

CHIRGIN

Contact us FAQs OEBB site

Search

Find a member

Find It In!

Coaching and tools

Pharmacy services

Additional Cost Tiers

Reference Price Program

Plans

Medical home

What is a medical home?

Start the conversation

HSA (Plan F)

Member Handbooks

Find Care

Find a doctor, dentist, pharmacy or clinic



What is a medical home?

If you're hearing the term "medical home" for the first time, you're probably wondering what it means. How does it work? How is it different from the way you've been receiving healthcare?

In the past you've likely seen a number of doctors and other providers. Because they worked on their own, providers may not have had a formal way to work with each other to care for you.

A medical home changes that. It's a team-based approach to healthcare. You'll have one doctor or primary care provider who works with the rest of your team to bring the best treatments to you. This model is becoming more and more popular in healthcare, and for good reasons.

Here are three things you should know about a medical home

1 It's centered around you

Another name for this kind of system is a "patient-centered medical home." That's because it's focused on you. Your medical home coordinates all of your providers and services, so you aren't left to navigate the system on your own.

You'll have a stronger voice as part of a medical home. Your team will help you set goals and reach them, one by one. As you climb the ladder to better health, you can add more goals—your team is there to help you along.

2 You'll have better, faster access to care

With a medical home, you'll get what you need to take care of your health, faster and more efficiently than if you were working with a number of different providers. Your medical home cuts through the paperwork to give you better healthcare, in less time.

3 There's one goal: To keep you healthy

Part of the reason a medical home works so well is that it's designed around one goal: to achieve the best possible health outcomes for you. And we think you'll like the experience. A medical home keeps all your providers on the same page, so you don't have to work hard to get the excellent care you deserve. Instead, you can stay focused on getting better and living well.

mymoda

USERNAME

go!

PASSWORD

Forgot your password
Forgot your user name
Create an account



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Health plans in Oregon and Alaska provided by Moda Health Plan, Inc. Dental plans in Oregon provided by Oregon Dental Service (ODS), dba Delta Dental Plan of Oregon. Dental plans in Alaska provided by Delta Dental of Alaska.
This site is meant to help you learn about plans and healthcare for you and your family. This site is subject to change in order to comply with state and federal law, including the Affordable Care Act (ACA) and related regulations, and connectivity with the federal Marketplace. If questions regarding benefits arise, the summary of benefits and coverage document is the master resource.

- PEBB home
- Medical
- Medical home
- Dental
- Plan materials
- Diabetes Prevention Program
- Resources
- Find Care
- Find a doctor, dentist, pharmacy or clinic

Answers about selecting your Moda medical home and finding care

- What is a medical home?
- Do I have to pick a medical home?
- Can I go to a primary care provider who's not in my medical home?
- How do I find a medical home?
- Can I pick a naturopathic doctor as my medical home?
- Can I keep my current primary care doctor?
- How do I tell Moda Health about my medical home selection?
- Can I ever change my medical home?

What is a medical home?

Your Moda Health medical home is the main place you go to for care and where you see your preferred doctors. It includes local providers who work together to deliver high-quality, individual care and support. With a medical home, your care is more personal, convenient and easier to access.

Many Moda medical homes are recognized as Patient-Centered Primary Care Homes (PCPCH) through the state-run PCPCH program. PCPCH clinics have an established commitment to patient-centered care.

Do I have to pick a medical home?

Yes. All Moda Health PEBB members must select a medical home before going in for care. Your medical home coordinates your care, including referrals to specialists or hospitals as needed.

If any member receives care before selecting a medical home, their claim(s) may be paid at the out-of-network benefit level.

Can I go to a primary care provider who's not in my medical home?

If any member receives care from a provider outside their selected medical home, the claim(s) may be paid at the out-of-network benefit level.

How do I find a medical home?

Selecting your Moda medical home is easy. Just follow these steps:


Already a member?

- Visit modahealth.com/PEBB and log in to myModa. If you don't have a myModa account yet, simply create one using your Moda Health subscriber ID number.
- Once you're in myModa, choose the "Medical home" tab. This is where you set up or change your medical home. It also shows your medical home history.
- Click "Find Care" to search for a specific provider. Select "medical" as the type of care.
- Search for a specific provider by name, or choose "Medical Home Providers & Doctors" to browse a list (look for a building icon in the address box).

Not yet enrolled?

