

Linkage Frequently Asked Questions

The Linkage Project connects Oregon adults with intellectual and developmental disabilities (I/DD) with unmet needs to preventive health care and health promotion programs in their community.

We came up with a list of things we can help with and unfortunately cannot help with. We also came up with answers to some questions we have been asked about the Linkage Project. We know your time is important, so we want you to have this information upfront. But please reach out if you have questions about your individual needs or ideas that we might be able to help with!

The Linkage Project **can** help with:

- Finding preventive care and health promotion (example: a doctor or dentist, quitting smoking or exercise goals)
- Connecting to intensive care coordination through your Coordinated Care Organization (CCO)
- 1-on-1 advocacy and a person-centered experience (example: [Taking Charge of My Health Care](#), health education)
- Getting your preventive care needs met with your current preventive care team (example: addressing your health concerns with your current primary care doctor or scheduling a health screening)
- Meetings in English or Spanish
- Meetings via telephone and Zoom video meeting

The Linkage Project **cannot** help with:

- Emergency, crisis, or urgent supports
 - Tip: Connect with community resources such as 211info, 988 Mental Health Crisis, or 911 Emergency Services.
- Prior authorization requirements, insurance coverage issues, or access to specialty care
 - Tip: Ask your CCO customer service for assistance.

- In-person meetings or meetings in languages other than English or Spanish
- Removing systems issues like waitlists, or access issues like health practitioner shortages
 - Tip: Check out what our OODH office is doing to work on systems barriers and challenges (example: [Practitioner Responsive Practice](#)). Feel free to pass along this training to your health care practitioners!

Do I need insurance to be a part of the Linkage Project?

Linkage Project Participants do not need insurance to be a part of the Linkage Project. We will support those with Medicaid/OHP, private, or uninsured. We are not able to help sign-up for any insurances.

Can you help me find specialty care or specialized medical practitioners?

We are focused on preventive care. This includes things like finding a primary care, mental health, or oral health/dental professional, or getting connected to health promotion programs or other preventive care listed here. We cannot help with finding specialty care, such as neurologists, dieticians, etc.

I am having trouble getting insurance to cover my medical supplies or medications. Can the Linkage Project help me?

We can assist with connecting to coordinated care case management through Medicaid/OHP Coordinated Care Organizations or someone's health insurance. We cannot troubleshoot or help with specific coverage-related issues.

What languages is the Linkage Project offered in? Can you meet me in person?

Our Linkage Team is limited in resources, and we must focus our efforts at this time. We can work with participants in English and Spanish by meetings through phone or Zoom video. We continue to advocate for more resources and opportunities together with our community partners for things like encouraging more language diversity and in-person supports.

Do I need to have a Service Coordinator (SC) or Personal Agent (PA) through the Office of Developmental Disabilities Services (ODDS)?

We take a person-centered approach and will work with any support (SC/PA, direct support professional, parent, friend, etc.) that a participant wants to have as a part of their Linkage Project experience. It is not required to have a SC/PA through the Office of Developmental Disabilities Services (ODDS).

Do you share information about me?

The Linkage Team uses your personal information to work with you directly and anyone you give us permission to work with. Our funding from the Centers for Disease Control (CDC) and Office of Developmental Disabilities Services (ODDS) requires updates about the Linkage Project. We give an overview of participants' experiences but never give names or contact information. For example, we would share that a female age 35-40 living in Multnomah County received support scheduling a primary care medical appointment.



QR Code to go to the [OODH Website](#)



OHSU Logo and green outline of Oregon with text inside reading Oregon Office on Disability and Health