

Incentives provider FAQ

Frequently asked questions for providers

To help members improve engagement in their health and wellness, CareOregon is offering incentives of gift cards for receiving preventive care services relating to their specific needs. Eligible members will be mailed a letter containing directions, frequently asked questions and the incentive redemption form. Some members may not be eligible to earn an incentive, please refer to the information below or contact Provider Services for questions. Contact information for each line of business is listed below.

CareOregon: 800-224-4840

Columbia Pacific CCO: 855-722-8206

Jackson Care Connect: 855-722-8208

CareOregon Advantage: 888-712-3258

Note: Beginning in 2023, CareOregon Advantage incentives will be automatically loaded onto members' CareCards. CareOregon, Columbia Pacific CCO and Jackson Care Connect members will continue to receive gift cards by mail.

Frequently asked questions

Q: When are the incentive letters going out?

A: Letters for member incentives will be sent every week starting in mid-March.

Q: How soon may members expect to receive their gift card or their incentive funds?

A: Gift cards for CareOregon, Columbia Pacific CCO and Jackson Care Connect members are processed in the order they are received. Please expect six to eight weeks from the time we receive a valid request. Funds added to the CareCard, for CareOregon Advantage members, will take six to eight weeks to become active.

Q: What if a member says they haven't received their gift card yet?

A: Direct members to call Customer Service to check on the status of their gift card.

Q: Is there a deadline for completing the service or returning the incentive form?

A: Yes, all services must be completed during the incentive year (December 31 of that year), and the form must be received by January 31 of the following year..

Q: Can we still use incentive forms from previous years?

A: The forms are updated each year and we request providers use the most recent incentive form. For an updated form, contact your local CareOregon provider services representative.