- Visit modahealth.com/PEBB and choose "Find Care."
- Select "Search as a guest."
- Choose "Medical" as the type of care; then select either the Summit or Synergy network.
- Search for a specific provider by name, or choose "Medical Home Providers & Doctors" to browse a list (look for a building icon in the address box).


If you need assistance or have any questions, please contact Customer Service at 844-776-1593.



USERNAME

PASSWORD

[Forgot your password](#)
[Forgot your user name](#)
[Create an account](#)



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Questions?

If you can't find an answer, please feel free to contact our [Customer Service](#)

Can I pick a naturopathic doctor as my medical home?

Unfortunately, no. Naturopaths are classified as specialists because they are not credentialed to be primary care physicians.

However, Moda Health members do not need a referral to get in-network benefits when receiving care from naturopathic physicians.

Can I keep my current primary care doctor?

If your primary care provider (PCP) is part of a Moda Health medical home, then you may be able to keep seeing them under your plan. Just check to see if your PCP is affiliated with a hospital or clinic in the Summit or Synergy network.

If your PCP is not affiliated with hospitals or clinics in the Summit or Synergy network, then they may not be covered under your plan.

How do I tell Moda Health about my medical home selection?

Before receiving care, let us know which Moda medical home you choose. Use one of these ways to tell us:

- **Online**
 - Visit modahealth.com/PEBB.
 - Log in to your myModa account using your subscriber ID number.
 - Click the "Medical home" tab to make your medical home selection. Covered family members age 18 and older will need to use their own myModa account to pick a medical home.
 - Saving your changes automatically informs us about your selection.
- **Phone**
 - Call Moda Health Customer Service toll-free at 844-776-1593.
- **U.S. Mail**
 - Visit modahealth.com/PEBB and download a medical home selection form under the "Resources" tab.
 - Mail your completed form to:

Moda Health
Attn: PEBB Billing and Eligibility
PO Box 40384
Portland, OR 97240

If you need to change your medical home selection, just use one of the above options to let us know.

Can I ever change my medical home?

Of course. You can switch to a different Moda Health medical home at any time, for any reason. Just be sure to tell us you've made the change before you visit your new medical home for care.

You can notify Moda Health about a medical home change in any of these ways:

- **Online**
 - Visit modahealth.com/PEBB.
 - Log in to your myModa account using your subscriber ID number.
 - Click the "Medical home" tab to change your medical home selection.
- **Phone**
 - Call Moda Health Customer Service toll-free at 844-776-1593 and let us know you want to change your medical home.
- **U.S. Mail**
 - Visit modahealth.com/PEBB and download a new "medical home selection form" under the "Resources" tab.
 - Select a new medical home, then mail your completed form to:

Moda Health
Attn: PEBB Billing and Eligibility
PO Box 40384
Portland, OR 97240

If you need help or have any questions, please contact Customer Service toll-free at 844-776-1593.

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MODA/Synergy - Medical Home

- A Moda/Synergy Medical Home is your main place to go for care and to see your preferred provider.
- To confirm your provider is a 'Synergy Medical Home', call them and ask specifically if they are a 'Synergy Medical Home' or use the search tool listed below.
- You must select your Synergy Medical Home before going in for care.
- If you receive care before selecting your Medical Home, your claim will be paid at the out-of-network benefit level and you will be responsible for 50% of your cost.
- Be sure to call Moda when you select your Synergy Medical Home after open enrollment between 9/16 and 9/30 to provide them with your Medical Home information.
- If you choose to see a provider outside of your selected Synergy Medical Home, your claim will be paid at the out-of-network benefit level and you will pay 50% of your cost.
- If you receive a referral from your Synergy Medical Home to see a specialist, confirm they are in the Synergy network. If they are not, you will be responsible for 50% of the cost paid at an out-of-network benefit level.
- If you do a lot of traveling or have any dependents living out of state, you may not want to select Synergy since it is a small group provider benefit – which includes an affiliation with a hospital or clinic in the Synergy network and is not available everywhere.
- Confirm your provider is affiliated with a hospital or clinic in the Synergy network.
- Be sure to call Moda any time you change your Medical Home throughout the year.

Search For a Synergy Medical Home

- www.modahealth.com/OEBB
 - Select: "Find Care"
 - Select: "Search as Guest"
 - Select: "Medical"
 - Select: "Synergy" in Networks
 - Select: "City and State"
 - Search for provider by name, or choose "Medical Home Providers & Doctors" to browse
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