



# UHA Mind & Body

Spring 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](mailto: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's members can now use MTM's web chat feature to talk with an MTM representative online.

**Learn more about this benefit in the next page!**



## GET CONNECTED

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

- Customer Care's lobby is now open. 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](mailto:UHCustomerCare@UmpquaHealth.com)
- Website: [www.UmpquaHealth.com](http://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).**



## MONTHLY AWARENESS

### **APRIL:** **Stress Awareness Month**

If you're struggling to remove stress from your life, get help. Talk with a therapist or psychologist. They can help you identify situations or behaviors that may be causing your stress. Then they can help you develop a plan to change them.

### **MAY:** **Mental Health Awareness Month**

The National Alliance on Mental Illness (NAMI) is part of the national movement to increase mental health awareness. They fight to provide support, educate the public, and advocate for policies to support people and their families who are dealing with a mental illness. For more info, please visit <https://www.nami.org/Get-Involved/Awareness-Events/Mental-Health-Awareness-Month>

### **JUNE:** **PTSD Awareness Month**

PTSD is a mental health issue that some people develop after experiencing a life-threatening event. If you believe you have PTSD and are not already receiving help, get help. For more information about PTSD and how to get support, visit <https://www.ptsd.va.gov/index.asp>.

# LATEST NEWS

## MTM's Web Chat Feature

MTM provides UHA Member's with Non-Emergent Medical Transportation (NEMT). UHA's members can now use MTM's web chat feature to talk with an MTM representative online. You can use this instead of calling MTM Customer Service Center.

- You can use this to schedule a ride or make changes to a ride that's already scheduled.
- Go to their website at [www.memberportal.net](http://www.memberportal.net) and enter your zip code.
- Select the "Umpqua Health or Medicaid" option on the screen.
- On the Chat pop-up, enter your information and click "Start Chat". This will connect you with a live agent.
- This feature is available Monday- Friday, 5:00AM-3:00PM PST.

## Mask Mandates

The Oregon government has lifted the mask mandates as of March 11th. This is for indoor facilities and schools. However, there are some exceptions to this.

### **Masks are still required in health care settings and public transportation, such as:**

- Going to a doctor's appointment
- Visiting the hospital
- Using the U-trans bus
- Going to the airport



## 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!

A green square with the text 'Eating Well, Made Simple' in white.

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

## PROVIDER SPOTLIGHT

Recently, Juniper Tree Counseling contracted with UHA to provide counseling services. They offer Women's counseling, family counseling, youth LGBTQIA+ counseling, and more. Juniper Tree also provides Social & Emotional Assessments and Services for children 0-5 years old.

**If you would like to schedule an appointment with this facility, please call 541-900-1506.**

A light green rectangular box with a thin red border, containing the text 'Juniper Tree Counseling' and a description of services. The background of the entire section is a blurred image of green foliage.

Juniper Tree  
Counseling

Providing counseling services and supports for children, families, and maternal mental health.

# BENEFIT BASICS

## Keep Your Toddler Up-to-Date!

Before kids turn 2 years old they should have received all needed shots for the DTaP/IPV/MMR/HiB/Hepatitis-B/Varicella Zoster/PCV. Don't let your children get behind! These shots keep kids strong and safe through childhood. Now, more than ever, we want to make sure your child is protected from harmful, preventable, diseases. Shots will keep your kids healthy and ready for pre-kindergarten learning. You can call your child's doctor at any time. They will help you set up an appointment and make sure your child gets all of the shots they need.

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## Should I call 911 or MTM?

If you are experiencing any of the below scenarios, you should call 911. An ambulance will come and take you to the Emergency Room.

- Chest pain
- Trouble breathing
- Bleeding that will not stop
- Broken bones
- Mental health emergency

If you are experiencing an infection, sprain, or strong pain is not considered an emergency. Those can be treated at an urgent care facility and are Non-Emergent Medical Transports (NEMT). In situations like this, call MTM Customer Service at 855-735-1188/TTY 711.

UHA covers both emergent and non-emergent rides, but if you use Emergency transport for Non-Emergent situations, you will have to pay the bill.

### NEMT RIDES THAT ARE COVERED:

- To and from your medical and dental appointments
- To and from the pharmacy to pick up your prescriptions
- Rides to an urgent care
- Emergency trips to the hospital
- To and from your local Durable Medical Equipment supplier
- On some occasions, grocery shopping and rides to the gym (this must be approved by your case manager first)

### NEMT RIDES THAT ARE NOT COVERED:

- Rides to dispensaries, medical or not
- Trips to the store to go clothing shopping
- Rides to a convenience store

# COMMUNITY RESOURCES

## MEOC: Member Engagement Outreach Committee

OHA, Health Systems Division, and DHS come together and work with the CCO's (like UHA) under the forum Member Engagement and Outreach Committee (MEOC). These meetings are to talk about policies and to resolve issues that may come up when providing community outreach to OHP members.

The MEOC meetings are scheduled through 2022. You can find the link to join via Microsoft Teams at <https://www.oregon.gov/oha/HSD/OHP/Pages/CCO-Member-Engagement-Outreach.aspx>

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## FACT Oregon

FACT Oregon helps families with disabilities get the support and resources they need. Their goal is to expand awareness of all disabilities and change the way the community sees them. They can also help navigate through raising a child that has a disability. They offer Person Centered Planning, which focuses on your child's strengths, talents, hopes and dreams, and what does and doesn't work for them.

To find out more information about FACT Oregon and how they can help your family, visit: <https://www.factorregion.org/>



# KID'S CORNER

## Flower Art

It's Springtime again! And that means warm weather, and sunny skies! This also means that flowers are starting to bloom again. Picking flowers is always a fun adventure. You can find every color of the rainbow out there!

Creating art from those beautiful colors can be fun too. And what better way to get your colors than using the natural colors around you? So, get outside and start collecting as many different colors as you can! Hammered Nature Art is a fun way to spend time outside and create art at the same time.

For full instructions and more fun ideas, visit <https://barleyandbirch.com/make-hammered-nature-art/>

You Need:

- A hammer
- Some flowers and leaves (any color of your choosing)
- Thick paper
- A towel
- Wax paper

Instructions:

1. Gather all the flowers and leaves you want--make sure you're not picking someone else's flowers without permission though!
2. Arrange them on your paper.
3. Cover your flowers and paper with the wax paper. Make sure all your flowers and leaves are covered.
4. Put all of that onto the towel and start hammering away.
5. Once all your things are perfectly smashed, slowly peel off the wax paper.
6. For added color, you can add paint and other craft items to your artwork.



## 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.



