

More choice, better care. That's our Advantage.

2026

# Welcome Guide

CareOregon Advantage **Plus**  
(HMO D-SNP)

For Oregon counties: Clackamas, Columbia,  
Jackson, Multnomah and Washington

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# Welcome

We're glad to have you in the CareOregon Advantage family. Much of the information in this guide is also in your 2026 **Evidence of Coverage**. We've just highlighted the most important things you need to understand here.

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## Contact us

CareOregon Advantage Customer Service  
Portland metro area: 503-416-4279  
Toll-free: 888-712-3258, TTY 711

### Hours

8 a.m. to 8 p.m. seven days a week, October 1 to March 31

8 a.m. to 8 p.m. Monday through Friday, April 1 to September 30

### Online

Website: [careoregonadvantage.org](https://careoregonadvantage.org)

### Email

You can send us a secure email by using the form on our website. Go to [careoregonadvantage.org/contact-us](https://careoregonadvantage.org/contact-us)

### Secure message

If you want to ask us questions directly, you can send us a secure message through our member portal at [careoregonadvantage.org/portal](https://careoregonadvantage.org/portal)

### Learn more about all your benefits

If you want more details about your benefits, please look at the **Summary of Benefits** and **Evidence of Coverage** at [careoregonadvantage.org/materials](https://careoregonadvantage.org/materials). Remember, your membership includes Medicaid benefits. See pages 22-23 for more information.

We're happy to hear from you whenever you have questions.



## Where to get different kinds of care

### Primary care provider

Your primary care provider (PCP) is the provider you see first for routine visits and most health problems. Your PCP will refer you to other health care providers if necessary.

### Urgent care: In-person

Visit in-person urgent care facilities for non-emergency situations requiring immediate medical care when your primary care provider's office is not available.

### Dispatch Health visits at home

If you live in the Portland metro area and need help for things like the flu, a cold, urinary tract infections or breathing problems, Dispatch Health can send a care team to your home for free. They are open every day from 8 a.m. to 8 p.m., even on holidays. Call 855-459-7190 or visit [request.dispatchhealth.com](https://request.dispatchhealth.com)

### Emergency care

Emergency care is covered anywhere within the U.S. and its territories.

### After-hours care for evenings, weekends and holidays

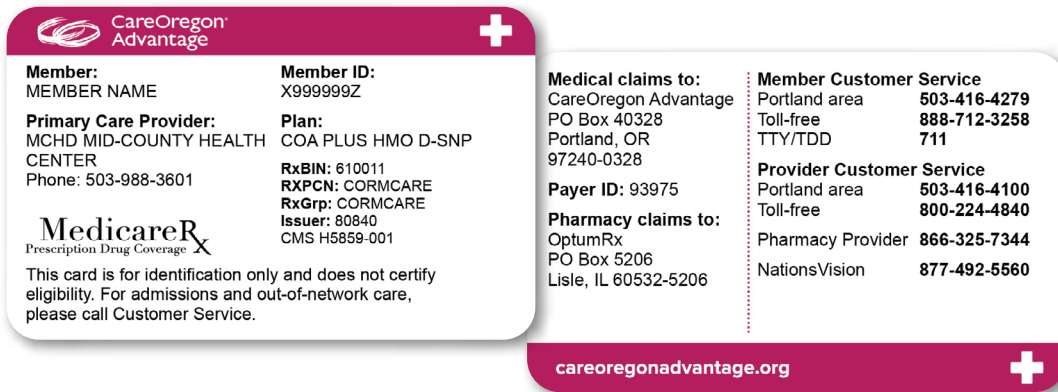
If you're sick or injured and need help, call your PCP's regular phone number, any time of day or night. The person who answers your call will either contact your doctor or a different doctor at the clinic or advise you on what to do.



## Your Member ID card

Look for your CareOregon Advantage Member ID card in the mail.

You'll get your Member ID card in a separate mailing. It will have important information you need to use your CareOregon Advantage benefits.



## Learn about digital tools

Do you need help learning how websites and mobile phone apps can help you understand your health benefits? Call our special digital help phone number — 833-402-1320 — and we will assist you.



## Your primary care provider

**Make an appointment** with your primary care provider (PCP).

As soon as you can, choose a PCP or medical home. If you already have one, make sure they accept CareOregon Advantage.

Search for a new provider using our **Provider Directory** at [careoregonadvantage.org/providersearch](https://careoregonadvantage.org/providersearch)



**Time to  
complete:  
10 minutes**



## Activate your CareOregon Advantage CareCard



You'll get your CareCard in a separate mailing. Be sure to activate your card as soon as you get it to pay for over-the-counter health items.

If you have been a member of CareOregon Advantage before and no longer have your CareCard, you will need to request a new card by calling CareOregon Advantage Customer Service at 888-712-3258 or TTY 711.

You can activate your CareCard in any of the following three ways:

- Create an online account at [mybenefitscenter.com](https://mybenefitscenter.com)
- Activate your card over the phone with the Interactive Voice Response (IVR) System at 833-684-8472
- Call CareOregon Advantage Customer Service to help you activate your card at 888-712-3258 or TTY 711

Check your card balance by calling 833-684-8472. See page 25 for more information on how to use your card.



## Prescription drug coverage

With CareOregon Advantage Plus, you get Part D prescription drug coverage with no monthly premium. Some drugs that are excluded by Part D, like prescription cough syrups, are covered. To find out if your prescriptions are covered, please view our approved drug list at [careoregonadvantage.org/druglist](https://careoregonadvantage.org/druglist)

- Prior authorization may be required for certain drugs. Please refer to the **Formulary**.
- You can get maintenance drugs filled up to a 100-day supply at no additional cost. Ask your provider.

### Pharmacy options

When you need to fill your prescription drugs, you have many options throughout Oregon and when you travel within the United States. Refer to our **Pharmacy Directory** for a list of pharmacies in our network, or use the pharmacy search tool at [careoregonadvantage.org/providersearch](https://careoregonadvantage.org/providersearch)

### Mail order pharmacy

You can get up to a 100-day supply of prescriptions delivered to your door through one of our mail order pharmacies.

