Step-by-Step Guide To Finding a Provider

The purpose of this guide is to help you navigate our website to find a provider that fits your needs. This tool will help you find a Primary Care Physician (PCP), specialists, pharmacies and facilities. Please note that Umpqua Health Alliance does not have a limit of how many PCP changes you make. If at any point you would like a new provider, call Customer Care at the number listed below.

Step 1. Log onto your web browser and put in the web address:

https://www.umpquahealth.com/

This will bring you to Umpqua Health Alliance's home page, shown below:
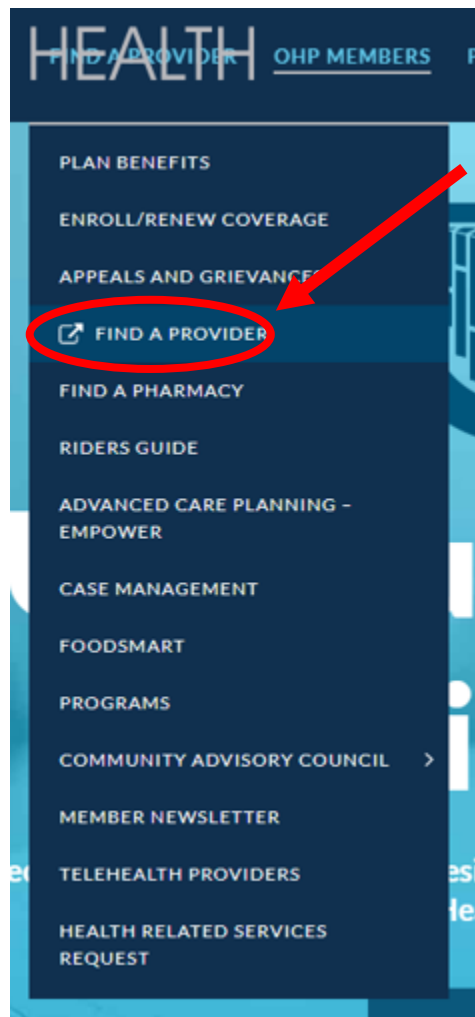
Step 2. Click on "**OHP MEMBERS**" at the top right of the page.

OHP MEMBERS   PROVIDERS   HEALTH EQUITY   HEALTHY LIVING   CLINIC   ABOUT   CAREERS

This box will bring a Drop-Down menu. Click **"Find a Provider"**

HEALTH   OHP MEMBERS

PLAN BENEFITS

ENROLL/RENEW COVERAGE

APPEALS AND GRIEVANCE

FIND A PROVIDER

FIND A PHARMACY

RIDERS GUIDE

ADVANCED CARE PLANNING –
EMPOWER

CASE MANAGEMENT

FOODSMART

PROGRAMS

COMMUNITY ADVISORY COUNCIL   >

MEMBER NEWSLETTER

TELEHEALTH PROVIDERS

HEALTH RELATED SERVICES
REQUEST

Clicking on this link will bring you to Umpqua Health's Provider Directory:

Step 4. Here you can put in specific information to find the type of provider you're looking for. If you know someone in particular you would like to see, you can put their name in the **first field.**

You can search on the providers, facilities, or pharmacies tab.

Providers Tab:

Providers	Facilities	Pharmacies

1. Provider Name
2. Gender
3. Specialty
4. Language
5. City
6. Zip Code
7. Accepts New Patients
   Age Range
   ADA Accessible
   Telehealth

1. Here you can enter the provider's first or last name, or both

2. Here you can specify if you would like a Female or Male provider.

3. Here you can put in a specialty you are looking for. If you're looking for a PCP, you can select option Family Practice, Geriatrics, Internal Medicine, or Pediatrician.

4. If you need a provider that speaks a specific language, you can search by using this section. If the language you need is not available, we do have interpreter services available. Just call UHA Customer Care at the number at the bottom of the page.

5-6. You can select a town and zip code you would like your doctor to be in. Being on Umpqua Health Alliance means that we mainly contract with providers in Douglas County. However, there are a few exceptions which you can find in this section.

6. This shows you if they are accepting new patients. Please note that if it says no, that doesn't mean they won't see you. Sometimes they have openings for a few patients but can't open officially due to their capacity limits.

You can also select the age range you prefer, if they are ADA accessible and if they offer telehealth.

