

New help for back pain: Frequently Asked Questions

Si usted necesita servicios de intérprete, por favor llame al teléfono [(800) 431-4135 si vive en Central Oregon o al teléfono (855) 204-2965 si vive en Columbia Gorge].

You can get this letter in another language, large print, or any way that's best for you. Please call (800) 431-4135 toll free or (800) 735-2900 TTY.

The Oregon Health Plan (OHP) now has more ways to treat pain. They include:

- Acupuncture
- Chiropractic manipulation
- Cognitive behavioral therapy (a form of talk therapy)
- Osteopathic manipulation
- Physical and occupational therapy

Q. Why is OHP making changes?

A. Studies show that some treatments not covered before can help people with low back pain.

Q. What is changing?

A. If you now take a high dose of opioids, your provider will work with you to lower your dose.

A. As of July 1, 2016, OHP doesn't cover epidural steroid injections and some surgeries of the spine. If you have one of these services scheduled, we may send you a Notice of Action letter explaining that it will not be covered.

Q. What other treatments can I discuss with my health care provider?

A. PacificSource works with a local organization called Living Well with Chronic Pain. People who attend its workshop, run by the Deschutes County Health Department, learn ways to help ease their pain. Call (541) 322-7430 for information or to register.

Q. How can I get the new services?

A. Your doctor will request the right services for you from providers PacificSource Community Solutions works with.

Please talk to your provider about getting the care that you need or call PacificSource Customer Service at (541) 382-5920 local, (800) 431-4135 toll free, or (800) 735-2900 TTY.