



UHA Connection

Monthly Provider Newsletter: March 2022



WELCOME

Thank you for reading our Monthly Provider Newsletter, the UHA Connection. We hope this new format will allow you to easily access content and print it out if you would rather read it that way. In this PDF, you can still click on the links provided throughout the newsletter.

Flip through to learn more on topical information related to:

- Practice Tactics
- Clinical Corner
- Better Health For All
- On the Lookout
- CME for Thee
- Network News

Your success is critical to our member's health, behavioral and physical. Use this newsletter as a tool to succeed as a provider of Umpqua Health Alliance and resource for important updates.

If you have questions or would like to see information on a specific topic in the newsletter please reach out to:

- Dr. Douglas Carr at dcarr@umpquahealth.com
- Nicole Chandler at nchandler@umpquahealth.com

Thank you for all that you do to keep our members and patients safe and healthy!



GET CONNECTED

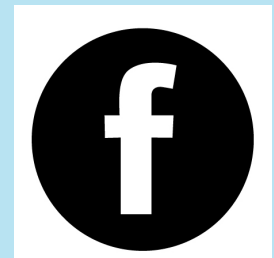
If you're seeking information regarding your patient's benefits, Umpqua Health Alliance is here to help you get the answers you need. Call us today, we're happy to assist you.

- Phone: (541) 229-4842
- TTY: (541) 440-6304 | Toll Free: (866) 672-1551
- Email: UHAMemberServices@umpquahealth.com

Umpqua Health Alliance has adopted the definition of cultural competence that appears on the Oregon Administrative Rules for Cultural Competence Continuing Education for Health Care Professionals (OAR 943-090-0010).

FOLLOW US!

Follow us on Facebook
[@umpquahealthalliance](https://www.facebook.com/umpquahealthalliance)





ON THE LOOKOUT

Mask Requirements

Masks will still be required in health care settings

Once mask requirements are lifted for most indoor settings you'll still need to mask in health care settings to keep everyone safe.

Includes:

- **Hospitals**
- **Doctor offices**
- **Dentist offices**
- **Urgent care**
- **Dialysis centers**



PRACTICE TACTICS

How to Find Affordable Healthy Food Powered by Foodsmart



Umpqua Health Alliance (UHA) members have access to Foodsmart at no cost to the member. Foodsmart gives members an easy-to-use platform that helps them manage every part of their diet.

Foodsmart gives UHA members:

1. Access to advice from Registered Dietitians
2. Custom meal plans at their fingertips
3. Affordable grocery list and meal planning, ordering, and delivery options
4. Diet planning that fits their lifestyle

Foodsmart also accepts SNAP/EBT through delivery services like Walmart or Instacart. Members can get help apply for SNAP/EBT benefits from their Registered Dietitians.

Foodsmart representatives will be reaching out to eligible members, but you are welcome to refer your patients to Foodsmart to get them started on a better path to healthy eating!

- Visit: <https://www.foodsmart.com/umpqua>
- Download the Foodsmart app on the App Store
- Call Foodsmart Customer Care at: 888-837-5325

Improve your health with



Traditional Health Workers

UHA's mission works to achieve health equity for all population groups by allocating resources towards designing policies and programs to create greater social justice in health.

THWs serve as the intermediaries that link clinical services to practical actions in the community to address the social determinants of health. In 2022, UHA is committed to THW capacity building and is prepared to execute funding mechanisms that will increase both clinical-based and community-based THWs.

Developing THWs in our community will bring a significant return on investment to our efforts in achieving health equity for all populations. THWs are more prepared to serve community members in culturally and linguistic manner.

Please visit [UHA Traditional Health Workers FAQ](#) for more information on the THW Model of Care.

Notification: Chart Note Requests Next Month

The Oregon Health Authority requires UHA to engage in an annual encounter data validation audit. We will be sending out letters in April requesting medical records for physician services provided to those members that are randomly selected by OHA.

Maternal Fetal Monitoring Program (MFM)

UHA members that are experiencing a high-risk pregnancy are eligible to receive Optum's Maternity Support Program. This program offers personal guidance through all stages of pregnancy and delivery. The goal is to increase gestational ages and birth weights, thereby reducing neonatal intensive care unit admissions. Early identification leads to success. Optum's nurses work closely with the mother to provide education, resources, and support.

The program offers the following to meet the member's needs:

- Assessment
- Care planning focused on goal achievement
- Facilitation of self-management skills
- Connection to community, public and UHA resources
- Care coordination
- Advocacy

Optum staff refer members to UHA case management to coordinate additional care for member who have SDOH, medical, mental health or substance use needs outside of the pregnancy. Members are eligible for this service when a Prior Authorization is submitted into CIM for "MFM" by their OB, specialist, or PCP.

CLINICAL CORNER

Discount Cards & Prescription Drugs

Discount Cards (e.g. GoodRx, RxSaver, ScriptSave, Well RX)

Advantages	Disadvantages
<ul style="list-style-type: none">• Pharmacy's may accept card to build customer loyalty, increase transaction method.• Easy to acquire via internet and phone apps• May be used for pet medications	<ul style="list-style-type: none">• Reduces pharmacy revenues due to costs of negotiated discount price, pharmacy-transaction fees, PBM fees, marketing fees.• The cards are not processed as insurance and create a potential barrier to comprehensive care (ie. UHA is unable to monitor adherence).• Patients may be given varying discounts on different days due to fluctuating costs of prescription medications.• Patient may not be able to continue after discount card expires• Encourages use of brand name medications when less costly or generic medications are available (often times for no patient cost if on formulary)• May not be applied to insurance deductible or copays• Some of the pharmacy discount cards gather personal information from the patients and sell the information

