



PO Box 5729
Bend, OR 97708-5729

ADDRESS SERVICE REQUESTED

Provider First Name Provider Last Name
Address
City, State, ZIP

PacificSource will no longer operate as a CCO for Oregon Health Plan programs in Lane County beginning February 1, 2026

Dear Provider

We want to let you know that starting February 1, 2026, PacificSource Community Solutions (PacificSource) will no longer provide Oregon Health Plan (OHP) in Lane County. To stay in network with OHP, providers must be contracted with Trillium Community Health Plan (Trillium) CCO or OHP Open Card (Oregon Health Authority's (OHA) Fee-For-Service plan).

Provider network

PacificSource is working closely with Trillium and OHA to ensure a smooth transition for you and your patients. **Please do not cancel appointments or deny OHP members future appointments because of the change in CCOs.** Additional information on continuity of care policies can be found at: Oregon.gov/oha/HSD/OHP/Pages/Changes.aspx.

If you are in-network with Trillium, continuity of care should not be affected.

If you aren't currently in network with Trillium and would like to be, please visit their enrollment website at TrilliumOHP.com/providers/Request-Participation-within-our-Network.html or email NewProviderRequestBox@TrilliumCHP.com. If you don't join Trillium's network, you may be able to continue seeing some OHP members by:

- Requesting a single case agreement for a specific patient (learn more at TrilliumHealthResources.org/contracting-trillium), and/or
- Accepting OHP Open Card members.

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Member transition

Most members currently enrolled with PacificSource will automatically transition to Trillium on February 1, 2026. Members will receive a new ID card and handbook in the mail. After their transition to Trillium, their CCO enrollment will be updated in MMIS. To support continuity of care, PacificSource will send all relevant patient information to Trillium. PacificSource is also coordinating with Lane Transit District (LTD) and Trillium to confirm that all non-emergent rides scheduled after February 1, 2026, will occur as planned.

Some OHP members may qualify for an OHP Open Card instead of being enrolled in Trillium. This includes American Indian and Alaska Native (AIAN) members, dual Medicare and OHP recipients, and members with a serious health condition who qualify temporarily.

To learn more, visit www.oregon.gov/oha/hsd/ohp/pages/ffs.aspx or call OHP Client Services at 800-273-0557.

Have questions or need help?

PacificSource

- For general PacificSource provider resources, please visit: PacificSource.com/providers
- Member Care Plans or Transitions: Care Management Team at 541-330-2507
- Contracting questions: Provider contracting at ORCL@PacificSource.com
- Claims questions: Customer Service at 800-431-4135, TTY: 711. We accept all relay calls.

Oregon Health Authority (OHA)

- OHA PacificSource Lane County Transition website: OHP.Oregon.gov/Lane
- OHP provider resources website: OHP.Oregon.gov/Providers

Trillium

- Provider enrollment website: TrilliumOHP.com/providers/Request-Participation-within-our-Network.html
- Email NewProviderRequestBox@TrilliumCHP.com

Thank you for your commitment to providing care for Oregon Health Plan members in Lane County.

Sincerely,
PacificSource Community Solutions