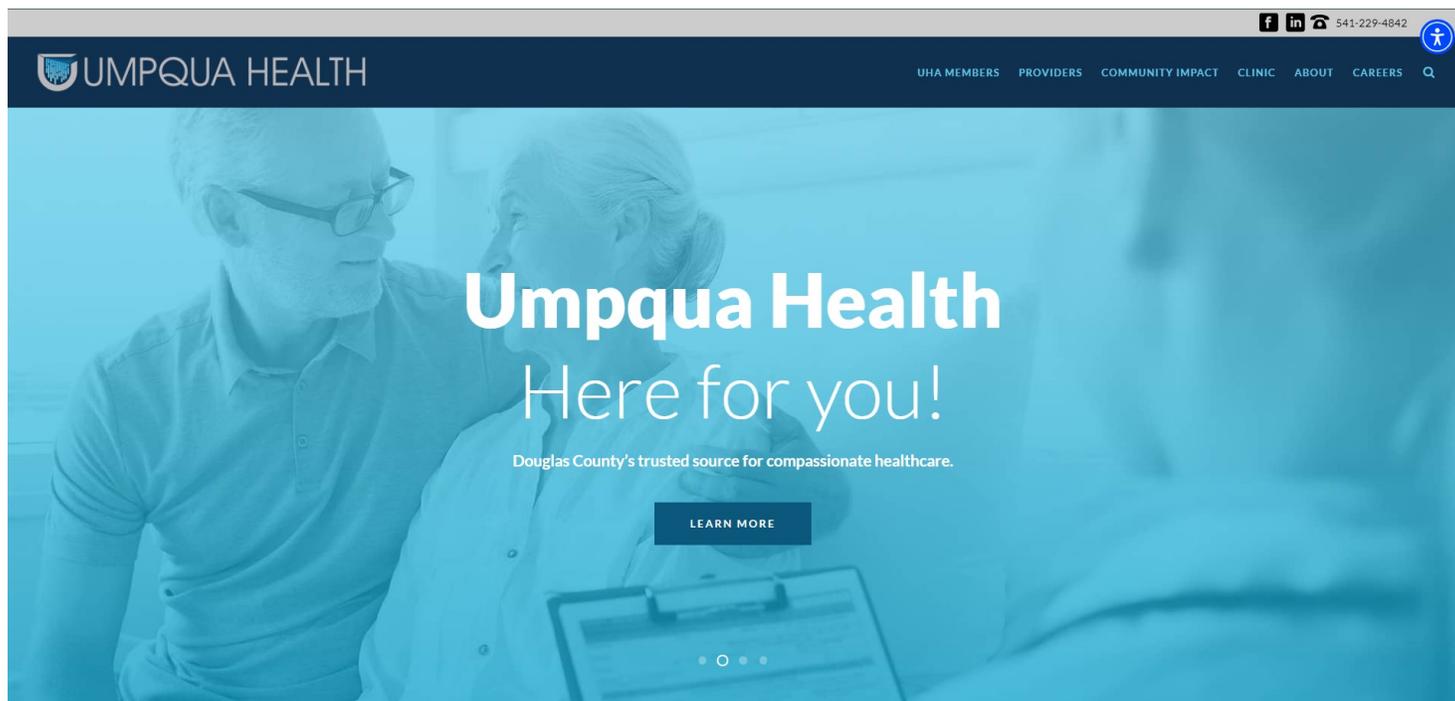# Step-by-Step Guide To Finding a Provider

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 (UHA) 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 at the bottom of this page.

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

https://www.umpquahealth.com/

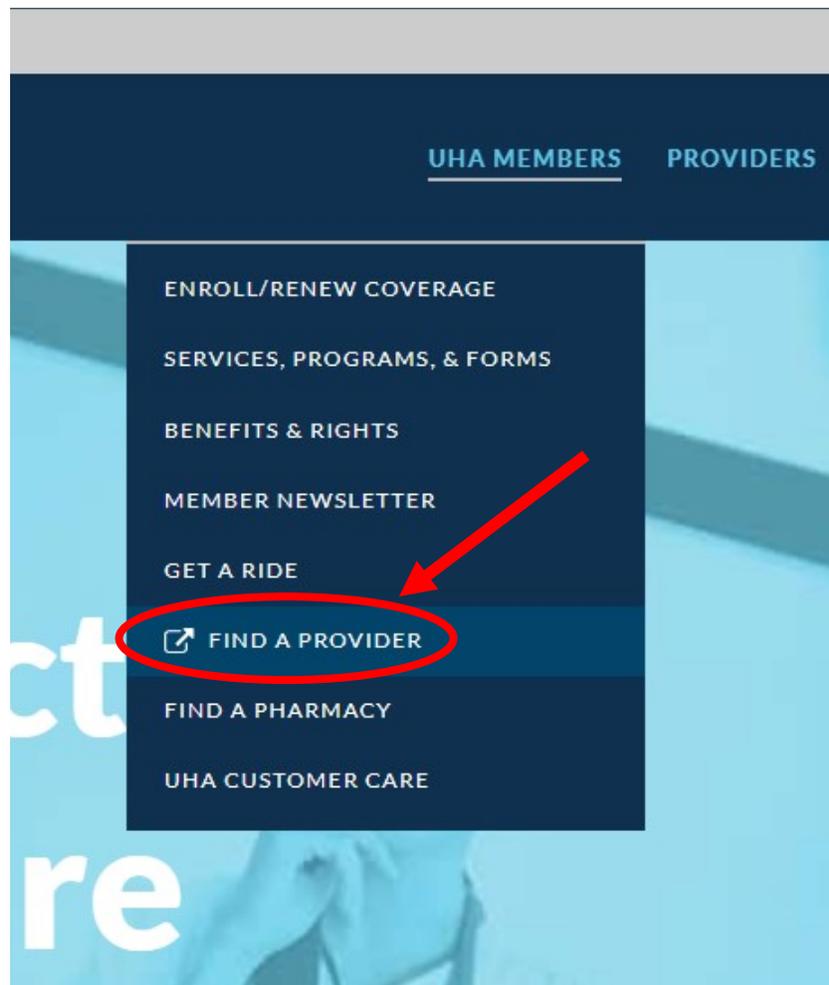This will bring you to Umpqua Health Alliance's home page, shown below:

Step 2. Click on "**UHA MEMBERS**" at the top right of the page.

UHA MEMBERS   PROVIDERS   COMMUNITY IMPACT   CLINIC   ABOUT   CAREERS

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

UHA MEMBERS   PROVIDERS

ENROLL/RENEW COVERAGE

SERVICES, PROGRAMS, & FORMS

BENEFITS & RIGHTS

MEMBER NEWSLETTER

GET A RIDE

FIND A PROVIDER

FIND A PHARMACY

UHA CUSTOMER CARE

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

Umpqua Health Provider Directory

Welcome to the Umpqua Health Provider Directory

- Select a tab to search for either providers, facilities, or pharmacies.
- Then choose a filter on the left side to view a list that matches your criteria.
- Results matching your criteria will display immediately.
- Then choose additional filters to narrow down the options.
- Click a Provider's Card to view more information.
- A full unfiltered directory with accessibility options is provided here

Downloads

Directorio De Proveedores.pdf
Printable Directory English.pdf
NEMT - Bay Cities Brochure.pdf
UHA-Language-Access-Plan_Eff_2022-2023 (1).pdf
Provider Directory Alternate Formats Request (PDF).pdf
NEMT Bay Cities Brochure Spanish.pdf
Behavioral Health Providers for Children 0-5_December 2023 Asset Map.pdf
List of Douglas County Certified OHP Assisters v 1.10.2024.pdf

Facilities | Providers | Pharmacies

Facility Name

Specialty

City

State

Zip Code

Accepts New Patients

Age Range

Accent on Womens Health
Specialty Care Clinic
Obstetrics & Gynecology
Website: www.aonwh.com

2460 NW Stewart Pkwy
Ste 240, 250
Roseburg, OR 97471
☎ (541) 677-4427   Fax: (541) 677-6522

Adapt Integrated Health Care MH Division
Mental Health Clinic
Attachment Based Family Therapy (ABFT), Case Management, Child Parent Psychotherapy (CPP), Cognitive Behavioral Therapy (CBT), Contingency Management, Counseling, Crisis Intervention, Dialectical Behavioral Therapy (DBT), DUI Treatment, Early Assessment & Support Alliance (EASA) [15-25], Eye Movement Desensitization & Reprocessing (EMDR), Family Counseling, Forensic Services, Group Counseling, In Home Behavioral Health Treatment (IIBHT), Individual Counseling, Individual Placement Support (IPS) Supported Employment, Internal Family Systems, Mental Health Medication Management, Motivational Interviewing (MI), Parent Child Interaction Therapy (PCIT), Peer Delivered Services, Peer Support Services, Prevention Services, Problem Gambling Treatment, Psychological Testing, School Based Therapeutic Services, Skills Training, SUD Medication Assisted Treatment (MAT), SUD Opioid Treatment Program, SUD Outpatient, SUD Residential, SUD Withdrawal Management/Detox, Trauma Informed, Wraparound, Youth SUD Residential (13-17)

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:

| Facilities | Providers | Pharmacies |

1. Provider Name

2. Gender

3. Provider Type

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.

7. 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.

<u>Facilities Tab:</u>

Facilities	Providers	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.

![Umpqua Health Alliance logo]

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:

| Facilities | Providers | 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/

3031 NE Stephens St. Roseburg, OR 97470   541·229·4842   www.umpquahealth.com

OHP-UHA-24-018

Other things you need to know

Downloads

1. Directorio De Proveedores.pdf
2. Printable Directory English.pdf
3. NEMT - Bay Cities Brochure.pdf
4. UHA-Language-Access-Plan_Eff_2022-2023 (1).pdf
5. Provider Directory Alternate Formats Request (PDF).pdf
6. NEMT Bay Cities Brochure Spanish.pdf
7. Behavioral Health Providers for Children 0-5_December 2023 Asset Map.pdf
8. List of Douglas County Certified OHP Assisters v 1.10.2024.pdf

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Also available on the Umpqua Health Provider Directory page is:

1-2. Provider Directory in English and Spanish.
    a. This is a printable list of all providers UHA's network.

3. Non-Emergent Medical Transportation (Brochure) in English.

4. UHA's Language Access Plan

5. Information about how to request the Provider Directory in alternate formats.

6. Non-Emergent Medical Transportation (Brochure) in Spanish.

7. List of Behavioral l Health Providers for Children ages 0-5

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

If you have any questions about the searchable directory, or if you need help finding a new provider, please contact Customer Care:

Call us:

541-229-4842 I Toll-free 866-672-6304 ITTY 541-440-6304 or 711

Email us:

UHCustomerCare@umpquahealth.com

Fax us:

541-677-6038

Visit or write us:

3031 NE Stephens St

Roseburg, OR 97470

Visit our website:

www.umpquahealth.com

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).