



## CORPORATE POLICY & PROCEDURE

Policy Name: PN6 - Provider Orientation and Training	
Department: Provider Network	Policy Number: PN6
Version: 6	Creation Date: 06/04/2017
Revised Date: 8/9/18, 10/9/19, 2/13/20, 6/9/21, 4/18/23	
Line of Business: <input type="checkbox"/> All	
<input checked="" type="checkbox"/> Umpqua Health Alliance	<input type="checkbox"/> Umpqua Health Management
<input type="checkbox"/> Umpqua Health - Newton Creek	<input checked="" type="checkbox"/> Umpqua Health Network
Approved By: Sue Goldberg (Sr. Director, Network Development/Contracting)	
Date: 04/18/2023	

### POLICY STATEMENT

To outline the process for receiving training and resources around Umpqua Health Alliance (UHA) member rights once providers have completed the UHA contracting process via Umpqua Health Network (UHN).

### PURPOSE

Under the Oregon Health Authority's (OHA) Coordinated Care Organization (CCO) Contract, UHA must ensure that providers and provider office staff comply with specific contractual requirements in regard to member rights, grievances, appeals and hearings, third party liability recovery, UHA's Compliance Program and required trainings. The Provider Orientation and Training process includes providing contracted providers and staff orientation and training materials that address the aforementioned requirements under the CCO Contract.

### RESPONSIBILITY

Provider Network

### DEFINITIONS

None.

### PROCEDURES

The following procedures are to be performed after completion of the UHA contracting process.

1. Upon completion of the UHA contracting process, UHA is to provide to provider an orientation pertaining to members' rights.
2. As part of UHA's provider orientation process, provider shall be given a current copy of the Provider Handbook and the Member Handbook, as well as additional documents such as:
  - a. Policies:
    - i. CE01 - Grievance.
    - ii. CE03 - Wraparound.
    - iii. CE11 - Covered Services
    - iv. CE12 – Prior Authorizations
    - v. CE16 - Intensive Care Coordination Services.
    - vi. CE19 - Substance Use Disorder Services.
    - vii. CE20 - Appeals and Hearings.
    - viii. CE21 - Adverse Benefit Determinations.



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- ix. CE22 - Payment and Authorization of Hospital Admissions
- x. CE28 - Transition of Care.
- xi. F18 - Third Party Liability Recovery (TPLR)
- xii. MS1 - Member Assignment and Reassignment.
- xiii. MS2 – Non-Discrimination of Members
- xiv. MS3 - Member Rights, including information pertaining to:
  - 1. Access to records.
  - 2. Ability to amend or correct records.
  - 3. Right related to respect, dignity, and privacy.
  - 4. Appropriate use of seclusion and restraints.
  - 5. Right to receive culturally and linguistically appropriate services and supports, including Qualified Healthcare Interpreter Services.
- xv. PN6 - Provider Orientation and Training
- xvi. PN7 – Network Adequacy
- xvii. PN8 Monitoring Network Availability
- xviii. PN9 - Monitoring Network Access
- xix. TC1 - Transitional Care for Acute Care.
- b. Compliance Program as specified in Umpqua Health internal documentation:
  - i. CO1 - Fraud, Waste, and Abuse policy.
  - ii. CO6 - Compliance Training policy.
  - iii. CO21 – External Risk Response Process.
  - iv. Umpqua Health’s Compliance Program and FWA Handbook
  - v. Umpqua Health’s Code Conduct.
  - vi. Umpqua Health’s Hotline Reporting Poster.
- c. Trainings:
  - i. Compliance related trainings (CO6- Compliance Training).
  - ii. Provider related trainings:
    - 1. Motivational Interviewing.
    - 2. Principles of Recovery.
    - 3. Integration.
    - 4. Cultural Responsiveness and Implicit Bias in accordance with CCO Contract Exhibit K, Section 10(d).
- 3. Instructions on accessing the Provider Orientation and Training material via the UHA website shall be provided immediately following the executed provider agreement, but no more than 30-days from the completion of the contract process.
  - a. When substantial changes are made to training materials, providers will be notified via the Provider Resource page on the UHA website.
- 4. Upon completion of the Provider Orientation and Training material, each provider must sign an attestation that he or she has been informed about the information provided to



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him or her during orientation and that he or she agrees to comply with all of UHA's policies and procedures and training requirements as outline in the CCO Contract.

5. All providers that are contracted with UHA by UHN are to complete the provider orientation trainings and any subsequent re-orientations or annual trainings, as necessary.
  - a. The UHN Provider Training Tracking Log will be used to monitor the distribution and receipt of orientation and training materials.
  - b. Each entry shall include:
    - i. The office and/or provider name;
    - ii. The method of notification;
    - iii. Date of notification or mailing; and
    - iv. Receipt date of attestations.
  - c. Materials tracked include but are not limited to:
    - i. Provider Handbook at time of onboarding.
    - ii. Notification that an updated version of the Provider Handbook is available on the UHA website.
    - iii. Notification and listing of required trainings.
    - iv. Receipt date and reference for attestations.
    - v. Mailing date for annual distribution of Provider Handbook hard copy.
6. Periodic provider trainings and orientations will be provided as needed to inform existing providers of updates to members' rights and UHA's policies and procedures.
  - a. Any updates will be provided through UHA's Provider Newsletter, email notifications, and in person.
  - b. A record of the trainings and orientations shall be maintained by Provider Network.

Department	Standard Operating Procedure Title	SOP Number	Effective Date	Version Number
Provider Network	Cultural Considerations	SOP-PN6	10/25/2019	2