Use the pharmacy search tool at

[careoregonadvantage.org/providersearch](https://careoregonadvantage.org/providersearch)

- Choose “Pharmacy” from the Type of Provider drop-down menu
- Choose “Mail Order” from the Pharmacy Type menu
- In the Location box, choose “--ANY--” in the state menu and click the “Search” button to see a list of all the mail order pharmacies in the country

## **Medications delivered in special packaging**

Taking multiple medications can be difficult to manage. CareOregon Advantage offers several options for you to help you sort your medications, including traditional blister packs or medication sorted into individual boxes by day and time of day, to help you keep track of what medication to take and when to take it. Getting medication delivered in special packaging is free where available. Call Customer Service at 888-712-3258 for details.

## **Local pharmacies with staff that speak non-English languages**

CareOregon Advantage works with pharmacies that have staff who speak your preferred language. Use our **Pharmacy Directory** or our online pharmacy search tool at [\*\*\*careoregonadvantage.org/providersearch\*\*\*](https://careoregonadvantage.org/providersearch)

- Choose “Pharmacy” from the Type of Provider drop-down menu.
- Choose “No Preference” from the Pharmacy Type menu.
- Select your preferred language from the drop-down Language Spoken menu.
- Click the “Search” button to see a list of all the pharmacies that speak your language throughout Oregon.



## Benefit highlights

CareOregon Advantage is for people who have both Medicare and Medicaid. You'll get Medicare benefits and other special benefits just for CareOregon Advantage members.

Benefits	You Pay
<b>Monthly premium</b>	\$0
<b>Annual deductible</b>	\$0
<b>Doctor visits</b> (in office or in your home)	
Annual wellness visit and/or routine physical	\$0
Primary care or specialist (in-network)	\$0
<b>Prescription drugs</b> (up to a 100-day supply)	
Generic drugs or brand drugs treated as generic	\$0, \$1.60, \$5.10
Brand drugs	\$0, \$4.90, \$12.65
Drugs on Tier 6 (please refer to the drug list)	\$0
<b>Part D vaccines</b>	
Recommended vaccines*	\$0
All other vaccines	\$0, \$4.90, \$12.65
<b>Diabetes supplies</b>	\$0
<b>Lab tests and X-rays</b>	\$0
<b>Outpatient surgery and services</b>	\$0

Benefits	You Pay
<b>Inpatient hospitalization</b>	\$0
<b>Urgent care</b> (nationwide coverage)	\$0
<b>Emergency room</b> (nationwide coverage)	\$0
<b>Ambulance</b> (nationwide coverage)	\$0

*\*Recommended by the Advisory Committee on Immunization Practices (ACIP)*

Additional benefits for our members	You pay
<b>Papa Pals services</b> (up to 60 hours a year)	\$0
<b>Personal emergency response system (PERS)</b> 24 hours a day, 7 days a week emergency response and monitoring	\$0
<b>Routine eye exam</b> (every 12 months)	\$0
<b>Eyeglasses or contact lenses</b> (every 12 months); all basic, progressive and high-index lens categories covered	\$0

Added extras	You get
<p><b>CareOregon Advantage CareCard</b></p>  <p>The image shows a CareOregon Advantage CareCard, which is a Visa Debit card. It features the CareOregon logo, the card number 4000 1234 5678 9010, the expiration date 05/31, and the member name. It is valid only in the United States.</p>	<ul style="list-style-type: none"> <li>• <b>\$15.50</b> per month for over-the-counter health items</li> <li>• <b>\$\$</b> Reward funds for qualifying healthy activities</li> </ul>
<p><b>Eyeglasses or contact lens allowance</b> (every 12 months); all basic, progressive and high-index lens categories covered.</p>	<ul style="list-style-type: none"> <li>• <b>\$175</b> to spend on frames</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• \$100 to spend on contact lenses (instead of eyeglasses)</li> </ul>

Benefits for qualifying members	You get
<p><b>Special Supplemental Benefits for the Chronically Ill (SSBCI)</b></p> <p>The benefits mentioned are a part of a special supplemental program for the chronically ill. Members must be diagnosed with diabetes mellitus or chronic heart failure and meet certain criteria. Not all members qualify.</p>	<p>\$50 per month for healthy foods</p>
<p><b>Blood pressure monitor</b></p> <p>For those diagnosed with hypertension. Not all members qualify.</p>	<p>One device every 24 months</p>

## Benefits for people with Medicare and Medicaid (Oregon Health Plan)

The benefits listed below are covered by your Medicaid coverage, not CareOregon Advantage Plus.

Benefits	You pay
<p><b>Meal delivery after one inpatient stays</b> 2 meals per day for 14 days. Only available for members whose Medicaid benefits are managed by CareOregon.</p>	\$0
<p><b>Additional dental care</b></p>	
<p>Exams and X-rays (includes oral cancer screening)</p>	\$0
<p>Cleanings, fluoride, fillings and extractions</p>	\$0
<p>Full dentures every 10 years and partials every 5 years if recommended by your dentist, no matter how long you've been without teeth (authorization required)</p>	\$0
<p>Denture adjustments, replacing missing or broken false teeth</p>	\$0
<p>Deep cleaning for gum disease</p>	\$0
<p>Emergency dental services</p>	\$0
<p><b>Hearing benefits</b></p>	
<p>Exam (every 12 months)</p>	\$0
<p>Hearing aids (authorization required, up to 2 aids every 5 years)</p>	\$0
<p>Hearing aid batteries (60 per calendar year)</p>	\$0

Benefits	You pay
<b>Incontinence supplies</b> (adult diapers, disposable briefs/pads, bed pads, gloves)	\$0
<b>Acupuncture and chiropractic care</b> (authorization required)	\$0
<b>Transportation</b> (unlimited rides to health care appointments)	\$0
<b>Interpreter services for office visits</b>	\$0

If you have questions about your Medicaid coverage and benefits, please call your Medicaid plan. You can also call your local Aging and People with Disabilities office. Your Medicaid plan member handbook will also have information about your Medicaid benefits, cost sharing and more.

**To learn more about CareOregon Advantage, call us toll-free at 888-712-3258, TTY 711.**

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.

Visit our website at [careoregonadvantage.org/plans](https://careoregonadvantage.org/plans)



## Make your voice heard

Help us give you the very best care.

- **Be sure to participate** in one of our member experience surveys, which may be over the phone or sent to you in the mail.
- One survey focuses on your overall experience. The other focuses on visits with your providers. Your answers are private and help us improve our benefits and services.



## Care coordination

With one call, our care coordinators can:

- Learn about your needs and help you find the right solutions.
- Make sure all 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 to ask how you can get connected to our care coordination team.



