

# Flexible Services Information for Oregon Health Plan Members in Coordinated Care Organizations

If you are an Oregon Health Plan (OHP) member who is enrolled in a coordinated care organization (CCO), you may be able to receive items or services that are not regular OHP benefits, but that can help you stay healthy or become healthier. These are called flexible services and are part of a larger program called health-related services. Flexible services are not available to OHP members who have Open Card OHP.

## Flexible Services Frequently Asked Questions

### What are flexible services?

Flexible services are items and services that can help you stay healthy or become healthier.

- These items or services are not usually included with your Oregon Health Plan benefits.
- Examples of flexible services are on page two.

### How can I request flexible services for myself or a family member?

To request flexible services, call your CCO's member services number or check your CCO's member handbook for more information. Member service phone numbers are on your OHP card and OHA's [CCO](#) website. Member handbooks are on your CCO's website.

You may also be able to request a flexible service through your primary care provider.

## OREGON HEALTH PLAN TERMS

**Appeal:** When you ask your plan to review a decision they made about covering a health care service. If you do not agree with a decision the plan made, you can appeal it and ask to have the decision reviewed.

**Benefits:** The services that your health care plan pays for.

**Coordinated Care Organization (CCO):** A CCO is a local group of health care providers. They are doctors, counselors, nurses, dentists and others who work together in your community. CCOs help make sure OHP members stay healthy.

**Open Card:** If a member doesn't have a CCO, they have open card. They can see any providers who accept Oregon Health Plan coverage.

**Oregon Health Plan (OHP):** Oregon's medical assistance program. It helps people with low incomes get access to care.

**Primary Care Provider (PCP):** The medical professional who takes care of your health. This is usually the first person you call when you have health issues or need care.

## How are decisions made to approve or deny flexible services?

Decisions to approve or deny flexible services requests are made on a case-by-case basis by each CCO. You cannot appeal a denied flexible service, but you can submit a complaint.

- Your CCO's member handbook has information about making a complaint.
- You can also submit a complaint to OHP Client Services by calling 800-273-0557 or filling out a complaint form on the [OHP Member Complaints](#) website.

## What are some examples of flexible services?

Below are examples of flexible services a CCO might provide. This is not a complete list of everything a CCO might provide.

- Food supports, such as grocery delivery, food vouchers, or medically tailored meals
- Short-term housing supports, such as rental deposits to support moving costs, rental assistance for a short period of time, or utility set-up fees
- Temporary housing or shelter while recovering from hospitalization
- Items that support healthy behaviors, such as athletic shoes or clothing
- Cell phones or mobile devices for accessing telehealth or health apps
- Other items that keep you healthy, such as an air conditioner or air filter

## Are CCOs required to provide flexible services?

Spending on flexible services is optional, so CCOs are not required to provide flexible services.

## Other resources

If you are on OHP and are having any difficulties getting care, please reach out to the OHA Ombuds Program. You can call and leave a message for the Ombuds Program at 877-642-0450 or email at [oha.ombudsoffice@odhsoha.oregon.gov](mailto:oha.ombudsoffice@odhsoha.oregon.gov). The Ombuds are advocates for OHP members and they will do their best to help you.

Another resource for supports and services in your community is 211 Info. Call 2-1-1 or go to the [211 Info](#) website for help.

You can get this document in other languages, large print, braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 800-699-9075 or TTY 711. We accept relay calls.