



UHA Connection

Monthly Provider Newsletter: April 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

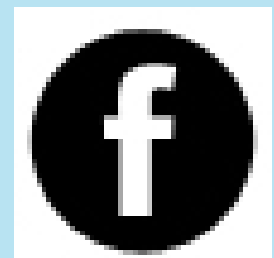
If you're seeking information regarding your patient's benefits, Umpqua Health Alliance is here to help you get the answers you need. Call us today, we're happy to assist you.

- 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

You still need to mask in health care settings to keep everyone safe. Includes:

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

Douglas Public Health Network: <https://douglaspublichealthnetwork.org/>



PRACTICE TACTICS

Chart Note Requests

UHA will be participating in an annual encounter data validation audit. We will be sending out letters this month requesting medical records for physician services provided to our members that are randomly selected by OHA.

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
-

Prior Authorizations: Approvals & Denials

UHA has released new provider and member notices for grievances, appeals prior authorization approvals and claim and prior authorization denials. For denials, be sure to read the information on the notice to see if the request was denied in whole or in part and the reason why. For example, in the request below, part of the request was approved, the remaining was denied.

Continued on the next page >>>

Procedure, Treatment or Item Details

Summary of procedure, treatment or item:

Incontinence supplies (briefs and pads)

Code	Description	Qty	Status
T4526	Adult size pull-on med	1440	Approved
T4526	Adult size pull-on med	2880	Denied

Reason for Denial

The Oregon Health Plan (OHP) does not cover all services and supplies. This request was reviewed by a health care professional. Umpqua Health Alliance (UHA) denied this request in whole or in part. Below is why we were unable to approve the service.

PRIOR AUTHORIZATION SUBMISSION TIPS

DURATION: The provider portal for submitting prior authorization requests, also known as CIM, will default your request date range to 1 month. You can extend this from the second window by selecting the duration at the top: 1 mon, 2 mon, 3 mon, 6 mon or 1 year. You can also use the calendar to select a custom date range.

AMENDS: Once a PA is in the final status, you cannot make further changes. You will need to amend the request. You can do this by selecting the "extend authorization" in the top right corner of the existing PA. Be sure to include in the comments what you are changing and include chart notes to support your request. UHA does not amend requests that were denied (in whole or part) or adding office visits to previous requests. These will need to be submitted as a new request.

ATTACH DOCUMENTS: You do not need to extend the authorization as described above to attach notes. Simply use the attached documents link on the top right corner of the PA request and upload the documents you want UHA to review.

EXPEDITES: These requests will be processed in 72 hours or as soon as the health of the member requires. These requests must have the submitter attest it meets the definition as outlined in 42 CFR 438.210(d)(2)(i) "the standard review timeframe could seriously jeopardize the member's life, health, or ability to attain, maintain, or regain maximum function". An upcoming appointment does not meet this definition.

RETRO: UHA accepts retro prior authorization requests up to 30 days from the date of service for medical requests and 90 days for behavioral health requests unless the request was retro due to member eligibility. This must be indicated on the request. You may still receive payment for these if you submit a claims reconsideration with chart notes. This process is detailed on the UHA website. It is located on the claims page called Provider Appeal Process.

ACCESS: If you need access to CIM, please follow the directions on our website at https://www.umpquahealth.com/wp-content/uploads/2020/01/provider_cim-sign-up.pdf. If you still need help, you can email us at priorauthorizations@umpquahealth.com.

Extend Care Type

Care Type
Pick a starting point

Care Sub-Type & Dates
Narrow down your options

1 mo 2 mo 3 mo 6 mo 1 yr

From Date: 03/29/2022 To Date: 03/28/2023

Behavioral Health
Submit a Behavioral Health Prior Authorization
START

Medical
Submit a Medical Prior Authorization
SELECTED

Pharmacy
Submit a Medication or Injectable/Infusion Prior Authorization
START

CLINICAL CORNER

Telehealth Guidelines from Oregon Health Leadership Council

The pandemic has ushered in a new era where telehealth is now an integral option for healthcare services and covered by insurance plans. The OHLC released recommendations to support primary care providers in determining whether a visit is clinically appropriate for telehealth, and to help them build their own practice standards based on available evidence. The guidelines for adults and pediatrics can be [found on our website here](#).

