

Handbook Corrections

There are some changes to your handbook that may affect you. Please keep this sheet with your handbook so you have the changes at all times. Our handbook will be updated next year and we will send you a new one.

Page the change is on	How it looks in the handbook	The new information
i	<ul style="list-style-type: none"> • Email: customerservice@careoregon.org 	You will not be able to email customer service. You can call them at 855-722-8205
i	<p>Mail: Yamhill Community Care Organization Attn: Grievance Coordinator PO Box 40328 Portland, OR 97240</p>	<p>Mail: Yamhill Community Care Organization Attn: Grievance Coordinator PO Box 4158 Portland OR 97208</p>
i	<p>Mailing address: PO Box 40328 Portland, OR 97240</p>	<p>Mailing address: PO Box 5490 Salem, OR 97304</p>
ii	<p>Customer Service at 855-722-8206 Atención al Cliente al 855-722-8206</p>	<p>Customer Service at 855-722-8205 Atención al Cliente al 855-722-8205</p>
1	<p>Medical Services</p> <ul style="list-style-type: none"> • CareOregon • Physicians Medical Center • Providence Newberg Medical Center • Virginia Garcia Memorial Health Center • Willamette Valley Medical Center • Yamhill County Health and Human Services 	<p>Medical Services</p> <ul style="list-style-type: none"> • Physicians Medical Center • Providence Health and Services • Virginia Garcia Memorial Health Centers • Willamette Valley Medical Center • Yamhill County Health and Human Services
14	<p>Referrals to other providers and direct access to specialists</p> <ul style="list-style-type: none"> • Emergency services, whether you get these services from plan providers or non-plan providers • Urgently needed care that you get from non-plan providers when you are temporarily outside the plan's service area 	<p>Referrals to other providers and direct access to specialists Contact your PCP or Customer Service if you need these services</p>



Yamhill Community Care Organization

	<ul style="list-style-type: none"> Renal (kidney) dialysis services you get when you are temporarily outside the plan's service area 	
20	<p>Vision care For basic vision care, call VSP at 800-877-7195.</p>	<p>Vision care For basic vision care call Customer Service at 855-722-8205</p>
22	<p>Prescription Drug Benefits If you have questions about the formulary or want us to mail a copy to you, call our Customer Service Department toll-free at 855-722-8205, 8 a.m. to 5 p.m.</p>	<p>Prescription Drug Benefits Call Prescription Customer Service at 877-216-3644, 8 am to 6 pm</p>
22	<p>Prescription Drug Benefits We may approve a two-month transition supply of a non-formulary or limited drug for a serious medical condition for members who were taking the drug before they became a member or after their discharge from a hospital or nursing facility.</p> <p>You or your provider may call Customer Service to ask for a transition supply. Talk to your provider as soon as possible about drugs that we cover, or ask us for an exception.</p>	<p>We may approve a two-month transition supply of a non-formulary or limited drug for members who were taking the drug before they became a member or after their discharge from a hospital or nursing facility.</p> <p>Talk to your provider as soon as possible about drugs that we cover, or ask us for an exception.</p>
	<p>Prescription Drug Benefits Most prescriptions are limited to a supply of 31 days or less.</p>	<p>Prescription Drug Benefits Most prescriptions are limited to a supply of 30 days or less.</p>
24	<p>Prescription Drug Benefits We may approve an additional refill in the following situations:</p> <ul style="list-style-type: none"> Your medication was lost or stolen You need extra medication because you are traveling You need extra medication because your dosage was changed You need an extra supply to keep at work or school 	<p>Prescription Drug Benefits We may approve an additional refill in the following situations:</p> <ul style="list-style-type: none"> Your medication was lost or stolen You need extra medication because your dosage was changed You need an extra supply to keep at work or school
24	<p>Prescription Drug Benefits If you get a 90-day supply, you must wait 68 days until your next refill.</p>	<p>Prescription Drug Benefits If you get a 90-day supply, you must wait 76 days until your next refill.</p>



25	<p>Prescription Drug Benefits</p> <ul style="list-style-type: none"> If you ever use your own money to pay for a prescription, we may be able to refund your money. A refund is based on your benefit coverage and the limitations and exclusions of your plan. To request a refund, you must fill out a Reimbursement Form and send it back to us. You can find this form in the “Member Forms” section on our website at yamhillcco.org, or you may call Customer Service for help. 	<p>Prescription Drug Benefits</p> <ul style="list-style-type: none"> YCCO will no longer be refunding money to members if they choose to pay for a prescription.
31	<p>How to Get Help for a Mental Health Crisis: You can also call 911 if you are in crisis</p>	<p>How to Get Help for a Mental Health Crisis: You can call the 24 hour crisis line at 844-842-8200 You can also call 911 if you are in crisis</p>
36	<p>To report provider fraud: DHS Provider Audit Unit PO Box 14152 3406 Cherry Avenue NE Salem, OR 97309-9965</p> <p>Phone: 888-372-8301 Fax: 503-378-2577</p>	<p>To report provider fraud: DHS Provider Audit Unit 3406 Cherry Avenue NE, 2nd Floor Salem, OR 97309-9965</p> <p>Phone: 888-372-8301 Fax: 503-373-1525 ATTN: HOTLINE</p>
37	<p>To report client fraud: Fax: 503-373-1525</p>	<p>To report client fraud: Fax: 503-373-1525 ATTN: HOTLINE</p>
41	<p>Expedited hearings for urgent medical problems For the quickest results, you may fax your appeal form to: Yamhill CCO Appeals Coordinator at 503-416-8118.</p>	<p>Expedited hearings for urgent medical problems For the quickest results, you may fax your appeal form to: Yamhill CCO Appeals Coordinator at 503-574-8757</p>
41	<p>Expedited hearings for urgent medical problems Attn: Appeals and Grievances PO Box 40328 Portland, OR 97240</p>	<p>Expedited hearings for urgent medical problems Attn: Appeals and Grievances PO Box 4158 Portland OR 97208</p>