

Health-Related Services Requests



If you currently get your Oregon Health Plan through a Coordinated Care Organization (CCO) like Umpqua Health Alliance, you have the right to ask for Health-Related Services (HRS) or “Flexible Services”.

What are Flexible Services?

These are things or services that are not covered through the Oregon Health Plan.

You can find the HRS form on our website at: www.umpquahealth.com/behavioral-health/

Examples are:

- Gym memberships
- Help with rent
- Cell phones or phone cards

What is considered a covered HRS?

A service must meet the following criteria:

- Increase the likelihood of desired health outcomes
- Be designed to improve health quality
- Prevent avoidable hospital readmissions
- Improve patient safety, reduce infection and mortality rates
- Implement, promote, and increase wellness and health activities

Who can request Health-Related Services?

All requests must come from a provider. This includes but is not limited to:

- Primary Care Physicians
- Specialists
- Surgeons
- Case Managers
- Behavioral Health Providers
- Hospital Discharge Planners
- Dental Providers

What happens with incomplete forms?

Any incomplete forms will not be reviewed. Below are examples of incomplete forms:

- Medical documentation is not attached with request
- Alternative resources have not been pursued first
- Request form does not contain enough information
- Request form is not signed by a provider
- The item/service is a covered benefit through UHA
- The member is not currently eligible on UHA

Once the form has been completed, please send it to UHA via the following options:

Fax: Attn: Case Management at (541) 229-8180

Secure Email: UHACaseManagement@UmpquaHealth.com

Mail: UHA Case Management
500 SE Cass Ave Suite 200
Roseburg, OR 97470

You can get this letter in another language, large print, or another way that is best for you. Call 541-229-4842 (TTY 711).