



UHA Mind & Body

Winter 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

UHA offers free rides to your local Farmer's Markets in Douglas County through our NEMT program. To schedule a ride to one of these, call MTM at 1-855-735-1188.

Learn more about this service in the Community Resources section!



GET CONNECTED

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

- Phone: (541) 229-4842 or Toll Free at (866) 672-1551, TTY (541) 440-6304
- Fax: (541) 677-6038
- Email: UHAMemberServices@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."

Puede obtener esta carta en otro idioma, formato, letra grande o servicios de interpretación sin costo para usted.

Llame al 541-229-4842 (TTY 711).

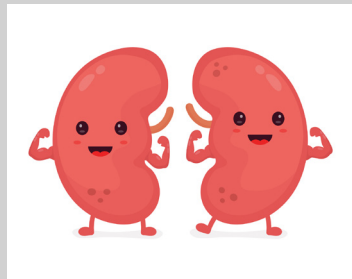
You can get this letter in another language, format, large print, or interpretation services at no cost to you. Call 541-229-4842 (TTY 711).

THINGS YOU SHOULD KNOW



FEBRUARY IS AMERICAN HEART MONTH

- Get active to protect your heart!
- Search [#OurHearts](#) on Twitter you can join others in learning how to choose a healthier lifestyle.



MARCH IS KIDNEY AWARENESS MONTH

- Kidney Disease affects 37 million people according to the National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK).
- Learn how to keep your kidneys healthy by clicking [here](#).

AT-HOME COVID TESTS

If you have a sore throat, stuffy nose, fever, aches, or diarrhea, you may not need to go to the hospital or get tested for the COVID-19 Omicron variant. You should always call your primary care provider first if you think you should get tested for COVID-19. If you do need to get tested, you should try to get an at-home test. They are available in one of the following ways:

- Check Walmart, CVS stores, or Walgreens
- Order online through Amazon or other vendors
- Order FREE at-home tests through the US Government at [COVIDtests.gov](https://www.covidtests.gov)
 - Each household can order up to 4 at-home tests
 - These will ship to you in 7-12 days

JOIN THE 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!



COMMUNITY RESOURCES

What are Health-Related Services?

Health-Related Services are non-medical goods and services that are important to your health and wellbeing. Examples of Health-Related Services are:

- Help with rent payments
- Gym memberships
- Grocery items
- Phone cards
- Bassinets

Are Health-Related Services covered?

You can request that UHA cover a non-medical good or service by filling out the Health-Related Services form. Be sure to read the form carefully and fill out as much information as you can. If there is not enough information, your request can be denied. Click [here](#) to fill out the form.

Get a Free Ride to Your Local Farmer's Market

UHA offers free rides to your local Farmer's Markets in Douglas County through our NEMT program. To schedule a FREE ride, call MTM at 1-855-735-1188.

Continued on next page>>>

Here are a list of local markets:

- Umpqua Valley Farmers Market –
 - Location: 1771 W Harvard Ave, Roseburg, OR 97471
 - Open: Saturdays
 - Hours: 9:00AM – 1:00PM
- Canyonville Farmers Market
 - Location: Seven Feathers Casino South Parking Lot, Exit 99, Canyonville
 - Open May – December
 - Hours: Wednesdays from 9:30AM – 1:30PM
- Sutherlin Farmers Market
 - Location: 1332 W Central Ave, Sutherlin, OR 97479
 - Open: Will open again early Spring, please keep an eye on their Facebook page for their opening dates. Click [here](#) to visit their facebook page.



BENEFIT BASICS

Your Dental Benefits

As a UHA member, you have dental insurance through Advantage Dental. To find out who your dentist is, find out what is covered, or schedule an appointment call 1-866-268-9631.

Your Vision Benefits

As a UHA member, you have limited vision insurance. You can get:

- Routine eye exams and glasses:
 - Eye exam and glasses every 12 months (1 year) if you are under 21 years old.
 - Eye exam and glasses every 24 months (2 years) if you are a woman 21 or older who is pregnant or within 6 weeks post-partum.
- Medical eye exams are covered as needed for conditions like diabetes, glaucoma, eye injuries, or eye emergencies.
 - Your PCP must refer you to get a medical eye exam from an eye doctor.
 - There are no limits to how many medical eye exams you can get, if they are medically necessary.

ADVANCED CARE PLANNING



UHA is committed to helping our community through their advance care planning Empower program powered by Iris Healthcare. Empower is available to ALL Douglas County residents (non-UHA members included) 18 and older. The goal of Empower is to improve the quality of health care in our community.

If you would like more information on Empower or want to sign up please click [here](#).

FREE RIDES BY MTM

On January 1st, 2022, UHA started using Medical Transportation Management (MTM) to provide FREE Non-Emergent Medical Transportation (NEMT) rides for eligible UHA members.

What does this mean for you?

