# Oregon Workers' Compensation MCO Transition

## Frequently Asked Questions for Caregivers with an Existing Workers' Compensation Claim

Effective November 1, 2026, Providence will transition its Oregon workers' compensation Managed Care Organization (MCO) from Providence MCO to Majoris Health Systems. The transition applies to Oregon workers' compensation claims enrolled in the Providence MCO program state of Oregon,

We understand that this change may raise questions, particularly if you are receiving treatment for a work-related injury or illness. The information below explains what is changing, what is staying the same, and what actions you may need to take.

## What you need to know

- **Effective date:** Majoris Health Systems becomes the MCO for covered Oregon claims on November 1, 2026.
- **Claims administration:** CorVel remains the claims administrator.
- **Current care:** Keep scheduled appointments and continue your treatment plan unless you receive different instructions.
- **Provider network:** You may need to change providers if your current provider is not in the Majoris MCO network.
- **Questions:** Contact your assigned Providence workers' compensation consultant or CorVel claims adjuster for guidance specific to your claim.

## Important dates

- **Through October 31, 2026:** Providence MCO remains the Managed Care Organization.
- **Beginning November 1, 2026:** Majoris Health Systems becomes the Managed Care Organization for covered Oregon workers' compensation claims.

## What is changing

Effective November 1, 2026, Majoris Health Systems will replace Providence MCO as the Managed Care Organization for covered Oregon workers' compensation claims in the state of Oregon.

### What is an MCO, and how are responsibilities divided?

An MCO is a network of healthcare providers that coordinates medical care for workers with accepted or potentially compensable workers' compensation claims.

**Majoris** manages the MCO provider network and coordinates medical treatment under applicable MCO requirements.

**CorVel** continues to administer claims, including claim status, benefits, medical bills, authorizations, and adjuster support.

## Your medical claim and benefits

### Will this transition close my claim?

**No.** The MCO transition does not close your workers' compensation claim. Your claim will continue to be administered under applicable workers' compensation requirements.

### Will my claim number change?

**No.** Continue using your existing claim number unless you receive specific instructions otherwise.

### Will my claims adjuster change?

**Not because of the MCO transition.** Corvel remains the claim administrator for Providence Workers' Compensation cases. However, you will be notified if your assigned adjuster or other claim contact changes for a separate reason.

### Will this affect my workers' compensation benefits or payments?

**No.** The MCO transition does not change your eligibility for workers' compensation benefits. Submit direct questions about wage-loss benefits, claim status, compensability, or other claim benefits to your CorVel claims adjuster.

## Your medical provider and treatment

### Will I have to change providers?

**Possibly.** You may need to change providers if your current provider is not in the Majoris MCO network or if other requirements apply to your claim. However, you should not cancel appointments or change providers unless Providence, CorVel, or Majoris provides you with specific instructions to do so. However, if a change is required, you will receive information about how to find an appropriate provider in the Majoris MCO network.

### What happens to scheduled appointments and ongoing treatment?

Sustain scheduled appointments and continue your existing treatment plan unless you are specifically told otherwise. The MCO transition does not automatically cancel previously authorized care. Treatment on or after November 1 may be subject to Majoris MCO requirements and applicable workers' compensation rules. If you have surgery, therapy, diagnostic testing, or another service scheduled on or after November 1, please contact your CorVel claims adjuster with any authorization or provider-network questions.

### What should I do before November 1?

No immediate action is required in most cases.

Continue to:

- Attend scheduled appointments and follow your treatment plan.
- Keep your workers' compensation claim information available when receiving care.
- Read and respond promptly to transition communications.
- Contact your CorVel claims adjuster if you have treatment scheduled after November 1st and are unsure whether your provider is in the Majoris MCO network.

## Information, correspondence, and bills

### Will Majoris receive my medical and claim information?

Information that is needed to coordinate and manage your workers' compensation medical care may be transferred to Majoris, consistent with applicable workers' compensation and privacy requirements. This supports continuity of care and reduces the need for you to resubmit information already available for your claim.

### What should I do if I receive a letter from Majoris?

Read and keep all correspondence from Majoris. It may contain instructions about MCO enrollment, the provider network, medical care, or responsibilities under the workers' compensation program.

### What should I do if I receive a medical bill?

Do not ignore the bill or automatically pay it yourself. Contact your CorVel claims adjuster so the bill can be reviewed and routed appropriately.

## Getting medical care

### What if I need medical care before November 1?

Continue following the current process for your claim and Providence MCO through October 31, 2026, unless you receive different instructions.

### What if I need medical care on or after November 1?

Beginning November 1, Majoris will manage the MCO provider network for covered claims. Follow the Majoris network and process information you receive. For urgent questions about where to receive care, contact your CorVel claims adjuster.

### What if I have a medical emergency?

Seek appropriate emergency medical care immediately. Tell the provider that the condition is related to a workers' compensation claim and provide your claim information when possible.

## Work status and representation

### What if I am off work, working with restrictions, or need updated paperwork?

Continue following your current provider's work restrictions and the established return-to-work process. The MCO transition does not change your work status or existing medical restrictions. Continue working with your current provider unless you are told a provider change is necessary and submit updated work-status or restriction documentation to your Core Leader and CorVel through the normal process.

### What if an attorney represents me on my claim?

The transition applies to covered claims, whether or not an attorney represents you. Transition information may also be provided to your attorney or representative. Share transition correspondence with your attorney if you have questions about how the change affects your claim.

### What if a provider says they cannot treat me because of the MCO change?

Contact your CorVel claims adjuster rather than delaying care or trying to resolve the issue yourself. CorVel can confirm whether the provider is in the Majoris MCO network and identify the appropriate next step.

# Contacts and support

Use the contact that best matches your question.

## Claim status, benefits, bills, authorizations, or urgent provider questions

**Contact your CorVel adjuster directly.**

## Internal Providence support for claim-specific guidance

**Assigned Providence Senior Workers' Compensation Consultant**
Find your consultant here

## Majoris MCO provider network

**Majoris Health Systems**
Find A Provider – Majoris Health Systems Phone:
(503) 639-6080
Hours of Operations: 8 am – 5 pm Pacific Time Expected response time within four (4) business hours Find Claim Rep Tool – Majoris Health Systems

**Medical emergency:** Seek appropriate emergency medical care immediately. Provide your workers' compensation claim information when possible.

Keep scheduled appointments, review all transition communications, and who to contact if you have questions about your claim or care.

**About Majoris Health Systems**

Majoris Health Systems is a workers' compensation Managed Care Organization, headquartered in Lake Oswego, Oregon.

Founded in 1991 as Oregon Health Systems and renamed Majoris in 2012, the company manages Managed Care Organizations (MCOs) under contract with workers' compensation insurers and self-insured employers in Oregon.

The company's core focus is coordinating medical care and disability/return-to-work management for employees injured on the job. The company defines itself as ***"Managed Care With a Difference"*** and is oriented around proactive case management and a physician peer-to-peer review model.