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For immediate release:
Feb. 28, 2011

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New Website/Phone Number Help Oregonians Find Health Programs

(Salem) — Oregonians struggling to find medical care or health insurance have a new resource. The state has launched a website and toll-free phone line to help connect consumers with local programs and information to meet their needs.

[Oregon Health Connect](#), the new website, features a *Resource Directory* that lists programs that help consumers pay for coverage, file insurance complaints, find coverage if they have pre-existing conditions, locate health clinics and other programs near them, and find help with Medicare questions. Both public and non-commercial programs are included. One of the key links allows consumers to plug in their address to find federally funded health clinics near them. The directory will expand over time. Consumers can also call the toll-free phone line, at 1-855-999-3210, for the same information.

“We hope that the directory, plus the expert staff we have answering a toll-free phone line, will put an end to people having to call one agency after another to find the person or program they need,” said Teresa Miller, administrator of the Insurance Division of the Department of Consumer and Business Services (DCBS).

In addition to the *Resource Directory*, the website explains how health insurance works and connects visitors to information on health reform and improving health. For example, the new site links to the following federal website where Oregonians can see insurance options and prices if they are shopping for coverage:

www.healthcare.gov.

Oregon Health Connect might be particularly useful for people who are uninsured or underinsured and want to know where they can get services near them.

“Oregon Health Connect allows consumers to find resources including Oregon Health Plan, Healthy Kids, health coverage for those with pre-existing conditions and more,” said Tina Edlund, Deputy Director of the Oregon Health Authority. “This website is a first step in making it easier for Oregonians to find health insurance.”

In addition to the phone and website help, a new publication is available to consumers. *Consumer Guide to Health Insurance* explains basic information about how private health insurance works and provides a handy list of key public health programs in Oregon.

These projects are funded with a federal consumer assistance grant and were produced by the DCBS Insurance Division and the Oregon Health Authority. DCBS regulates the insurance industry to protect consumers, and its consumer advocates answer insurance questions and help with complaints.

The Oregon Health Authority is the organization at the forefront of lowering and containing costs, improving quality, and increasing access to health care in order to improve the lifelong health of Oregonians. The nine-member citizen Oregon Health Policy Board is working towards comprehensive health and health care reform in our state and oversees the Oregon Health Authority.

People who visit the site and have questions are welcome to call or e-mail consumer assistance staff.

Website: www.oregonhealthconnect.org

Helpline: 1-855-999-3210

E-mail: health.connect@state.or.us

Free copies of the grant-funded *Consumer Guide to Health Insurance* can be ordered at

DCBS.inmail@state.or.us or accessed online at <http://insurance.oregon.gov/publications/consumer/4618.pdf>.

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