Customer Service Department

(800) 431-4135 Toll free
(800) 735-2900 TTY

Civil Rights Manager

Phone: (888) 977-9299, TTY 711

Email: crc@pacificsource.com

Mail: PO Box 7068, Springfield, OR 97475-0068

You also have the right to file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights (OCR). Contact that office one of these ways:

- Web: <http://www.hhs.gov/>
- Email: OCRComplaint@hhs.gov
- Phone: (800) 368-1019, (800) 537-7697 (TDD)
- Mail:

U.S. Department of Health and Human Services
Office for Civil Rights
200 Independence Avenue SW
Room 509F, HHH Bldg.
Washington, DC 20201

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call toll-free (800) 431-4135, (800) 735-2900 TTY.

Español (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (800) 431-4135, (800) 735-2900 TTY.

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 (800) 431-4135, (800) 735-2900 TTY.

繁體中文 (Chinese): 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (800) 431-4135, (800) 735-2900 TTY.

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (800) 431-4135, (800) 735-2900 TTY.

한국어 (Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (800) 431-4135, (800) 735-2900 TTY.

Українська (Ukrainian): УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером (800) 431-4135, (800) 735-2900 TTY.

日本語 (Japanese): 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます (800) 431-4135, (800) 735-2900 TTY.まで、お電話にてご連絡ください

العربية (Arabic): توافر ال لغوية المساعدة خدمات ف إن ال لغة، اذكر ت تحدث ك نت إذا بملاحظة (Arabic): 5314-134-(008), 0092-537-(008) TTY: وال بكم

ภาษาไทย (Thai): เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร (800) 431-4135, (800) 735-2900 TTY.

Română (Romanian): ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la (800) 431-4135, (800) 735-2900 TTY.

ខ្មែរ (Cambodian): ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ (800) 431-4135, (800) 735-2900 TTY.

Cushite: XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa (800) 431-4135, (800) 735-2900 TTY.

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (800) 431-4135, (800) 735-2900 TTY.

(Farsi): شما به رای رایگان به صورت زبانی ت سه یلات ک نید، می گ ف تگوف ار سی زب ان به ه اگ ر ت وجه (Farsi): یر سراف

Français (French): ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (800) 431-4135, (800) 735-2900 TTY.

Alphabetical List of Providers
