

The Healthier Oregon Program

FAQ for Community Partners

Who is eligible for the Healthier Oregon Program (HOP)?

All people who meet eligibility requirements for the Oregon Health Plan but were previously ineligible due to immigration status.

When did HOP begin?

The program was launched on July 1, 2022, and was initially available to a limited age group (19–25 and 55+). HOP was expanded to include all people on July 1, 2023.

How many people are eligible for HOP?

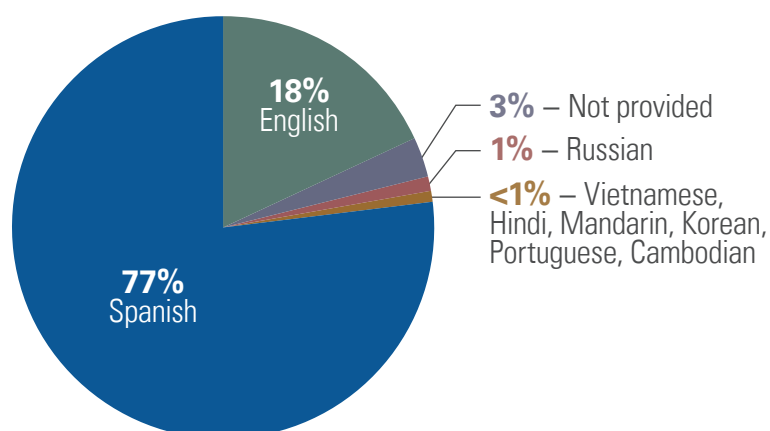
During the first year of HOP, more than 12,000 people were eligible. The Oregon Health Authority (OHA) estimates that approximately 43,000 Citizenship Waived Medical program members will transition to Oregon Health Plan (OHP). CWM covers medical emergencies for adults aged 19+ who do not meet citizenship requirements for OHP.

The table below provides OHA's enrollment estimates for the PacificSource Community Solutions regions.

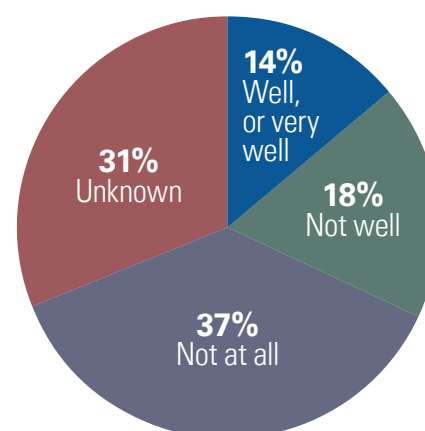
CCO region:	Marion-Polk	Central Oregon	Lane	Columbia Gorge	Portland Metro (IDS)	Total
Member estimate:	7,755	1,740	987	933	Not provided by OHA	11,415

What languages are spoken by those eligible for HOP?

Top preferred language



English proficiency



Source: Languages and enrollment counts based on PacificSource HOP members as of June 2023.

What language support is available for HOP members?

Language congruity is a vital component of any healthcare interaction. For language-support help, PacificSource provides free interpreter services and provides preferred language cards.

No-cost interpreter services

PacificSource CCO members have access to no-cost interpreter services when getting healthcare services. These services can be requested through the member's provider office directly, or can be arranged by calling our Customer Service team: **800-431-4135**, TTY: 711. We accept all relay calls.

Preferred language cards

The preferred language card is a language-access tool designed to improve communication between a patient with limited English proficiency and healthcare providers. The wallet-sized card is a simple way for people with limited English proficiency to signal to healthcare providers that interpreter services may be needed. The cards are available in Oregon's most frequently used languages.

PacificSource CCO members have access to preferred language cards at Oregon.gov/oha/EI/Pages/HCI_Resources.aspx.

For more information about the preferred language cards, we're happy to help. Contact our PacificSource Customer Service team at **800-431-4135**, TTY: 711. We accept all relay calls.

How do HOP members find a primary care provider?

Our PacificSource Provider Directory helps members locate healthcare providers and facilities. To find participating primary care providers:

1. Go to ProviderDirectory.PacificSource.com/Medicaid.
2. Under "Plan or Network," select "Oregon Health Plan."
3. Below "Show me," check the "Only Primary Care Providers or Dentists (PCP/PCD)" box.

Can community partners assist HOP members in calling PacificSource?

Yes. Once the member consents to this assistance over the phone, our Customer Service team can speak with the community partner about the member to provide the help they need.