



UHA Mind & Body

Summer 2022 Member Newsletter

WELCOME

Umpqua Health Alliance (UHA) works hard to keep our members up to date on what's going on in Douglas County as well as within UHA. If you have any questions or have ideas for our next newsletter, please contact us by calling 541-229-4842 or email us at info@umpquahealth.com. To sign up for our Member Newsletter, please press Ctrl and click this link: <https://signup.e2ma.net/signup/1907516/1716984/>.

LATEST NEWS FROM UHA

Make sure you reapply for your OHP benefits!

Learn more about this on the next page!



GET CONNECTED

UHA Customer Care is available in person, by phone, email, and fax!

- Customer Care's lobby is now open:
 - 3031 NE Stephens Street, Roseburg, OR 97470
 - Monday-Friday, 8:00AM-5:00PM
- Phone: (541) 229-4842 or Toll Free at (866) 672-1551, TTY (541) 440-6304
- Fax: (541) 677-6038
- Email: UHCustomerCare@UmpquaHealth.com
- Website: www.UmpquaHealth.com
- Facebook: <https://www.facebook.com/UmpquaHealth/>

Need a Face-to-Face Meeting?

- Sign up for our new Zoom Meetings for Face-to-Face Orientation!
- To schedule a meeting, please contact UHA Customer Care at (541) 229-4842 or go to <https://www.umpquahealth.com/ohp/benefits/> and click the button that says "Zoom Meeting for Face-to-Face Orientation."

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).



MONTHLY AWARENESS

JULY: Healthy Vision Month

If you haven't had an eye exam in a while, schedule one now! Learn more at the [NIH's website](#).

AUGUST: National Breastfeeding Month

This month is dedicated to ensuring that all families have the opportunity to breastfeed. Learn more by [visiting NICH's website](#).

SEPTEMBER: National Suicide Prevention Week (4-10)

Mental health is an important part of your overall health. National Suicide Prevention Week is meant to educate and inform the public about suicide prevention and the warning signs of suicide. Learn more at <https://nationaltoday.com/suicide-prevention-week/>.

LATEST NEWS

Infant Formula Shortage Tips

You may have heard about the formula shortage happening throughout the country. Here are some tips to keep your baby safe:

- **Never dilute formula:** Diluting formula can be dangerous or life-threatening for babies.
- **Avoid homemade formula:** Homemade formulas do not always have critical nutrients. Some babies have been hospitalized due to hypocalcemia (or low calcium).
- **Substitute formula is OK:** For most babies, a substitute formula is OK to use. Check with your pediatric provider or WIC clinic.
- **Talk to your doctor:** Families should consult their pediatrician if their babies or children require a special formula and need advice.

[CLICK HERE FOR MORE INFORMATION](#)

HRSA National Maternal Mental Health Hotline

Are you pregnant or a new parent and feeling sad, worried, overwhelmed, or concerned that you aren't good enough?

For support, understanding, and resources:
CALL OR TEXT 1-833-9-HELP4MOMS
(1-833-943-5746)

Free | Confidential | Available 24/7



Make sure to Reapply for OHP Coverage!

Oregon Health Plan (OHP) members must reapply for coverage every 12 months. This is to make sure you still meet the eligibility requirements.

During the Federal Public Health Emergency declaration (PHE), annual renewal was paused. Once the PHE ends, everyone who is currently on OHP will have to renew. OHP will send out notices when it's time for you and your family to re-enroll.

Please make sure that your phone number and mailing address is up-to-date with OHP. If it's not, you may lose your insurance coverage.

- To update your phone number or address, call OHP at 1-800-699-9075.

ADVANCED CARE PLANNING



Umpqua Health is investing in the community through **Iris Healthcare's Empower Advance Care Planning** platform. This is available to all Douglas County residents 18 and older regardless of whether you are a UHA member or not.

Empower's goal is to improve the health and health care quality in our community. They help with Advanced Care Planning (ACP). ACP allows you to talk about what kind of care you want to receive in an emergency. It also gives you the opportunity to say who can speak for you during this time. **Empower** guides you through this planning to create your own Advanced Directive.

