

UHA REQUIRED PROVIDER AND SUBCONTRACTOR TRAINING

TITLE	REQUIREMENT TYPE	RELEVANT REFERENCES	PROVIDER TYPE	FREQUENCY	DELIVERY MODE
Behavioral Health training – OHA	OHA requirement	OHA-CCO Exhibit M, Sec 24(f)	Behavioral Health residential treatment providers Only	*Onboarding *Yearly	Slide Deck
Child & Adolescent Needs & Strengths Comprehensive Screening Certification	OHA requirement	OHA-CCO Contract Exhibit M, Sec 21(p)	Providers doing screenings	*Must obtain Oregon certification prior to screening.	Slide Deck Oregon State certification
Civil Rights Policies and Procedures	OHA requirement	OHA-CCO Contract Exhibit B, Part 4, Sec 2(l) 45 CFR §92.8 &92.9	All providers	*Onboarding *Yearly	Slide Deck
Covered Services Delivery	OHA requirement	OHA-CCO Exhibit B, Pt 4, Sec 5(i) OAR 410-141-3820 OAR 410-141-3825 OAR 410-141-3825 OAR 410-123-1220 OAR 309-019-0155 OAR 410-123-1260 OAR Chapter 410, Division 124 OAR 410-130-0190 OAR 410-130-0230 OAR 410-130-0240 OAR 410-130-0580 OAR 410-130-0585 OAR 410-136-3020 OAR Chapter 410, Division 141 OAR 410-141-3566 OAR 410-141-3840 OAR 410-141-3855 OAR Chapter 410, Division 151	All providers	*Onboarding *Yearly	Slide Deck
Credentialing of Providers	OHA requirement	OHA-CCO Exhibit B, Pt 4, Sec 5(i) OAR 410-141-3510	All providers	*Onboarding	Slide Deck
Cultural Responsiveness & Implicit Bias	UHA requirement	OHA-CCO Exhibit K, Sec 10(c)(2)	All providers	*Onboarding *Yearly	Slide Deck
Integration Foundations of Trauma Informed Care (https://traumainformedoregon.org/resources/training/tic-intro-training-modules/) Recovery principles Motivational interviewing	OHA requirement	OHA-CCO Exhibit M, Sec 24(a)(b)	Behavioral Health Providers	*Onboarding *Yearly	Slide Deck

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Fraud, Waste and Abuse (FWA)- All info for provider to be able to comply with FWA requirements. Trainings on policies and procedures should include info about whistleblower protection, Medicaid-specific referrals and reporting info.	OHA requirement	OHA-CCO Exhibit B, Pt 9, Sec 12(b)(8) OAR 410-120-1396 OAR 410-120-1510 OAR 410-120-1580 OAR 410-141-3530 OAR 410-141-3531	All Providers and Subcontractors	*Onboarding *Yearly	Slide Deck Policy available on UHA Website Online-OIG
Grievance & Appeal System – Info re system to be included in Provider Handbooks. Written notification of procedures and timeframes should be given at time of entering into subcontract	OHA requirement	OHA-CCO Exhibit I OAR 410-141-3875 OAR 410-141-3500 OAR 410-141-3875 OAR 410-141-3890 OAR 410-141-3915 OAR 410-120-1860 OAR 410-141-3585 OAR 410-141-3835 OAR 410-141-3850 OAR 410-141-3880 OAR 410-141-3885 OAR 410-141-3895 OAR 410-141-3900 OAR 410-141-3905 OAR 410-141-3910 OAR 410-141-3915 OAR 410-141-3920	All Providers	*Onboarding *Yearly *Notification on updates to procedures/timeframes within five business days after OHA’s approval of updates	Slide Deck Policy available on UHA Website
Health Equity - REAL+D Awareness & Tools	UHA requirement	OHA-CCO Exhibit K, Sec 10 OAR 410-141-3735	All Providers	*Onboarding	Slide Deck
HIPAA - Privacy, Security, & Retention of Records; Breach Notification, Compliance	UHA requirement	OHA-CCO Exhibit E, Sec 6(a-d) OHA-CCO Exhibit B, Pt 8, Sec 2(a-f) OAR Chapter 943, Division 14	All Providers	*Onboarding *Yearly *Refresher as needed	Slide Deck Online - OCR
Member Rights, Provider Network	UHA requirement	OHA-CCO Exhibit B, Pt 3, Sec 2(h), (n), (o) OAR 410-141-3590	All Providers	*Onboarding *Yearly	Slide Deck Policy available on UHA Website
NEMT training - training for the level of services being provided (e.g., door to door vs, curbside to curbside), how to assist Members with disabilities, and other Special Health Care Needs, and how to serve passengers in a culturally aware manner	OHA requirement	OHA-CCO Exhibit B, Pt 2, Sec 5(g)(2)(d)(vi) OAR 410-141-3920 OAR 410-141-3925 OAR 410-141-3935 OAR 410-141-3955	NEMT only	*Onboarding	Provided by BCB
THW Services – Educates about the availability, scope of practice, and the benefits of THW services. Education should include how THW services are integrated into Contractor’s health system and how THWs can be incorporated into a Member’s primary care team	OHA requirement	OHA-CCO Exhibit B, Pt 3, Sec 1(c)	All Providers	*Onboarding *Yearly	Slide Deck

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TPLR P&P Guidebook, Provider Education	UHA requirement	OHA-CCO Exhibit B, Pt 8, Sec 18 OAR 461-195-0301 OAR 461-195-0303 OAR 461-195-0325	All Providers	*Onboarding *Yearly *Refresher, as needed	Slide Deck Policy available on UHA Website
Transition of Care	UHA Requirement	OHA-CCO Exhibit B, Part 4, Sec 2(a)(3) OAR 410-141-3810	All Providers	*Onboarding *Yearly	Slide Deck Policy available on UHA Website
Wraparound values, principles, and Provider's role within Wraparound child and Family Team	OHA requirement	OHA-CCO Exhibit M, Sec 21(n)(4) OAR 309-019-0162 OAR 309-019-0163	Behavioral Health Providers	*Onboarding *Yearly	Slide Deck