

# Care coordination and the Regional Care Team

The **Columbia Pacific CCO Regional Care Team (RCT)** offers providers a community of resources with a single point of contact for you and your patients. Your RCT works closely with providers and members – through both telephonic and community-based support – to smooth the way to better care and better outcomes.

Your RCT is made up of care coordinators with a variety of backgrounds and experience, including:

- ▶ Nursing
- ▶ Behavioral Health
- ▶ Substance Use Disorders
- ▶ Pharmacy
- ▶ Health system navigation
- ▶ Local community resources
- ▶ And others

## When to call your RCT

Your RCT offers care coordination and support for patients with multiple or complex needs, such as:

- ▶ Multiple chronic conditions
- ▶ High or special health care needs
- ▶ Chronic pain needs
- ▶ In-home care needs
- ▶ Daily living or social needs
- ▶ Medication review and support
- ▶ End-of-life support
- ▶ Substance use
- ▶ Behavioral health concerns
- ▶ Oral health concerns

## How to make a care coordination referral

Call your RCT directly at 503-416-3743 or email [cereferral@careoregon.org](mailto:cereferral@careoregon.org)

With care coordination through RCTs, we will deliver the right care, at the right time, in the right place, with the right team.

## How your RCT is structured