If you would like more information about Iris' Empower program, or to sign up, please follow this link:
<http://empower.platform.irisplans.com/link/xpmosben>

EAT HEALTHY WITH FOODSMART!

Eating Well,
Made Simple

foodsmart

As an Umpqua Health Alliance (UHA) member, you have access to Foodsmart at no cost to you. Foodsmart gives you an easy-to-use platform that helps you manage every part of your diet.

Foodsmart gives you access to a Registered Dietitian, custom meal plans, online grocery ordering, and more! All of this is available on your mobile device!

GET STARTED TODAY!

Visit: <https://www.foodsmart.com/umpqua>

Download the Foodsmart app on the App Store

Call Foodsmart Customer Care at: 888-837-5325

New
Incentives
Available!

Umpqua Health Alliance (UHA) members can now receive the following incentives when they sign up for Foodsmart. Incentives will be emailed to the member after the task is completed.

- \$25 Gift Card when a member signs up for Foodsmart and takes the Nutriquiz
- \$25 Gift Card when a member sets up a Telehealth appointment with a Foodsmart Registered Dietitian

BENEFIT BASICS

Medication Safety

Being safe with your medications is important. The best way to stay safe is by knowing all that you can about your medications. Make sure you understand why you take certain medications and directions on how to use it. You should always take your medications exactly as prescribed.

Tips for keeping track of your medications:

- Keep a current list of all your medications, including vitamins, herbal supplements, creams, ointments, eyedrops and inhalers
- Use a pill box for morning and evening medications
- Set an alarm to take your medications
- Ask the pharmacy to call you when your medication is due for renewal

Important Reminders:

- Do not take medications prescribed for another person
- If you are unsure of how to take your medications or why you are taking a certain medication, ask your pharmacist or doctor
- If you experience side effects, tell your doctor right away
- Bring your updated medication list to each appointment

For questions on your medications or pharmacy, contact your primary care provider.

What you need to know about Appeals and Grievances

Umpqua Health Alliance (UHA) cares about you and your health. UHA and our providers will not stop you from filing a complaint, appeal or hearing. If you tell us your concerns, we will not punish you. We will not take away your coverage (disenrollment) or your provider. Our team will look into each of your concerns and keep them private. We will try to find a solution. You, your provider, or someone you choose, with your written consent, can file a grievance (complaint), appeal, or hearing for you. You can ask for a copy of the paperwork used to make the decision at any time, free of charge. We will provide you with help to complete forms and other steps needed to file a grievance (complaint), appeal, or hearing. This could be:

- Help from a qualified community health worker (i.e. peer specialist or personal navigator) or care coordination services.
- Interpreter services or auxiliary (added help or support) aids and services.
- A letter in a different language or format.
- Explaining the grievance (complaint), appeals, and hearings process or providing policies or documents.

We can also give you more information about how we handle grievances and appeals. Copies of our notice template are also available. If you need help contact us by phone, mail, or email. You can also visit our website at <https://www.umpquahealth.com/appeals-and-grievances/>.

- Phone: 541-229-4842 Toll free: 866-672-1551 TTY: 541-440-6304
- Email: UHAGrievance@umpquahealth.com
- Mail: Umpqua Health Alliance, Attn: Grievance and Appeals, 3031 NE Stephens Street, Roseburg, OR 97470

GRIEVANCES (COMPLAINTS)

If you are unhappy with your care, you can file a complaint unless it is about a denied service. For example, if you feel you were not treated with respect or did not receive the quality of care you deserve. We will try to get all the facts about the issues. We will ask you to send us any information you have. We will also reach out to others that are a part of the complaint. We will try to solve your issue within five (5) working days. If we need more information or time to look into your issue, or you ask us for more time, we will tell you in a letter. We will then resolve the complaint within 30 days. We will try to reach you with the resolution by phone and mail.

