



# UHA Connection

Monthly Provider Newsletter: May 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](mailto:dcarr@umpquahealth.com)
- Nicole Chandler at [nchandler@umpquahealth.com](mailto:nchandler@umpquahealth.com)

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



## GET CONNECTED

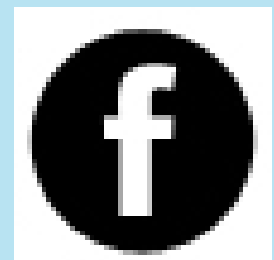
If you're seeking information regarding your patient's benefits, Umpqua Health Alliance is here to help you get the answers you need. Call us today, we're happy to assist you.

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

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# PRACTICE TACTICS

## *Updates to the Duration of Post-Partum Benefits*

Routine vision benefits have increased.

Oregon Health Plan supplemental benefits will now continue for 12 months following the end of the pregnancy instead of the previous 2 months. This change only affects members' benefits whose pregnancy ended or will end, on or after April 1, 2022, OAR 410-140-0050 and 410-140-0140 were updated to now cover routine vision services for 12 months postpartum period.

Please follow this link for more updates: <https://www.oregon.gov/oha/HSD/OHP/Announcements/12-month%20eligibility%20for%20Oregon%20Health%20Plan%20post-partum%20benefits.pdf>

If you have questions, please give our Customer Care team a call at 541-229-4842 or email us at [UHCustomerCare@umpquahealth.com](mailto:UHCustomerCare@umpquahealth.com)

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## *Effective 1/1/2022: OHA has Implemented the Requirements for NDC Billing*


NDCs are required for all covered outpatient drugs, including professionally administered drugs, as part of the Medicaid National Drug Rebate program. This is a federal requirement that cannot be waived. The reason for this is that states obtaining federal matching funds, such as Oregon, are required to bill manufacturers for rebates on those drugs. In order to collect the rebates, the NDC code, as well as other information, is needed and must be accurate. J-codes are not specific to each manufacturer, so one code often corresponds to multiple manufacturers. The NDC code contains specific information about who the manufacturer is, what the drug is, and what the package size is. It is crucial to have the correct NDC code so the state can bill the appropriate manufacturer for the rebate. These rebates flow through CMS and eventually back to the states and are a significant funding source for the Medicaid program.

You can find more information regarding NDC billing at the following link: <https://www.oregon.gov/oha/HSD/OHP/Pages/NDC.aspx>

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## *Encounter Data Validation Audit*

The Oregon Health Authority (OHA) has requested claims from several practices for Umpqua Health Alliance's (UHA) first annual Encounter Data Validation Audit. UHA is required to return 412 medical records of the 453 total records requested by the OHA. If you have received a letter from UHA requesting that you provide medical records for certain claims please make sure to respond. The records can be sent via fax, secure email, or mailed. The records need to be received no later than June 10, 2022.



Fax: 541-677-6038

Attn: Brenda

Email: [uhaclaims@umpquahealth.com](mailto:uhaclaims@umpquahealth.com)

Mailing Address: 500 SE Cass Ave Suite 101 Roseburg, OR 97470

It is imperative that you provide the medical records as soon as possible. Please email or call if you have any questions or want more information about this audit, 541-229-4842 option 3 for claims. UHA thanks you in advance for your help and cooperation, together we can succeed in passing this year's audit.

## New Day Program

New Day is a service UHA's care coordination department offers for pregnant members who are struggling with substance abuse and behavioral/mental health disorders. If you have a pregnant patient who could benefit from New Day services, make a referral. We will assess each patient for basic resource needs, mental health and substance use issues, safety, and environmental factors.

### New Day staff can offer help with:

- Emotional support
- Counseling
- Transportation
- Buprenorphine medication-assisted therapy (MAT)
- Methadone/Suboxone plan
- Drug treatment options
- Quitting smoking
- Making & keeping appointments
- Finding resources

### New Day referrals can be sent by phone, email, or fax:

Phone: (541) 229-4842

Fax: (541) 459-5741

Email: [CaseManagement@umpquahealth.com](mailto:CaseManagement@umpquahealth.com)

You can find more information regarding NDC billing at the following link: <https://www.oregon.gov/oha/HSD/OHP/Pages/NDC.aspx>



## Foodsmart Incentives for UHA Members

Umpqua Health Alliance (UHA) members can now receive the following incentives when they sign for Foodsmart. Incentives will be emailed to the member after the task is completed.

