

Your Dental Plans for Harney County

Dental Plan Name	Advantage Dental Services, LLC	Hayden Family Dentistry Group
Dental Plan Phone Numbers	(541) 504-3901 or 1-866-268-9631 TTY: 1-866-268-9617	Bend: (541) 318-1564 Klamath Falls: (541) 883-3087 or 1-888-468-0022 TTY: 1-866-599-8657
Web Address	www.advantagedental.com	www.hfdg.com
Primary Care Dentist Locations	Burns	Bend Klamath Falls

Service Areas and Phone Numbers

Comparison Chart Harney County

Your guide to choosing Oregon Health Plan (OHP) Managed Care Plans



Use this chart to help you choose an OHP Medical Plan and Dental Plan. Fill in your Medical and Dental Plan choices on your OHP application.

Tips to help you choose the OHP Medical and Dental Plan that is right for you.

Call the Plans you are interested in and ask questions about the things that are important to you.

If you join a Medical Plan:

- Find out which doctors, clinics, hospitals, pharmacies and mental health arrangements you and your family will have to use.
- Find out if they are located near you.

If you join a Dental Plan:

- Find out which dentists you will have to use.
- Find out if they are located near you.

Do you or a family member have a clinic or PCP that you go to?

- A PCP is a Primary Care Provider (personal doctor or nurse).
- If you have a PCP or clinic, call and ask which Medical Plan your PCP or clinic belongs to.
- Specialist doctors.

Some Medical and Dental Plans have different rules about using specialist doctors. These rules can affect your use of referrals and other services. Call the Plan's Member Services to find out if the Medical and Dental Plan rules for specialist care meet your needs.



When you apply for the OHP, you may need to choose an OHP Managed Care Plan.

Your OHP Managed Care Plan will coordinate all of your health care needs. With managed care:

- You and your family have guaranteed access to health care, 24 hours a day, 7 days a week.
- Your health care records are kept in one place to give you and your family better service and
- Your Plan covers a "basic" set of services.

Choosing OHP Medical, Dental and Mental Health Plans

Every family member must be in the **same OHP Medical Plan**. However, each family member can have a different Primary Care Provider (PCP) for example, personal doctor or nurse.

Every family member must be in the **same OHP Dental Plan**. However, each family member can have different Primary Care Dental (PCD).

You do not have to choose a **Mental Health Plan**. One will be assigned to you based on the OHP Medical Plan you choose.

All Medical, Dental and Mental Health Plans must provide the same basic services.

Choose your OHP Medical and Dental Plan carefully because...

You are not allowed to change Medical or Dental Plans until you reapply, unless you have a special reason. Talk to your worker.

All Plans are **not alike**, even though all cover the same basic services.

If you have Medicare coverage...

If the OHP Medical Plan contracts with Medicare you'll see the name of the Medicare Plan in the row titled **Associated Medicare Plan**. If you have Medicare coverage and you choose an OHP Medical Plan that lists a Medicare Plan, you will also be required to join that Medicare Plan. The Medicare Plan will cover your Medicare benefits and prescription drugs covered by Medicare. Call the OHP Medical Plan for more information about coverage provided by its Medicare Plan.

Your Medical Plans for Harney County

Services and Benefits	Medical Plan Name	COIHS
	Medical Plan Phone Numbers	(541) 382-5920 or 1-800-431-4135 TTY: 1-800-735-2900
	Web Address	
	Contracted Hospitals	Bend: St. Charles Hospital; Burns: Harney County District Hospital; John Day: Blue Mountain District Hospital; Madras: Mountain View Hospital; Prineville: Pioneer Memorial Hospital; Redmond: Central Oregon District Hospital
	Primary Care Provider Locations	Bend, John Day, Prineville
	Pharmacy Arrangements	Bend Pill Box, Clinic Pharmacy, Han's Pharmacy, Harney County Safeway, Len's Drug; 12 other local pharmacies
	Associated Medicare Plan	ClearChoice - Medicare Advantage
	Mental Health Arrangements	Greater Oregon Behavioral Health, Inc. (541) 573-8376 TTY: 1-800-399-7335
Quality Survey Results	Web Address	
	Getting needed care Members found a PCP and got referrals to specialists.	★★
	Getting care without long waits Members got appointments easily, did not have a long wait in the reception area, and got help on the phone.	★★
	Doctor's communication Members had a doctor who listens, explains, shows respect and spends time with them.	★★
	Courtesy of doctor's office staff Doctors' office staff are courteous and helpful.	★★
	Medical Plan's customer service Members got helpful information and paperwork.	★★

★★★ Above Average

★★ Average

★ Below Average

About the Medical Plan Quality Survey

The survey information is from 2004 and it's for the medical plan's service areas throughout Oregon, it is not county specific.

The Division of Medical Assistance Programs (DMAP) manages the Oregon Health Plan. DMAP asked an independent, outside company to do a survey to find out what adults and children think of their Medical Plan and medical care.

The survey asked about things that only patients can answer, such as whether it's easy to get the care they need.

People young and old, well and sick, of different cultures, from all over Oregon answered questions about their Medical Plan and care. Adults were asked about their care; parents were asked about their child's Medical Plan and care.

See the full survey results at:

www.dhs.state.or.us/healthplan/data_pubs/reports.html