## In-home wellness visit

An in-home wellness visit supports the care you are already getting from your regular providers. The information gathered during your visit may be shared with your providers to help you manage your health care together.

Visits may include:

- Blood pressure checks
- Medication review
- A chance for you to ask our licensed providers questions about your health concerns

**Contact our partner** Signify Health directly at 833-447-7487 from 5 a.m. to 5 p.m. Monday through Friday. They will help you make an appointment with a provider and arrange a time for them to visit you in the comfort of your home.





## In-home support services

Your emotional and mental health are just as important to us as your physical health. We've teamed up with Papa Pals ([papa.com](https://papa.com)) to offer in-home support services that help keep you connected to your community at no additional cost.

Get up to 60 hours of in-home visits per year with Papa Pals. Papa Pals can help support your needs by:

- Helping you with visits to the grocery store or helping to prepare food.
- Helping you with technology like activating your CareCard, or setting up non-emergency medical transportation.
- Helping you understand how to use health care information that comes in an online or digital format (see page 5 for more details).
- Helping you with light household chores.
- Keeping you company, and more.

**To schedule a visit** with your Papa Pals companion, call 855-485-8832 or visit the website at [papa.com](https://papa.com). Visits need to be scheduled 72 hours in advance.





## Personal emergency response system

We've partnered with Connect America ([connectamerica.com](https://connectamerica.com)) to offer you a free personal emergency response system (PERS).



- Also known as a medical alert system, this benefit provides round-the-clock emergency help.
- Whenever you need it, assistance is only a button-click away.
- If you fall, it can contact help for you.
- It also helps you be healthier by tracking your daily steps.

To get your personal emergency response system, call **877-909-4601** to speak to a PERS agent, or visit the Connect America website at [connectamerica.com](https://connectamerica.com)



**Time to complete:  
15 minutes**



## Vision benefits

At CareOregon Advantage, your vision is very important to us! We have partnered with NationsVision, a top vision care provider in the industry, to administer your vision benefit.

- Get a free routine vision exam once every 12 months
- Glasses and contacts are covered! \$0 for basic lenses, including upgrades to progressive and high-index lenses
- You also get \$175 to put toward frames or \$100 toward contact lenses, every 12 months
- Find an in-network vision provider using our **Provider Directory**. Search for “Routine Vision Service Provider” under “Type of Provider” at [careoregonadvantage.org/providersearch](https://careoregonadvantage.org/providersearch)
- Or, you can call NationsVision customer service toll-free at 877-492-5560 to get started



## Blood pressure monitoring device

If you have been diagnosed with high blood pressure and had a medical visit in the last 12 months or medications to treat high blood pressure, you are eligible to receive a free blood pressure monitoring device.

Our partner, Nations OTC, will contact you with information on how to order your device. **Please note:** You can get a new monitor every 24 months (two years). If you believe you qualify for a blood pressure monitoring device and would like to request one, please call Customer Service.

Call: 503-416-4279 or toll-free 888-712-3258 or TTY 711

Hours of operation:

8 a.m. to 8 p.m. seven days a week, October 1 to March 31

8 a.m. to 8 p.m. Monday through Friday, April 1 to September 30



## Healthy foods for members that qualify

CareOregon Advantage offers a special supplemental benefit for chronically ill members (SSBCI) that provides \$50 per month to spend on healthy foods and produce.

To qualify for this benefit, you must

- Have a confirmed diagnosis of diabetes or chronic heart failure
- Have been hospitalized in the last 12 months
- Have a need for intensive care coordination

Those eligible receive \$50 per month (up to \$600 per year) to spend on healthy food items and fresh produce. Funds are automatically loaded onto the CareOregon Advantage CareCard on the first of each month.

*The benefits mentioned are a part of special supplemental program for the chronically ill (SSBCI). Members must be diagnosed with diabetes mellitus or chronic heart failure and meet certain criteria. Not all members qualify.*



## Opt-out of marketing materials at any time

You have the right to opt out of business/marketing communications that are not required. You will still receive required materials.

To opt out of plan business communications, contact CareOregon Advantage Customer Service:

Call: 503-416-4279 or toll-free 888-712-3258 or TTY 711

Hours of operation:

8 a.m. to 8 p.m. seven days a week, October 1 to March 31

8 a.m. to 8 p.m. Monday through Friday, April 1 to September 30



## Your benefits under Medicaid

As a member of CareOregon Advantage, you are “dual-eligible” for both Medicare and Medicaid (Oregon Health Plan) benefits, and they can work together to meet your health needs. Chapter 4 of your **Evidence of Coverage** lists CareOregon Advantage benefits. The Benefits Chart shows what’s covered, any limitations or exclusions, and any costs for services.

Sometimes, Medicaid may cover benefits that Medicare doesn't. These benefits may include:

- Transportation options for help getting to and from health appointments and services
- Dental care including annual exams, cleanings, dentures and more
- Alternative care including services like acupuncture and chiropractic services not covered by Medicare
- Hearing aid devices and batteries
- Over-the-counter drugs prescribed by your provider
- Family planning services
- Incontinence supplies
- Meal delivery after an inpatient stay in a hospital, rehab or skilled nursing facility (Only available to members whose Medicaid is managed by CareOregon.)

Check with your Medicaid plan for more information about what benefits they cover. You can also call our Customer Service. We want to help you take advantage of all your benefits, for both Medicaid and Medicare, so please call us with any questions.



## CareOregon Advantage CareCard

- Get \$186 per year (\$15.50/month) to spend on eligible over-the-counter health items.
- Funds are automatically loaded to your card each month.
- Unspent funds don't carry over to the next month, so be sure to use them!



### What items can I buy?

Thousands of eligible items are covered, like cold and flu care, pain relief and more.

### Where can I use my card?

You can use your CareCard at retailers like these, plus many more:

**Fred Meyer**

**Albertsons**

**Walmart**

**SAFEWAY**

**DOLLAR TREE**

**Walgreens**

Get eligible items delivered to your home at no additional cost through Medline.



## How to use your CareCard

### 1) Activate your card

We will send your pre-loaded CareCard in the mail. When you get your card, activate your card by calling toll-free 833-684-8472. If you've been a member of COA before, you are already in our system and you will not receive a new card. If you need to order a replacement card, please contact Customer Service.

### 2) Use your card at a pharmacy or grocery store

Your CareCard can be used at many pharmacies and retail stores. To find a full list of participating retailers, go to [mybenefitscenter.com](https://mybenefitscenter.com) or use the OTC Network mobile app.