If you need a ride to your doctor's office, to the pharmacy, or need a mileage refund, call MTM and set it up.

When can I call MTM?

You can contact MTM Toll free at 1-855-735-1188/ TTY 711. You can also go onto their website at <https://mtm.mtmlink.net>, or download their mobile app on the Google Play Store or iOS App Store.

MTM's Customer Service is open Monday-Friday, 8:00AM – 5:00PM. They have a 24-hour hotline available if calling after hours, or for urgent scheduling. They also have qualified multi-lingual staff members available if you need alternate language.

What do they cover?

Just like our previous NEMT provider, MTM has the following options:

- Bus tickets or passes
- Wheelchair van
- Sedans
- Secure transport
- Stretcher car
- Ambulance (for emergencies)
- Mileage refunds
- In some cases
- Meal refunds
- Lodging refunds

YOUR RIGHTS & RESPONSIBILITIES

All OHP members have rights to ensure that they are being treated fairly and with respect. For more information, please refer to Oregon Administrative Rules (OAR) 410-141-3590, OAR 410-141-3585, and Certified Federal Rules (CFR) 42 CFR 438.100.

Examples of your rights as a member:

- To have access to covered services.
- Help make decisions about your health care.
- To get free certified or qualified health care interpreter services.
- To be treated with dignity and respect.

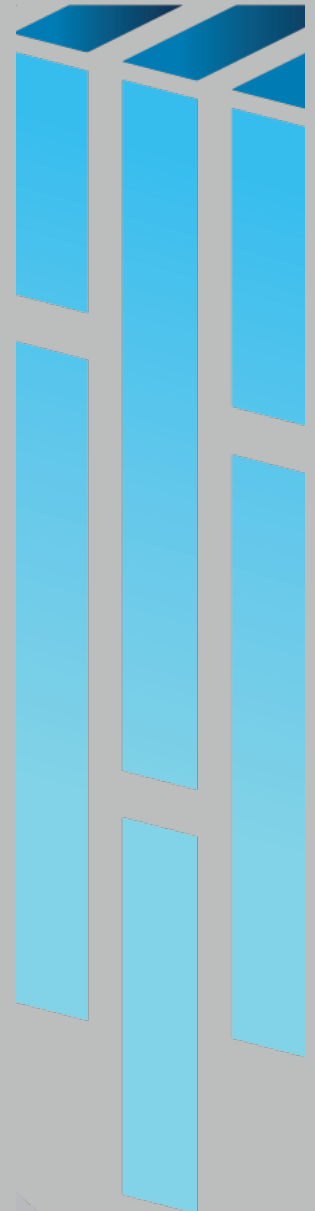
For more information about your rights, please refer to your UHA Member Handbook, or contact UHA Customer Care at 541-229-4842. You can also email Customer Care at uhcustomer care@umpquahealth.com.

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.



KIDS CORNER

Create a Fizzing Heart Art Eruption!

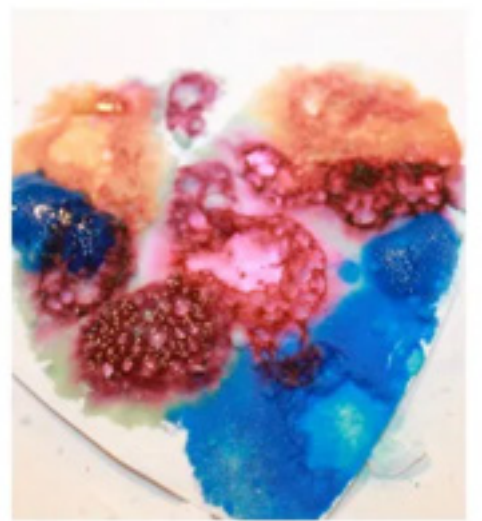
For Valentine's Day this year, why not combine art with science? With these fizzing hearts, you can watch as their art comes alive by just mixing vinegar and baking soda.

Instructions

Instructions can be found by clicking [here](#), too.

1. Find some Watercolor Paper (can be found in the art section at Walmart, sometimes even at the Dollar Tree)
2. Bring out the food coloring or food color gel.
3. Then, all you need is the vinegar and baking soda.
4. Pour some vinegar in a few different bowls, or some in each cup of a cupcake pan.
5. Put in your favorite food colors! You can mix colors together to have even more of a variety.
6. Cut out a heart (or any shape your child wants) with your watercolor paper and place it in a foil-lined cookie sheet. Make sure the pan has sides so it's easier to keep in one place.
7. Cover your paper with baking soda
8. To start the eruptions, take a clean medicine dropper or pipette and fill it with colored vinegar. Then put drops, streams, or however your child wants to do it, of the vinegar all over the paper
9. Watch the science and magic happen!

HAPPY VALENTINE'S DAY!



FIZZING
Heart Art
theinterestedparent.com

