



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](https://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](https://TrilliumOHP.com/providers/Request-Participation-within-our-Network.html) or email [NewProviderRequestBox@TrilliumCHP.com](mailto: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](https://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](http://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](http://PacificSource.com/providers)
- Member Care Plans or Transitions: Care Management Team at 541-330-2507
- Contracting questions: Provider contracting at [ORCL@PacificSource.com](mailto: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](http://OHP.Oregon.gov/Lane)
- OHP provider resources website: [OHP.Oregon.gov/Providers](http://OHP.Oregon.gov/Providers)

### Trillium

- Provider enrollment website: [TrilliumOHP.com/providers/Request-Participation-within-our-Network.html](http://TrilliumOHP.com/providers/Request-Participation-within-our-Network.html)
- Email [NewProviderRequestBox@TrilliumCHP.com](mailto:NewProviderRequestBox@TrilliumCHP.com)

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

Sincerely,  
PacificSource Community Solutions