### 3) Choose the health-related items you want to buy

There is a list of items you can purchase with your card on pages 31–36. You can also find a complete list at [mybenefitscenter.com](https://mybenefitscenter.com) or by using the OTC Network mobile app.

### 4) Swipe your card as CREDIT at the register to pay for your items

Take your items to the checkout. When it is time to pay, swipe your card as credit in the card reader. The amount of your approved purchases will automatically be deducted from your card. *Note: You must choose “credit” when the card reader asks how you want to use your card. If you choose “debit,” the card will not work.*



## Earn rewards for completing healthy activities

Earn extra funds added to your CareCard each year, just for making time for your health.

Simply complete eligible healthy activities like annual wellness visits and health screenings. All healthy activities must be completed by December 31 to qualify for rewards.

### How do I earn rewards?

Complete a healthy activity from the list below and we'll take care of the rest! You do not need to fill out any forms or call us.

Your rewards will typically be loaded to your CareCard about a month after you've completed an activity. You can check your rewards balance on the OTC Network app, at [mybenefitscenter.com](https://mybenefitscenter.com), or by calling 833-684-8472.

### Rewards for everybody

Get a flu shot from the pharmacy or your provider	\$25
Complete an annual wellness exam or equivalent visit with your provider	\$50
Complete a Health Risk Assessment by filling out a form on paper, online or over the phone with a CareOregon Advantage representative	\$25

### Rewards for services recommended by your provider

Complete a mammogram	\$50
Complete a colorectal cancer screening	\$50
Complete a bone density screening	\$50

### Rewards for members diagnosed with diabetes

Complete a diabetic eye exam	\$25
Complete a diabetic kidney exam	\$25
Complete an A1c test	\$25



## Frequently asked questions about the CareCard

### **Q. How does my CareCard work?**

**A.** You should have received your CareCard in the mail. If you haven't received it by 10 days after your coverage starts, please call Customer Service toll-free at 888-712-3258, TTY 711.

- On the first day of each month, \$15.50 will be loaded onto your card, as long as you are a member of our plan. Unspent dollars expire at the end of each month and do not carry over.
- Reward dollars that you earn for healthy activities are available year-round, and are loaded onto your CareCard approximately 30 days after you complete an activity. Generally, these funds will expire on December 31 and do not roll over to the next year. We do make exceptions that can extend this into the next year, for example, if your activity was completed later in the year.

### **Q. Will I receive a new card each month?**

**A.** No. The card that we sent to you is reusable. It will be automatically reloaded on the first day of each month, as long as you remain a CareOregon Advantage member. If you no longer have your CareCard, please call Customer Service to request a replacement.

**Q. Where can I use my card?**

**A.** Your CareCard can be used at many pharmacies and retail stores. To find a full list of participating retailers, go to [mybenefitscenter.com](https://mybenefitscenter.com) and log in with your card number, or use the OTC Network mobile app.

You can also purchase items from [walmart.com](https://walmart.com), [walgreens.com](https://walgreens.com), and [medline.com](https://medline.com) through [mybenefitscenter.com](https://mybenefitscenter.com)

**Q. How do I check my card balance?**

**A.** There are three easy ways to do this:

1. Visit [mybenefitscenter.com](https://mybenefitscenter.com) and log in with your card number.
2. You can download the OTC Network mobile app at Google Play or the Apple App Store by searching “OTC Network.”
3. Call 833-684-8472

**Q. How do I get help if I need it?**

**A.** There are several ways to get help:

- Go to [mybenefitscenter.com](https://mybenefitscenter.com) and enter your card number and date of birth.
- Visit [careoregonadvantage.org](https://careoregonadvantage.org)
- Call our Customer Service toll-free at 888-712-3258, TTY 711.

**Q. Which items can I buy with my card?**

**A.** At the pharmacy and retail store, thousands of eligible items are covered. See pages 31–36 for more information.

**Q. Can I use my card for store-brand and brand-name products?**

**A.** Yes. You can buy both with your card.

**Q. Can I have items delivered to my home?**

**A.** Yes, you can!

Place an order online or by phone with Medline. You'll need your CareCard number:

- > Online: [athome.medline.com/card](https://athome.medline.com/card)
- > By phone: Call 833-569-2330 or TTY 711 5 a.m. to 5 p.m. Monday through Friday. You will receive your order within two business days after it is processed.

**Q. What if an item is rejected at the register?**

**A.** If an item that should be covered is rejected at the register, call us toll-free at 888-712-3258, TTY 711, with the UPC code and item description. If you can, take a picture of the item's barcode. If it should be covered, we will request that the item be updated for future purchase. Please note, items like produce can be subject to seasonality and sourcing changes. This could mean there is a delay in stores updating the UPC codes.

**Q. Can I return items?**

**A.** Yes. Returns are subject to the retailer's policy. Returns are credited back to your CareCard and will be added to that month's card balance. No cash refunds are allowed.

## Q. Why was my item not covered?

A. It depends:

- You may no longer have a card balance.
- The item is not eligible for purchase.
- The item may be covered but needs to be updated in our catalog. Call our Customer Service toll-free at 888-712-3258 with the UPC code and item description and we can help.
- You are no longer a member of our plan.

## Q. What items are covered?

### Health-related items

#### ☑ **Baby care**

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- » Baby medicines

#### ☑ **Batteries and electronics**

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- » Hearing aid batteries
- » Fans

#### ☑ **Cold and allergy**

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- » Allergy medications<sup>\*†</sup>
- » Asthma preparations<sup>\*</sup>
- » Cough, cold & flu products<sup>\*†</sup>
- » Decongestant nasal sprays, drops & inhalers
- » Hypo-allergenic bedding
- » Medicated lip treatments

- » Nasal moisturizers & washes
- » Nasal strips, dilators & snore relief
- » Vapor products, vaporizers (including waterless), humidifiers & accessories

#### ☑ **Compression support**

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- » Compression socks & hose

#### ☑ **Diabetes care**

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- » Alcohol swabs & wipes<sup>\*†</sup>
- » Diabetes cough, cold & allergy
- » Diabetes hosiery
- » Diabetes neuropathy & skin care<sup>\*</sup>
- » Diabetes nutritional bars & nutritional liquids

- » Diabetes sharps containers & supplies
- » Diabetes supplements\*
- » Glucose tablets, gels, etc.\*
- » Urine test strips, tabs\*<sup>+</sup>

