

Our Story

Since FamilyCare Health first opened its doors, we have been committed to keeping our communities healthy. FamilyCare Health was among the first Medicaid managed care organizations in Oregon. We were the first health plan in the state to integrate physical and mental health coverage into one standard plan. We were also the first certified Coordinated Care Organization (CCO) in the tri-county area under the Oregon Health Plan.

Today we coordinate health care for 120,000 Medicaid and Medicare members. As we continue to grow, integrity, innovation, and leadership are fundamental to everything we do. We remain dedicated to empowering our members to lead healthy, fulfilling lives.

- Today**
FamilyCare Health provides care to 120,000 Oregonians.
- 2012**
FamilyCare Health certified as first CCO in tri-county area.
- 2010**
ACA becomes law, allowing FamilyCare Health to serve more Oregonians.
- 1993**
Oregon Health Plan, the state's Medicaid program, established.
- 1984**
FamilyCare Health founded.

Quick facts

- Longest continually operating Medicaid managed care plan in Oregon
- Nationally recognized for innovative P²ORT system and other programs
- 1st Medicaid health plan in Oregon to integrate models of mental and physical health
- 100% of members assigned to a primary care provider
- Pays providers at competitive rates, increasing access to quality care for members
- Top Workplace in Oregon for six years in a row

Caring for Employees

As we connect people to care, we know our staff members are our biggest asset. We take care of our employees with great benefits, competitive pay, and a supportive work environment. This foundation inspires our staff to provide unparalleled service to our members, providers, and community partners.

When you call FamilyCare Health, you're greeted with energy and enthusiasm. You can tell you're speaking with someone who has a genuine passion for their work—and for the people we serve.

"We are one big family that operates on respect, trust, and honest communication. This is the way we provide the care our members need and deserve."

— Erin B., FamilyCare Health Provider Navigator



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FamilyCare Health

Connecting Medicaid and Medicare members to care



Health
Happens
Here

Health Happens Here

At FamilyCare Health, the health of our members has been our priority and our passion for more than 30 years. **As a nonprofit Coordinated Care Organization, we coordinate physical health, mental health, and dental benefits for residents of Clackamas, Multnomah, and Washington counties who are covered by the Oregon Health Plan (OHP)/Medicaid.** We also offer Medicare Advantage plans in the Portland tri-county area and Clatsop County.



Connecting the Dots in Health Care

FamilyCare Health knows that a strong connection between our members and medical providers is key to good health. That's why we ensure that every member has a primary care provider. Plus, we're the only Medicaid plan in Oregon to reimburse primary care providers at or above commercial rates. By taking care of our doctors, we help ensure our members have access to the care they need, when they need it.

It's easy to navigate the healthcare system with our innovative P²ORTs, or patient-provider oriented resource teams. Staff from several departments work together so each member gets help from a consistent group of people. These teams coordinate all healthcare services, resulting in high-quality customer service and improved health outcomes for our members.

Our plan offers several special programs that go beyond OHP requirements. These include extra services for children, pregnant women, and people with behavioral health issues, among others.

"FamilyCare Health helps make the healthcare 'maze' easier to navigate for our patients, physicians, and staff. We're very grateful for your skills and knowledge." — Helen, staff member, Oregon City Pediatrics

"Since joining your plan last year, I have been pleasantly surprised by the caring attitude and genuine ways of helping. I've never written to thank an insurance company in my life. Thank you." — Karen, FamilyCare Health Member

Committed to the Community

Through our community benefit program and the Heatherington Foundation, FamilyCare Health gives generously to organizations that make a difference in the health of our members and the region. We support programs that benefit the whole health of individuals, families, and the state's most vulnerable residents. We invest in organizations that provide culturally and linguistically appropriate health care, health education, and a variety of other impactful health services.

We're also committed to working with local community members, experts, and leaders to shape effective healthcare strategies. That includes collaboration with our Medical Advisory Panel, made up of healthcare professionals, and our Community Advisory Council, consisting of members and health advocates who help us meet the needs of the communities we serve.



Community Investment

- Invested more than \$12 million in local community programs in 2015 and 2016
- Gave \$2 million to help fund the new Asian Cancer Resource and Support Center
- Donated \$1 million to the Garlington Health Center, which will combine affordable housing and healthcare services
- Contributed \$2 million for scholarships at Western University of Health Sciences