CME FOR THEE

Pediatric COVID-19 vaccine learning series: 6-month to 4-year-olds

The OHA COVID-19 Response & Recovery Unit and OHA Transformation Center are hosting a new pediatric COVID-19 vaccine learning series focused on the six-month to four-year-old populations. See below for a schedule detailing the next sessions in the learning series:

Community feedback: Preparing for the six-month to four-year old COVID-19 vaccine

- April 7, noon–1 p.m.
- This session will focus on the community feedback tool to pull commentary on how to uplift vaccine hesitant individuals and marginalized communities.
- Register here: <https://www.zoomgov.com/meeting/register/vJlsceqorjluHkApnc-91OBazyezAaRYk6l>

Hesitance and mistrust: Vaccine hesitancy for the six-month to four-year-old populations

- April 14, noon–1 p.m.
- This session will empower providers with tools on how to best tackle hesitancy and inequity that leads to vaccine avoidant behaviors.
- Register here: <https://www.zoomgov.com/meeting/register/vJltceyuqzwoHEHBE4EKRnzYpSkeOBUDful>

Provider webinar: COVID-19 therapeutics Recording available

The Oregon Health Authority hosted a provider webinar focused on COVID-19 therapeutics. This new webinar provides insight on the available medications and their indications followed by a panel discussion featuring medical professionals from multiple health systems across Oregon, ending with Q&A. Panelists share their respective experiences on best practices, strategies on patient qualifications, timely testing methods, and outreach efforts.

- Watch recording (March 10): <https://youtu.be/zkDfSbq1eeE>

Depression in Older Adults

Older Adult Behavioral Health Initiative (OABHI) is pleased to announce a free training offering CEU's with Dr. Susan Rose.

- **Susan Saboe Rose, PhD, GCNS-BC, PMHNP-BC, ARNP** is a gerontologist and psychiatric NP with a special interest in memory disorders. She received her doctorate from the University of Arizona, during which she completed dual clinical traineeships in Neuro-geriatrics and Geropsychiatry through the Department of Veterans Affairs. Dr. Rose is board-certified as a gerontological clinical specialist and a psychiatric NP. She serves as faculty for medical residents and NP students. Dr. Rose serves on medical staff for Legacy Medical Group in Portland and also has a consulting practice in Vancouver, WA.

There are three opportunities to view this webinar online:

- May 4, 2022 12:00 - 1:00 PM PST - Register via Zoom [Here](#)
- May 12, 2022 12:00 - 1:00 PM - Register via Zoom [Here](#)
- May 19, 2022 12:00 - 1:00 PM - Register via Zoom [Here](#)

NETWORK NEWS

Community Health Worker Spotlight

Umpqua Health Alliance is very interested in promoting the inclusion of Traditional Health Workers in our community, in clinical settings as well as in community-based organizations. Traditional Health Worker (THW) is an umbrella term for frontline public health workers who work in a community or clinic under the direction of a licensed health provider. A Community Health Worker (CHW) is one type of Traditional Health Worker who is a trusted member of and/or has an unusually close understanding of the community served.

UHA's Provider Relations had the opportunity to interview and spotlight a Community Health Worker who is offering services right here in Douglas County. Please take a moment to listen to our recording or review the transcript of the wonderful conversation we had with Lisa Ketchum, Community Health Worker. The transcript is in Attachments and below is a hyperlink to the audio. [UHA CHW Spotlight Audio Link](#)

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

Provider Updates

Trillium Family Services will no longer be in-network for UHA Members effective 5/1.

Christine M Seals MD PC will no longer be in-network for UHA Members effective 5/30.

Pain Management: Quave member prior authorizations have transitioned to Pain Specialists of Oregon. However, they are not accepting new members at this time. Members will need to see their PCP to get a new referral. We will update the PA request with the new provider with a new PA request.

Endocrinology: Dr. Clyde is scheduled out until May. OON referrals may be requested.

MRI: Mercy Outpatient scheduling is out to the end of May.