APPEALS

If we deny, stop, or reduce a medical service your provider has ordered, we will send you a written Denial of Service Request explaining why we made that decision. This notice is also known as a Notice of Adverse Benefit Determination. This is not a bill for you to pay. We will also let your provider know about our decision. If your provider tells you that a service is not covered or that you will have to pay for a service, you can contact us and ask for a Denial of Service Request. Once you have the notice, you can request an appeal.

REQUESTING AN APPEAL

If you disagree with our decision and would like us to change it, you can request an appeal. You have a right to request an appeal. If you have a representative, they may request an appeal for you with your written permission. Your provider may also appeal our decision if you give them permission in writing to do so. An appeal request can be made either orally or in writing. To request an appeal contact us from the information above. Or you can complete and send us the Request to Review a Healthcare Decision form (OHP 3302) attached to the original notice by mail or fax. You have 60 days from the date on the Denial-of-Service notice to file an appeal. Once we get your request, we have 16 days to make our decision for a standard appeal. You or your provider can ask for a fast appeal if you think waiting this time frame would cause injury. It will then take no more than 72 hours from the time we receive your appeal request.

CONTESTED CASE HEARINGS

If you disagree with our appeal decision or we went beyond the required timeframes to make our decision you can request a hearing with an Oregon Administrative Law Judge. It is your right to request a hearing. At the hearing, you can tell the judge why you do not agree with our decision about your appeal. The judge will make the final determination. Your representative, if you have one, or the provider who initially requested the appeal may also request a hearing on your behalf if they have your permission in writing.

CONTESTED CASE HEARING TIMEFRAMES

You have 120 days from the date on the Notice of Appeal Resolution to request a hearing. To request a hearing send the Request to Review a Healthcare Decision form (OHP 3302) to the notice we sent you to: OHA-Medical Hearings 500 Summer St NE E49 Salem, OR 97301 Fax: 503-945-6035.

The hearings process takes time. If you need a fast or "expedited" hearing because waiting for a standard hearing could seriously harm you, be sure to note that on the Request to Review a Healthcare Decision form (OHP 3302). The Oregon Health Authority's Medical Hearings Unit will review your request for an expedited hearing. If the request is denied, you will get a letter within two days to let you know. Representation in a Hearing You have the right to have another person of your choosing represent you in the hearing, for example a friend, family member, lawyer, or your medical provider. You also have the right to represent yourself if you choose. If you hire a lawyer, you must pay their fees. For advice and possible no-cost representation, call the Public Benefits Hotline at 1-800-520-5292; TTY 711 (a partnership between Legal Aid of Oregon and Oregon Law Center). Information about free legal help can also be found at www.OregonLawHelp.com.

CONTINUATION OF BENEFITS & SERVICES

If we close or reduce a service or benefit you were already receiving, you can keep getting the full benefit during the appeal and hearings process. You have to let us know that you want the full service or benefit to continue when you request the appeal or hearing. You have 10 days from the date of the Notice of Adverse Benefit Determination or the Notice of Appeal Resolution letter to request that your benefits continue. If our decision is upheld in the appeal or hearing process, you may need to pay for the service or benefit you received during that time. If our decision is reversed in the appeal or hearing, and you kept getting the benefit during that time, we will go back and pay for it. If our decision is reversed in the appeal or hearing and you were not receiving the service or benefit, we will approve or provide the service or benefit as quickly as your health requires. We will take no more than 72 hours from the day we get notice that our decision was reversed.

IF YOU NEED HELP FILLING OUT FORMS, NEED THE NOTICE IN ANOTHER LANGUAGE, LARGE PRINT, BRAILLE, CD, TAPE OR ANOTHER FORMAT, OR NEED AN INTERPRETER, CALL CUSTOMER CARE AT 541-229-4842; TOLL FREE: 866-672-1551; TTY: 541-440-6304 OR 711, MONDAY TO FRIDAY 8AM TO 5PM.
GRIEVANCES, APPEALS, AND HEARINGS

KID'S CORNER

Paper Flower Crowns for Kids

Any small kids in your house who like to play princesses, king and queen, or flower fairies will LOVE making and wearing these pretty flower crowns.