### ☑ Digestive health

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- » Anti-diarrheal liquids, tabs & caps\*<sup>+</sup>
- » Anti-gas\*
- » Children's anti-gas\*
- » Children's prebiotics & probiotics
- » Children's stomach remedies
- » Diarrhea-related oral rehydration therapy
- » Digestive health prebiotics & probiotics, digestive enzymes
- » Hemorrhoid wipes & washes
- » Lactose intolerance\*
- » Multi-symptom products\*

### ☑ Ear care

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- » Ear drops & syringes
- » Hearing aids, personal amplification devices & accessories\*
- » Lipoflavonoids (ear ringing/tinnitus)

### ☑ Eye care

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- » Dry eye relief & eye relief products
- » Eye wash

- » Eyewear cleaners, wipes & clothes
- » Reading, magnifying glasses
- » Contact lens care solution & cleaners

### ☑ Family planning

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- » Male condoms<sup>+</sup>

### ☑ Feminine care

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- » Deodorants & powders
- » Douches
- » Feminine anti-itch & moisturizers<sup>+</sup>
- » Feminine pads, pantliners, menstrual cups & tampons
- » Reusable feminine protection
- » Wipes & external washes

### ☑ First aid

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- » Adhesive & liquid bandages, wraps
- » Anti-itch treatments
- » Antiparasitic (lice treatments & accessories, pinworm & ringworm treatments)<sup>+</sup>
- » Antiseptic (rubbing alcohol, hydrogen peroxide, povidone iodine)
- » Botanical exposure treatments
- » Children's first aid dressings & treatments
- » Cotton balls
- » Finger cots & splints

- » First aid kits, first aid tapes
- » Masks (respiratory, barrier etc.)
- » Miscellaneous wound treatments & skin relief (includes witch hazel)
- » Narcan (OTC emergency treatment for opioid overdose)
- » Protective gloves
- » Saline solutions & sprays
- » Skin protectants (includes petroleum jelly)
- » Surgical bandages & dressings<sup>†</sup>
- » Topical antibiotics & antimicrobials
- » Wound washes & cleansers
- » Wound, burn & skin treatments (includes epsom salt, scar treatments)
- » Wound & surgical dressings

### ☑ **Foot care**

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- » Antifungal powders & sprays<sup>†</sup>
- » Corn, callus & bunion pads
- » Corn, callus & wart removers
- » Foot cushioning & protection (general, ball of foot, toe)
- » Foot moisturizers, exfoliants & cleansers
- » Foot pain relief
- » Heel & arch supports
- » Insoles

- » Nail fungus & repair treatments
- » Odor & wetness powders & sprays
- » Plantar fasciitis products

### ☑ **Hair care**

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- » Therapeutic shampoos & conditioners
- » Therapeutic hair & scalp treatments

### ☑ **Health supports**

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- » Arm slings & cervical collars
- » Braces & supports (ankle & foot, hand & wrist, elbow & arm, thigh/calf/shin, knee)
- » Elastic bandages
- » Hot/cold therapy
- » Joint warmers & arthritis
- » Kinesiology tapes, supports & supplies
- » Protective guards
- » Rib belts
- » Sacro & back braces
- » Shoulder & clavicle braces

### ☑ **Health diagnostics/aids for daily living**

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- » Bathing & oral hygiene, eating, drinking, grooming, dressing aids
- » Blood pressure kits & accessories\*<sup>†</sup>
- » Cholesterol meters & testing kits\*

- » Drug & alcohol tests\*
- » Home tests for colon cancer\*<sup>†</sup>
- » Medical alert IDs & devices
- » Medication compliance & safety aids
- » Mobility safety: stair rails, stair treads, temporary mobility ramps
- » Night lights
- » Non-slip socks & slippers
- » Pulse oximeters & heart rate monitors\*
- » Reachers, grippers & lifts
- » Reading, writing & telephone aids
- » Stethoscopes & accessories\*
- » Thermometers, fever strips & accessories

### ☑ **Home health care**

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- » Backrests, seating & posture aids
- » Bathtub safety & accessories, toilet rails, frames
- » Canes & quad canes
- » Canes for the visually impaired\*
- » Commodes & commode parts
- » Elevated toilet seats & accessories
- » Grab bars & handles
- » Hand cleaners & sanitizers
- » Handheld showers
- » Peak flow meters & accessories

- » Respiratory sanitizing
- » Sitz baths & bidets
- » Urinals & bedpans
- » Walkers & rollators
- » Walking aid accessories
- » Wedges & pillows
- » Wheelchair cushions/seats

### ☑ **Incontinence**

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- » Deodorizers
- » Disposable pads, shields, guards & drip collectors
- » Disposable briefs, underwear, underpads & undergarments
- » Perineal cleansers, washes, wipes, towelettes, moisturizers, barriers & protectants, antifungals
- » Reusable garments & underpads\*<sup>†</sup>

### ☑ **Oral care**

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- » Breath fresheners & therapeutic treatments
- » Children's oral care (toothpaste, mouthwash, oral rinses, floss & interdental)
- » Dental gum
- » Denture adhesives, cleaners, accessories
- » Denture repair & pain relief

- » Dry mouth products\*
- » Floss & flossers
- » Gum care
- » Interdental products
- » Mouthwash
- » Night & grind guards
- » Oral pain relief & mouth sores\*
- » Temporary dental repair
- » Toothbrushes (including manual, battery, rechargeable & refills)
- » Toothpaste (including sensitive, whitening, tooth powder)

### ☑ Pain relief & sleep

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- » Adult specialty pain relief
- » Adult nighttime pain relief\*
- » Children's sleeping & calming aids
- » External muscle/joint pain relief creams, ointments, gels, lotions, liquids, roll-ons, sprays, patches & pads\*
- » Feminine pain relief\*
- » Stimulants\*
- » TENS units & replacement pads
- » White noise machines

### ☑ Patient skin care

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- » Cleansers & washes
- » Moisturizers, barriers & protectants

### ☑ Physical fitness/ exercise equipment

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- » Stability devices (balls, boards, etc.)
- » Cardio (aerobic steps, jump ropes)
- » Foam rollers/massage devices
- » Pedometers & fitness trackers
- » Stationary bikes
- » Steppers & ellipticals
- » Strength/range of motion (bands, hand exercisers, etc.)
- » Treadmills
- » Weights
- » Yoga mats