Once you have found a provider, give their office a call to set up your initial consultation visit. Please note that some specialists do require that your PCP refer to you them. If that is their policy, give your PCP a call and ask them to send a referral. When seeing a Dermatologist, UHA does require a referral to be approved through our Prior Authorization department before we will cover your visit.

Step 4. Here you can put in specific information to find the type of provider you're looking for. If you know someone in particular you would like to see, you can put their name in the **first field.**

You can search on the providers, facilities, or pharmacies tab.

Facilities Tab:

| Providers | Facilities | Pharmacies |

1. Facility Name
2. Specialty
3. City
4. State
5. Zip Code
6. Accepts New Patients
   Age Range
   ADA Accessible
   Telehealth

1. Here you can enter the name of the facility

2. Here you can put in a specialty you are looking for. If you're looking for a PCP, you can select option Family Practice, Geriatrics, Internal Medicine, or Pediatrician.

3-5. You can select a town, state and zip code you would like the facility to be in. Being on Umpqua Health Alliance means that we mainly contract with providers in Douglas County. However, there are a few exceptions which you can find in this section.

6. This shows you if they are accepting new patients. Please note that if it says no, that doesn't mean they won't see you. Sometimes they have openings for a few patients but can't open officially due to their capacity limits.

You can also select the age range you prefer, if they are ADA accessible and if they offer telehealth.

Once you have found a facility, give their office a call to set up your initial consultation visit. Please note that some facilities do require that your PCP refer to you them. If that is their policy, give your PCP a call and ask them to send a referral. Some facilities may require a referral to be approved through our Prior Authorization (PA) department before we will cover your visit. To know if a facility needs a PA, please contact Customer Care at the number at the bottom of this page.

Step 4. Here you can put in specific information to find the type of provider you're looking for. If you know someone in particular you would like to see, you can put their name in the **first field.**

You can search on the providers, facilities, or pharmacies tab.

Pharmacies Tab:

Providers	Facilities	Pharmacies

1. Pharmacy Name

2. City

3. State

4. Zip Code

5. Language

6. ADA Accessible

7. Mail Order

8. Drive Up Window

1. Here you can enter the pharmacy's name

2-4. You can select a town and zip code you would like your doctor to be in. Being on Umpqua Health Alliance means that we mainly contract with providers in Douglas County. However, there are a few exceptions which you can find in this section.

5. If you need a provider that speaks a specific language, you can search by using this section. If the language you need is not available, we do have interpreter services available. Just call UHA Customer Care at the number at the bottom of the page.

6. This shows you if they are ADA accessible

7. This shows you available mail order pharmacies.

8. If you prefer a pharmacy with a drive up window, you can select that option here.

Once you have found a pharmacy, you will need to go in a fill out a prescription transfer form. You will also need to contact all providers and let them know you changed pharmacies. Please note that some medications do require a referral to be approved through our Pharmacy Prior Authorization (PA) department before we will cover your medication. If you need to know if a medication needs a PA, please contact Customer Care at the number at the bottom of this page, or visit the Medication Formulary here https://www.umpquahealth.com/pharmacy-services/

Other things you need to know

Downloads

1. NEMT Transportation Service.pdf
2. PROVIDER DIRECTORY ENGLISH UPLOAD JANUARY 2023.docx
3. DIRECTORIO DE PROVEEDORES JANUARY 2023.docx
   Provider Directory Alternate Formats Request (PDF).pdf
4. List of Douglas County Certified OHP Assisters.docx

<u>Also available on the Umpqua Health Provider Directory page is:</u>

1. Non-Emergent Medical Transportation (NEMT) brochure

2-3. Provider Directory in both English and Spanish

- This is a printable list of all providers UHA's network.

4. List of Douglas County Certified Oregon Health Plan (OHP) assisters.

- These are people that can assist you enroll or re-enroll your OHP coverage.

To request a copy of any of these materials at no cost to you, please contact Customer Care at the number at the bottom of this page. We will mail them within 5 business days. You can also request them in any format you need, including your preferred language, large print, Braille, and audio form.

Get this information in any language or format for free. All interpretation services are free. Call 541-229-4842 (TTY 711).

Obtenga esta información de forma gratuita en cualquier idioma o formato. Todos los servicios de interpretación son gratuitos. Llame al 541-229-4842 (TTY 711).