



Customer Care

Medical, Dental, Vision, Mental Health, Chemical Dependency

Who is UHA?

The Umpqua Health Alliance is a Coordinated Care Organization (CCO) located in Douglas County. It is one of 15 CCOs in Oregon approved by the Oregon Health Authority to improve health care and make it more affordable for the population being served through the Oregon Health Plan.

How Does UHA Customer Care Help?

Customer Care is able to help in many ways. They can help you change your Primary Care Provider and give you updates on referrals and prior authorizations. Lose your Member ID card? We can provide replacement cards!

FAQ's

Am I still eligible with UHA/OHP? Customer Care can check and see if someone has past or current coverage. We cannot answer questions about future eligibility.

How do I apply/reapply for UHA/OHP? All applications must be done directly by the state or a Community Assistor. Mercy is a Community Assistor and can help with the application process, the number to their enrollment department is 541-677-2225. The number to apply for OHP directly with the state is 800-699-9075.

Who is my Primary Care Provider (PCP)? Your UHA Member ID Card has your PCP listed along with their phone number. If you do not have your card, call Customer Care to get a new copy.

Can I change my doctor? Yes, UHA members do not have a limit to how many PCP changes they can make.

Who is my dentist? To find out who your dentist is, you need to contact your Dental Care Group (DCG) directly. Please call Advantage Dental at 866-268-9631. Customer Care will help you connect with your DCG.

Can I get a ride to my doctor appointment? We offer Non-emergent medical transportation. To set up your ride, contact Bay Cities Brokerage at 877-324-8109 at least 24 hours in advanced, during the hours of 8:00 am—5:00pm Monday—Friday. Same day NEMT rides are still available if you cannot call 24 hours in advance.

Contact Us!

Umpqua Health Alliance
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Roseburg, OR 97470

541-229-4842 /
866-672-6304 /
TTY 541-440-6304

Open Monday—Friday
8:00am—5:00pm
UHCustomer-
Care@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).