Especially now that there are flowers everywhere.

We first made a version of these DIY flower crowns several years ago, inspired by a post from Maya*Made, and decided to make them again to take advantage of all the beautiful flowers in bloom right now.

Here's the simple tutorial. For full instructions and more fun ideas, visit <https://artfulparent.com/simple-flower-crowns-for-kids/>

You Need:

- A brown paper grocery bag (or brown kraft paper)
- Scissors
- Duct tape (white is especially nice for these but any color would work)
- Flowers
- Stapler
- (Optional) glitter and markers

Instructions:

1. Assemble your materials and cut open the brown paper bag.
2. Cut a zig-zag line along one of the long edges of the paper bag, with the top of the zag about 3 inches from the edge. This piece you're cutting off will be one crown. Now cut a straight line on the other side of the zig-zag. This second piece will be another crown. (You can keep going if you like. We made four crowns from one paper bag.)
3. Cut each paper crown down the center the long way as shown in the photo below. Put all of that onto the towel and start hammering away. Run a piece of your duct tape down the center of the two pieces of the crown, sticky side up. Then lay the top and bottom pieces of brown paper crown onto the sticky duct tape so that they overlap the tape by about half an inch. Press firmly to adhere, then trim off the excess duct tape at the end.
4. First, gather lots of fresh flowers from the garden! Now choose your flowers and press individual flower petals and whole flowers to the sticky duct tape to create the pattern or design you desire. For added color, you can add paint and other craft items to your artwork.
5. Add glitter if you like! And marker embellishments.
6. Now wrap the crown around the child's head to determine fit and staple the ends together.

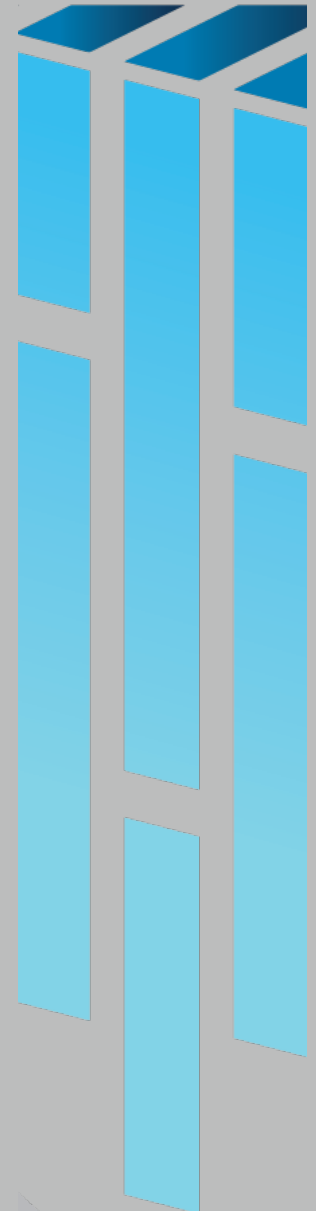


HOW ARE WE DOING?

CAHPS SURVEY

Your opinion is important and helps us serve you better! Every year, a group of UHA members are randomly selected to take the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.

UHA will not receive your personal information through this survey. By taking this survey, you can let the Oregon Health Authority (OHA) know how UHA is doing.



COMMUNITY RESOURCES

Join the Community Advisory Council (CAC)!

Your voice, your experiences, and your opinions matter and UHA wants to hear from you! Join our Community Advisory Council (CAC) to help us make sure our members and community needs are met! Our CAC is made of community members just like you who are passionate about the health and wellbeing of our community. If you are interested in joining contact [Kat Cooper](#) or [click here](#) for more information!



Keep Cool this Summer!

As the summer heats up, make sure you stay cool! UHA members may be eligible to receive resources like a fan or air conditioner to help prevent heat-related illness. UHA members can also request rides to cooling centers when they are available.

The summer months can be hard if you have health conditions that are made worse by extreme heat or smoke from wildfires. If you have certain conditions, you may qualify for assistance to improve your home environment. For more information, please call UHA Customer Care at 541-229-4842.