### ☑ Skin care

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- » Acne astringents, toners, creams, gels, lotions, patches, soaps & cleansers
- » Cleansing liquids, soaps, washes, wipes & gels (hand, body)
- » Facial moisturizers
- » Hand & body moisturizing sets
- » Instant hand sanitizers
- » Therapeutic hand, body & face moisturizers & treatments
- » Therapeutic bath products & specialty soaps

### ☑ **Smoking deterrents**

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- » Nicotine gum & lozenges\*<sup>+</sup>

### ☑ **Sun care**

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- » After sun protection
- » Body, face & lip protection
- » Sport sun protection

### ☑ **Vitamins/dietary supplements**

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- » Brain, memory & focus health
- » Children's herbals\*
- » Collagen
- » CoQ10 only (UBIQUINOL)
- » Eye health vitamins\*
- » General health prebiotics & probiotics
- » Heart & vascular health
- » Joint health (including glucosamine)

- » Joint health with Turmeric
- » Menopause support (soy)
- » Mineral supplements
- » Sleep, stress & anxiety supplements
- » Specialty supplements
- » Traditional herbals
- » Vitamins (multivitamins, letter vitamins)\*<sup>+</sup>

### ☑ **Weight management and nutritional foods**

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- » Diuretics
- » Food scales
- » General health oral rehydration therapy
- » Nutritional powders
- » Thickeners & pre-thickened beverages/foods
- » Weight management tabs & caps

## **Healthy food items available through SSBCI**

### ☑ **Food and beverages**

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- » Baby water
- » Bottled waters
- » Canned seafood
- » Canned/jar fruits & vegetables (includes salsa & non-processed beans)
- » Dairy (milk, cheese, butter, sour cream, all other)

- » Dried fruit, fruit snacks
- » Dry beans & pasta
- » Enhanced waters
- » Frozen food (fruit, vegetables, meat, seafood, juices, plant-based meat)
- » Herbs, spices & seasoning
- » Ice
- » Juices (includes sparkling)
- » Leavening agents (baking powder & soda, yeast, etc)
- » Meats (poultry, beef)
- » Nuts, seeds & trail mix
- » Oils
- » Peanut butter (and other nut butters)
- » Plant-based cheese & meat
- » Produce (fruits & vegetables)
- » Rice & whole grains
- » Seafood
- » Soy & other nut milks
- » Sparkling water & tonic
- » Sport drinks – Gatorade & others
- » Whole eggs & egg substitutes
- » Yogurt
- » Weight management tabs & caps\*

The benefits mentioned are a part of special supplemental program for the chronically ill. Members must be diagnosed with diabetes mellitus or chronic heart failure and meet certain criteria. Not all members qualify.

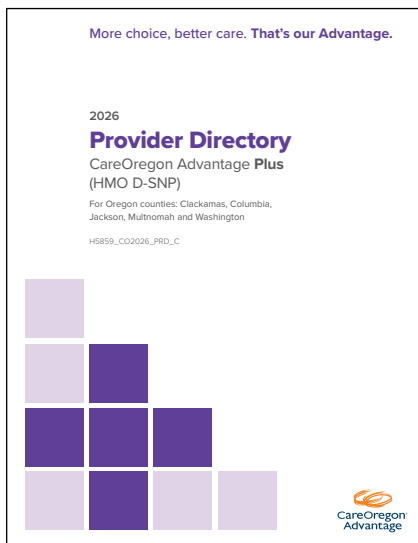
\* **Dual Purpose items.** These are products or medicines you should purchase only on the advice of your physician.

† Some items in these categories may be covered under your Medicare or Medicaid coverage. When an item is covered by Medicare or Medicaid, you should not use your CareCard to buy it, because it is covered by other coverage and is not part of your supplemental OTC benefit. For example, gauze may be covered under Part D when it is being used, by prescription, to inject insulin. Or over-the-counter loratadine, by prescription, may be covered by Medicaid. In these situations, you should present your prescription and your CareOregon Advantage Member ID card at the pharmacy counter.



## Your member materials online

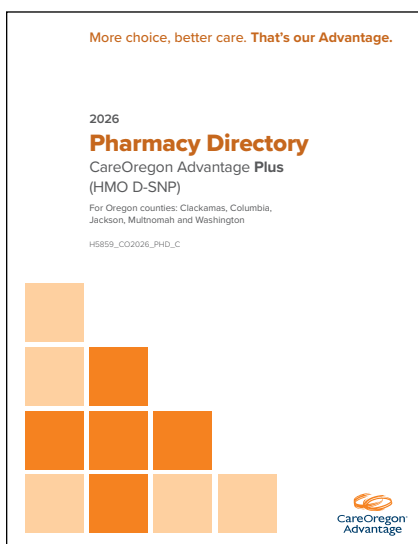
The 2026 CareOregon Advantage **Pharmacy Directory**, **Provider Directory**, **Drug List (Formulary)** and **Evidence of Coverage** are available online for your reference.



**Provider Directory:** Updated every day. Find doctors, specialists, equipment vendors and more.

Go to

[careoregonadvantage.org/providersearch](https://careoregonadvantage.org/providersearch)

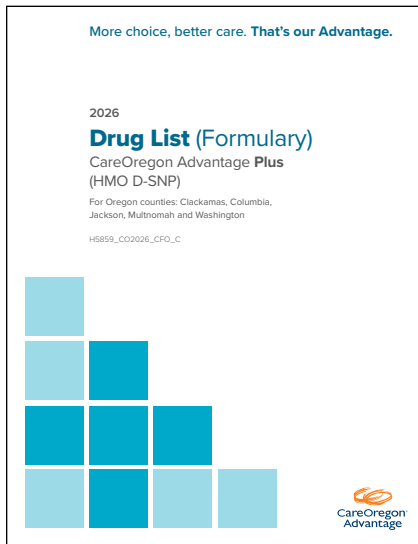


**Pharmacy Directory:** Find a place to fill your prescriptions.

Go to

[careoregonadvantage.org/pharmacy](https://careoregonadvantage.org/pharmacy)

