

Community Listening Sessions for Oregon Health Plan (OHP) Members with Open Card Coverage

Share your thoughts about care coordination

The Oregon Health Authority (OHA) wants to hear from people with lived experience with OHP open card (fee-for-service) coverage. This feedback will help OHA draft rules that reflect the needs of OHP members and guide how health care partners coordinate member care.

Who can attend?

These sessions are for:

- Current or past OHP open card members,
- Family members of OHP members,
- People who help OHP members. This could include ombudspersons, Court Appointed Special Advocates (CASA), other court appointed guardians, community partners and other advocates,
- Providers who offer services to OHP open card members, and
- Contractors who provide care coordination support for OHP open card members.

What will happen during the listening session?

OHA will share general information about:

- What care coordination means
- How care coordination helps people get the type of care they need when they need it, and how they need it.
- How the state makes and updates rules.

OHA staff will guide conversation around these questions:

- Your health care providers should work together to keep you healthy. Is this important to you? If so, why?
- Share a time when you felt your doctors worked well together. What made things work well?
- Share a time when you felt your providers did not work well together or arrange the care you needed. What happened? How could that have worked better?

Session dates, times and registration link:

All times are Pacific Time. OHA will hold the listening session virtually and in-person in Room 160 of the Barbara Roberts Human Services Building (HSB), 500 Summer St NE, Salem.

Date and time	Link to register
Tuesday, April 16 1 to 2:30 p.m.	4.16.2024 Registration
Wednesday, April 17 10 to 11:30 a.m.	4.17.2024 Registration
Thursday, April 18 5:30 to 7 p.m.	4.18.2024 Registration

Date and time	Link to register
Tuesday, April 23 5:30 to 7 p.m.	4.23.2024 Registration
Wednesday, April 24 1 to 2:30 p.m.	4.24.2024 Registration
Thursday April 25 10 to 11:30 a.m.	4.25.2024 Registration

Other ways to give feedback about Care Coordination rules:

You can also give feedback in these ways:

- As a member of the Rules Advisory Committee that will discuss the rules
- In writing after the Rules Advisory Committee meetings
- In writing during the public comment period when OHA posts the proposed rules
- At the public hearing for these rules. This is the last part of the feedback process.

OHA will share dates and times for the Rules Advisory Committee, the public comment period and hearing as dates are confirmed. This information will also be on OHA's Rules Advisory Committee and Community Engagement Meetings page at <https://www.oregon.gov/oha/HSD/Pages/RAC.aspx>.

Questions?

Please email Medicaid.Programs@odhsoha.oregon.gov or call 503-551-3098 to:

- Learn more about the listening sessions,
- Get help signing up for the listening sessions, or
- Learn more about the process for this rulemaking.

In your call or email, let us know what you need and send us your best contact information.

Accessibility statement

For people who speak or use a language other than English, people with disabilities or people who need additional support, we can provide free help. Please call or email:

Medicaid.Programs@odhsoha.oregon.gov or call 503-551-3098 (voice and text). We accept all relay calls.