Get to know **ALL** of your benefits

Focus: Care coordination

Care coordinators work with you and your providers and help you get the most out of your health plan. We know how hard and confusing it can be. **We're here to help.**

BEFORE
How will I...

- Be understood?
- Get a wheelchair?
- Find a dentist?
- Get diabetic supplies?
- Get to my appointment?
- Find a specialist?
- Get medicine?
- Find food resources?
- Connect to housing resources?
- Find a counselor?
- Make sure providers share information about me?
- Deal with this bill?
- Schedule an appointment?
- Find my health plan?

AFTER
With one call...

Your care coordinators can:

- Learn about your needs and help you find the right care, tests and treatments.
- Make sure all of your providers are talking to each other.
- Help with additional services, including housing, food (SNAP) and transportation resources.
- Get you the right supplies, including medication, diabetes supplies, wheelchairs, oxygen tanks and more.

Call Customer Service at **888-712-3258 or TTY 711** to learn more about care coordination. Our hours are 8 a.m. to 8 p.m. seven days a week, October 1 to March 31, and 8 a.m. to 8 p.m. Monday through Friday, April 1 to September 30.

careoregonadvantage.org

CareOregon® Advantage

Important plan information

What is the difference between Medicare and Medicaid?

Medicare is:

A federal government program for people 65 and over or people with certain disabilities and/or Social Security Disability Insurance. Includes Part A coverage (hospital insurance) and Part B coverage (medical insurance).

Medicaid is:

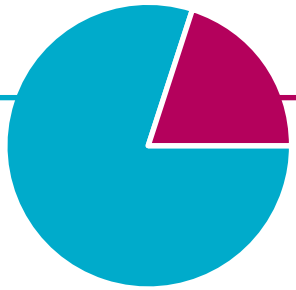
A state government program for people with limited income. In Oregon, the Medicaid program is called the Oregon Health Plan (OHP).

Can Medicare and Medicaid work together? Yes!

Some people qualify for both Medicare and Medicaid. This is called being *dual eligible*. If you're dual eligible, here is how your care costs are covered:

Medicare covers 80%

- Doctor visits
- Hospital stays
- Urgent and emergency care
- Ambulances
- Some medical equipment
- Some home-health care
- End-of-life care



Medicaid covers the other 20%

- Your Medicare premiums and copays
- Dental care
- Mental health and substance use treatment
- Hearing aids
- Long-term care
- Transportation options to health care appointments and services

What plan should I choose?

When you become eligible for Medicare, you have options. You can:

1. **Stay with original Medicare (Part A and Part B)** and use your red, white and blue Medicare card, or
2. **Choose a Medicare Advantage plan, (also called Part C).** Medicare Advantage plans are offered by private insurance companies. These plans include original Medicare benefits, but also offer extras, like prescription drug coverage, vision care, or fitness programs...at no cost to you.

CareOregon Advantage Plus is an HMO D-SNP with a Medicare/Medicaid contract. Enrollment in CareOregon Advantage Plus depends on contract renewal.

You can get this document in other languages, large print, braille or a format you prefer. You also have the right to an interpreter. You can get help from a certified or qualified health care interpreter. This help is free. Call 888-712-3258, TTY 711, or tell your provider. We accept relay calls.

H5859_CO0203_M

careoregonadvantage.org

CareOregon® Advantage