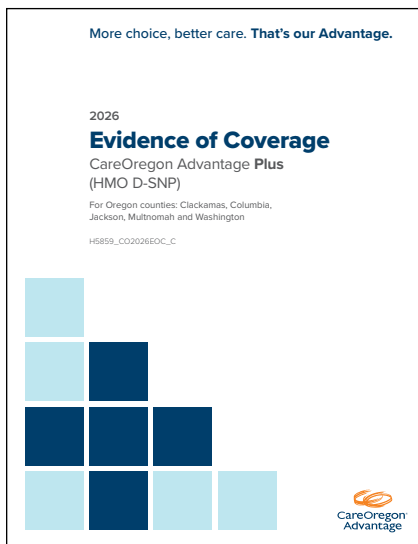




**Drug List (Formulary):** Updated every month. Find out which prescription drugs we cover.

Go to

[careoregonadvantage.org/druglist](https://careoregonadvantage.org/druglist)



**Evidence of Coverage:** All your plan information.

Go to

[careoregonadvantage.org/materials](https://careoregonadvantage.org/materials)



## Requesting paper copies

You also can call or email us a request for paper copies of any of the books listed above to be sent to you. You can reach our Customer Service at 503-416-4279, toll-free 888-712-3258 or TTY 711. Our email address is [medicareenrollmentservices@careoregon.org](mailto:medicareenrollmentservices@careoregon.org)

## Discrimination is against the law

CareOregon Advantage complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. CareOregon Advantage does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, religion, gender identity, sexual orientation, or marital status.

### CareOregon Advantage:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - > Qualified sign language interpreters
  - > Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - > Qualified interpreters
  - > Information written in other languages

If you need these services, contact CareOregon Advantage Customer Service. If you believe that CareOregon Advantage has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Grievance Coordinator

315 SW Fifth Ave

Portland, OR 97204

Toll-free: 888-712-3258

TTY: 711

Fax: 503-416-1313

Email: [customerservice@careoregon.org](mailto:customerservice@careoregon.org)

You can file a grievance in person or by mail, fax, or email.

If you need help filing a grievance, Customer Service is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf), or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

800-368-1019, TDD 800-537-7697

Complaint forms are available at

[link.careoregon.org/ocr-complaint-form](https://link.careoregon.org/ocr-complaint-form)

## English

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.

## Spanish

Puede obtener este documento en otros idiomas, en letra grande, en braille o en el formato que prefiera. También tiene derecho a solicitar un intérprete. Puede obtener ayuda de un intérprete de atención médica certificado o calificado. Esta ayuda es gratuita. Llame al 888-712-3258, TTY 711 o infórmese a su proveedor. Aceptamos llamadas de retransmisión.

## Vietnamese

Quý vị có thể tải xuống tài liệu này bằng ngôn ngữ khác, chữ in lớn, chữ nổi hoặc với định dạng mong muốn. Quý vị cũng có quyền yêu cầu một thông dịch viên. Quý vị có thể nhận được sự trợ giúp từ một thông dịch viên chăm sóc sức khỏe có trình độ hoặc có chứng nhận. Dịch vụ này là miễn phí. Gọi tới số 888-712-3258, TTY 711 hoặc thông báo với nhà cung cấp của quý vị. Chúng tôi chấp nhận các cuộc gọi chuyển tiếp.

## Arabic

يمكنك الحصول على هذه الوثيقة بلغات أخرى أو بخط كبير أو بطريقة برايل أو بأي تنسيق تفضله. لديك أيضًا الحق في الحصول على مترجم. يمكنك الحصول على مساعدة مترجم فوري معتمد أو مؤهل في مجال خدمات الرعاية الصحية. يمكنك الحصول على هذه المساعدات مجانًا. اتصل بالرقم 888-712-3258 أو عبر خدمة الهاتف النصي على 711، أو أخبر مقدم الخدمة الخاص بك. نقبل المكالمات الواردة عبر خدمة الترحيل.

## Dari - Afghan Persian

شما میتوانید این سند را به زبان های دیگر، چاپ بزرگ، خط بریل یا فارمتی که شما ترجیح می دهید بدست بیاورید. شما همچنان حق دارید که یک ترجمان شفاهی داشته باشید. شما میتوانید از یک ترجمان شفاهی تصدیق شده مراقبت صحی یا واجد شرایط کمک بگیرید. این کمک رایگان است. با شماره 888-712-3258، TTY 711 تماس بگیرید، یا به ارائه کننده خود بگوئید. ما تماس های انتقالی (Relay Calls) را می پذیریم.

## Russian

Этот документ можно получить на других языках, крупным, шрифтом Брайля или в другом предпочитаемом формате. Кроме того, вы имеете право запросить услуги устного переводчика шрифтом. Вы можете получить помощь дипломированного или квалифицированного устного переводчика, специализирующегося в области медицины. Эти услуги предоставляются бесплатно. Позвоните по номеру 888-712-3258 (TTY: 711) или обратитесь к своему врачу. Мы принимаем ретранслируемые звонки.

## Somali

Waxaad dukumiintigan ku heli kartaa luuqadaha kale, farta waawayn, farta indhoolaha ama nooca aad rabto. Waxaad sidoo kale haq u leedahay inaad hesho turjubaan. Waxaad caawimaad ka heli kartaa turjubaan daryeelka caafimaadka qaabilsan oo xirfad u leh ama shahaado u haysta. Caawimadani waa bilaash. Wac 888-712-3258, TTY 711, ama u sheeg adeeg bixiyahaaga. Waanu aqbalaynaa wicitaanada dadka maqalka culus.

### **Traditional Chinese (Cantonese)**

您可以獲得以其他語言、大字體、盲文或您喜歡的格式提供的該文件。您還有權獲得由口譯員提供的翻譯協助。您可以從經認證或合格的醫療保健口譯員那裡獲得幫助。這項幫助是免費的。請致電 888-712-3258，聽障或語言障礙人士請撥打 TTY 711 進行諮詢，或告知您的服務提供方。我們接受中繼呼叫。

### **Simplified Chinese (Mandarin)**

您可以獲得以其他語言、大字体、盲文或您喜欢的格式提供的该文件。您还有权获得由口译员提供的翻译协助。您可以从经认证或合格的医疗保健口译员那里获得帮助。这项帮助是免费的。请致电 888-712-3258，听障或语言障碍人士请拨打 TTY 711 进行咨询，或告知您的服务提供方。我们接受中继呼叫。

### **Korean**

본 문서는 다른 언어, 큰 활자, 점자 또는 귀하가 선호하는 형식으로 제공될 수 있습니다. 또한 통역사를 요청할 권리가 있습니다. 자격증을 소지하였거나 자격을 갖춘 의료 전문 통역사의 도움을 받을 수 있습니다. 이 지원은 무료로 제공됩니다. 전화 888-712-3258(TTY 711)번 또는 담당 제공자에게 문의하십시오. 중계 전화도 받고 있습니다.