For more information, go to:

<https://www.uspharmacist.com/article/a-pharmacists-primer-on-prescription-discount-cards>

Oregon Prescription Drug Program

<https://www.oregon.gov/oha/HPA/dsi-opdp/Pages/index.aspx>

Prescription drug samples

Advantages	Disadvantages
<ul style="list-style-type: none">• Allows a trial prior to purchase• Allows immediate start to treatment	<ul style="list-style-type: none">• Pharmaceutical samples encourage use of (unnecessary) brand name products that eventually lead to disruption of care when these drugs need to be substituted for covered medications.• They also take up space, lead to pharm reps causing disruption of workflow, and are a compliance risk• The last item is the administrative requirement to keep a copy of the name, number and lot # of any samples received and recorded to be dispensed to each patient.• Lack of explanation, written instructions, or understandable language on sample packages may lead to misuse• Patient may not be notified in the case of a drug recall

For more information, go to:

<https://journalofethics.ama-assn.org/article/drug-samples-why-not/2014-04>

Oregon Psychiatric Access Line Offers Same-Day Support to Providers

The Oregon Psychiatric Access Line (OPAL) provides free, same-day child and adult psychiatric phone consultation to primary care providers in Oregon.

OPAL provides the support that medical practitioners need to care for more patients in their medical home. With OPAL, medical practitioners may be able to treat youth with mental health issues right away rather than placing patients on waiting lists to receive care. Earlier intervention may decrease complications of untreated mental disorders including hospitalization and suicides.

The program also offers evidence-based support to medical practitioners in need of psychiatric treatment information. Overall, OPAL helps build a system that allows primary care providers to deliver the best possible care.

Toll-Free: 855-966-7255

9 a.m. – 5 p.m.

Monday through Friday, excluding major holidays

OPAL is a collaboration between OHSU's Division of Child and Adolescent Psychiatry, Adult Psychiatry, the Oregon Pediatric Society (OPS) and the Oregon Council of Child and Adolescent Psychiatry (OCCAP).

For questions about the Oregon Psychiatric Access Line, please contact opal@ohsu.edu.

BETTER HEALTH FOR ALL

Transformative Solutions to Critical Challenges

Douglas County faces several challenges around child development and health: a low high school graduation rate, a cycle of intergenerational poverty that creates family instability, and a lack of Social & Emotional (SE) health services [especially] in remote parts of the county. We can address the challenges we face by providing children with needed supports to prepare them for kindergarten early in their life [i.e. ages 0 to 5].

To achieve transformative results, it's imperative to focus on physical, oral, developmental, and **Social-emotional health**, in combination; attention on any one area will not suffice – Cross Sector collaboration will be the key factor which will drive system level improvements to enhance **Kindergarten Readiness** (KR) – All improvement plans require a credible measurement process; starting in 2022, UHA' actions to ensure Cross-Sector collaboration will be measured using the KR: *System-Level SE Health Metric*.

To meet this goal, UHA's first step has been to align its efforts around the SE Metric with those of Oregon Pediatric Improvement Partnership (OPIP). In the coming months OPIP will be reaching out to PCPCH and BH clinics to conduct interviews with the purpose of developing a clear picture of the [unmet] need of SE services and the availability of these services [this is a Ford Foundation funded initiative].

For details please read the linked flyer [here](#).

CME FOR THEE

Partnering with Community Health Workers: Diabetes and Hypertension Prevention and Management

The purpose of this 12-session ECHO is to build the capacity of health systems and community-based organizations to incorporate support for community health workers into programs as valuable assets in prevention and management of diabetes and hypertension in the community.

Virtual sessions take place Wednesdays, noon - 1 p.m., April 6 - June 22, 2022. [Click to register](#).



NETWORK NEWS

Community Information Exchange (CIE)

Umpqua Health Alliance and Unite Us have been working closely together to expand **Connect Oregon**, a coordinated care network of health and social care providers. Partners in the network are connected through a shared technology platform, **Unite Us**, which enables them to send and receive electronic referrals, address people's social care needs, and improve health across communities.

Umpqua Health Alliance and Unite Us project teams are currently in the Implementation phase of this project, which includes working with identified providers and community partners as they prepare to begin using the Unite Us platform early Spring 2022. Over the next several weeks, Umpqua Health Alliance's provider network and local community-based organizations will have the opportunity to engage with Unite Us to learn about the platform and Connect Oregon.

Umpqua Health Alliance is excited for this partnership and opportunity to connect every member to social care providers. We envision this network as the next iteration in social care delivery for our members.

Stay tuned for more information and invitations to sessions where you can learn more about this exciting opportunity!

Provider Updates

One Peak Medical is no longer in network for UHA members.

Cow Creek Health & Wellness has added a new location for Behavioral Health services, at 940 NW Garden Valley Blvd in Roseburg. (541) 677-5520

Southern Oregon Neuropsychological Clinic has a new Roseburg location, 1813 W Harvard Blvd Ste 422, (541) 608-3878

Rogue Pediatric Therapies has closed their Medford office, but is continuing to provide services in Grants Pass (541) 816-4747

Neonatal Specialists has joined our network, providing neonatal care at River Bend Hospital (541) 868-9298

Positive Behavior Supports Corp provides applied behavior analysis (ABA) therapy for those with autism and related disabilities at their Portland and Medford locations (855) 832-6727

OSLC Developments Inc works to increase the scientific understanding of social and psychological processes related to healthy development and family function, and provides services in Eugene (541) 485-2711 and Roseburg (541) 900-1506

Artisan Orthotic Prosthetic Technologies Inc is a new DME provider in our network located at Suite 101 in the Harvard Medical Park (541) 391-7307