## Chuukese

Ka tongeni nounou ei taropwe non pwan foosun ekkoch fonu, epwe mesemong makkan, epwe ussun noun mei chuun ika non ew sokkun nikinik ke mochen kopwe nounou. Mei pwan wor omw pwuung omw kopwe nounou chon chiaku ngonuk. Mei pwan tongeni an epwe kawor ngonuk aninis ren peekin chiaku seni ekkewe ir ra kan tufichin chiaku ika ir mei tongeni chiaku ren peekin aninsin health care. Ei sokkun aninis ese pwan kamo. Kokori nampa 888-712-3258, TTY 711, ika pworous ngeni noumw we tokter ren. Kich mei pwan etiwa kokkon an emon epwe wisen atoura.

## Ukrainian

Цей документ можна отримати в перекладі іншою мовою, надрукованим великим шрифтом, шрифтом Брайля або в іншому зручному для вас форматі. Крім того, ви маєте право на послуги усного перекладача. Ви можете скористатися послугами дипломованого або кваліфікованого усного перекладача, який спеціалізується в галузі охорони здоров'я. Такі послуги надають безкоштовно. Зателефонуйте за номером 888-712-3258 або ТТУ 711 або зверніться до свого лікаря. Ми приймаємо виклики в режимі ретрансляції.

## Farsi

شما می‌توانید این سند را به زبان‌های دیگر، نسخه چاپی درشت، خط بریل، یا در قالب دلخواه خود دریافت کنید. همچنین، شما حق دارید از یک مترجم کمک بگیرید. می‌توانید از یک مترجم شفاهی مراقبت‌های بهداشتی دارای گواهی‌نامه یا واجد صلاحیت کمک بگیرید. این کمک رایگان است. با شماره 888-712-3258 تماس بگیرید، از طریق دستگاه تله‌تایپ (TTY) با شماره 711 تماس حاصل کنید، یا موضوع را به ارائه‌دهنده خدمات درمانی خود اطلاع دهید. ما از تماس‌های رله پشتیبانی می‌کنیم.

### **Amharic**

ይህንን ሰነድ በሌሎች ቋንቋዎች፣ በትላልቅ ህትመቶች፣ በብሬይል ወይም በሚመርጡት ቅርጸት ማግኘት ይቻላል። በተጨማሪም አስተርጓሚ የማግኘት መብት አለዎት። እውቅና ካለው ወይም ብቃት ካለው የጤና እንክብካቤ አስተርጓሚ እርዳታ ማግኘት ይቻላል። ይህ እርዳታ ነጻ ነው። ወደ 888-712-3258፣ TTY 711 ይደውሉ ወይም ለአቅራቢዎ ይገኙ። የሪሌይ ስልክ ጥሪዎችን እንቀበላለን።

### **Romanian**

Puteți obține acest document în alte limbi, tipărit cu font mare, în braille sau în formatul preferat. De asemenea, aveți dreptul la un interpret. Puteți obține asistență de la un interpret aprobat sau calificat în domeniul medical. Asistența este gratuită. Sunați la 888-712-3258, TTY 711 sau contactați furnizorul. Acceptăm apeluri prin centrală.

### **Khmer/Cambodian**

អ្នកអាចទទួលបានឯកសារនេះជាភាសាផ្សេងទៀត អក្សរធំៗ អក្សរស្នាប ឬទម្រង់ដែលអ្នកចង់បាន។  
អ្នកក៏មានសិទ្ធិទទួលបានអ្នកបកប្រែផ្ទាល់មាត់ផងដែរ។  
អ្នកអាចទទួលបានជំនួយពីអ្នកបកប្រែផ្ទាល់មាត់ផ្នែកថែទាំសុខភាព ដែលមានលក្ខណសម្បត្តិគ្រប់គ្រាន់ ឬមានវិញ្ញាបនបត្របញ្ជាក់។  
ជំនួយនេះផ្តល់ជូនឥតគិតថ្លៃ។ សូមហៅទូរសព្ទទៅលេខ 888-712-3258, TTY 711 ឬប្រាប់ស្ថាប័នផ្តល់សេវារបស់អ្នក។  
យើងទទួលយកការហៅទូរសព្ទបញ្ជូនបន្ត។

**Burmese**

ဤစာရွက်စာတမ်းကို အခြားဘာသာစကားများ၊ စာလုံးကြီးဖြင့် ပုံနှိပ်ထားခြင်း၊ မျက်မမြင်စာ သို့မဟုတ် သင်နှစ်သက်သော ဖောမက်တစ်ခုဖြင့် ရရှိနိုင်ပါသည်။ သင့်တွင် စကားပြန်တစ်ဦးရပိုင်ခွင့်လည်း ရှိပါသည်။ အသိအမှတ်ပြုထားသော သို့မဟုတ် အရည်အချင်းပြည့်မီသော ကျန်းမာရေး စောင့်ရှောက်မှုဆိုင်ရာ စကားပြန်တစ်ဦး၏ အကူအညီကို သင်ရရှိနိုင်ပါသည်။ ဤအကူအညီသည် အခမဲ့ ဖြစ်ပါသည်။ 888-712-3258, TTY 711 သို့ ခေါ်ဆိုပါ သို့မဟုတ် သင့်အား စောင့်ရှောက်မှုပေးသူကို ပြောပါ။ ကြားလူအကူအညီဖြင့် ဖုန်းခေါ်ဆိုမှုများကို ကျွန်ုပ်တို့ လက်ခံပါသည်။

**Swahili**

Unaweza kupata hati hii katika lugha nyingine, machapisho makubwa, maandiko ya nukta nundu au katika muundo unaoupenda. Una haki ya kupata mkalimani. Unaweza kupata msaada kutoka kwa mkalimani wa huduma za afya aliyeidhinishwa au anayestahiki. Msaada huu haulipishwi. Piga simu kwa 888-712-3258, TTY 711, au mweleze mtoa huduma wako. Tunapokea simu za kupitia mfasiri wa mawasiliano.







## CareOregon Advantage Customer Service

Call: 503-416-4279 or toll-free 888-712-3258, TTY 711

### Hours of operation:

8 a.m. to 8 p.m. seven days a week, October 1 to March 31

8 a.m. to 8 p.m. Monday through Friday, April 1 to September 30

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

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