- \$25 Gift Card when a member signs up for Foodsmart and takes the Nutriquiz
- \$25 Gift Card when a member sets up a Telehealth appointment with a Foodsmart Registered Dietician

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

# foodsmart™

**New  
Incentives  
Available!**

# ON THE LOOKOUT

## May is Wildfire Awareness Month

Join Douglas Public Health Network (DPHN) and partners to recognize Wildfire Awareness month. Living in Douglas County means we are very aware of the devastation that wildfires can create for our families, our homes and our community. The month of May gives us an opportunity to look at how prepared we are and what we can do to prevent the consequences of wildfire smoke and blazes. Begin with preparation, sign up for air quality and emergency alerts with the Douglas County Sheriffs Office. Then review how protected your home is, there are many great resources on how to become Firewise and what to do to build a defensible space around your home on the DPHN website. Preparation activities can make the difference between your home making it through a wildfire. Also be prepared by making sure you have an evacuation plan. Many wildfire injuries happen because people end up being trapped or do not have a clear evacuation plan. Have supplies stored in case you run out of water, food or if utilities like electricity and cell service or internet services are cut. Include a GO bag to take vital supplies like medication and documents with you at a moments notice. Preparation can make all the difference in reducing injury, loss and death. For more information about how to prepare, how to be Firewise and plan for fire season are on the DPHN website at [www.douglaspublichealthnetwork.org/wildfire/](http://www.douglaspublichealthnetwork.org/wildfire/)

# CLINICAL CORNER

## Anticholinergic Burden

The use of multiple drugs with anticholinergic effects may increase the likelihood and severity of side effects which include constipation, urinary retention, glaucoma, dry mouth, and eyes as well as heat intolerance and cardiac arrhythmias. At high doses, these drugs can cause memory impairment, delirium, or other CNS symptoms. Patients treated chronically with multiple agents with anticholinergic effects may present with subtle reactions that are wrongly attributed to other diagnoses.

There are over 600 compounds with known anticholinergic properties including over-the counter medications, plants, and prescription drugs. Less easily recognizable sources of side effects may include sleep aids, cold preparations, and tainted street drugs. Commonly prescribed agents and their estimated corresponding level of anticholinergic action are listed below.

Group	Minimal	Mild	Moderate	Severe
<b>Antihistamines</b>	Desloratadine Fexofenadine		Cetirizine Loratadine	Chorphenamine Clemastine
<b>Antidepressants</b>	Venlafaxine Duloxetine Bupropion	Trazodone Mirtazapine	Paroxetine Sertraline Desipramine	Amitriptyline Nortriptyline Imipramine
<b>Antiparkinson</b>		Levodopa/Carbidopa Selegeline Entacapone Pramipexole	Amantadine	Procyclidine Benztropine
<b>Antipsychotics</b>	Aripiprazole Ziprasidone	Quetiapine Risperidone Haloperidol	Clozapine	Olanzapine Doxepine
<b>H2 Blocker</b>		Ranitidine	Cimetidine	
<b>Nausea</b>	Domperidone	Metoclopramide	Prochlorperazine	Promethazine



# NETWORK NEWS

## *What is an Oregon Health Plan (OHP) Certified Community Partner?*

An OHP Certified Community Partner is an individual affiliated with a designated organization who is trained and certified to help clients understand health coverage options and help them complete eligibility and enrollment forms. Their services are free to consumers regardless of current health coverage or income. To address the social determinants of health, these community partners may also help connect people with resources such as food pantries, SNAP, rent assistance, energy assistance, unemployment benefits, job resources and more. The [OHP-Certified Community Partner Guide](#) provides additional information on the steps and requirements to become an OHP Certified Community Partner.

Please visit [OHP-Certified Community Partners in Douglas County](#) for more information on Douglas County (OHP) Certified Community Partners.

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## *Asset Map for Social & Emotional Services*

As part of the CCO system-level social emotional health measure specifications, CCOs must annually develop an Asset Map to capture services and resources in Douglas County. UHA will submit a completed Asset Map to Oregon Health Authority using a standardized form to ensure all components below are addressed.

Asset Map Requirements:

1. Location of Clinic or Program Site(s) Served by Provider(s) - Cities
2. Counties served by the Clinic or Program Site
3. Number of Providers who Currently Serve Birth to Five
4. Capacity for New Referrals
5. Race, Ethnicity of Provider(s)
6. Language Spoken by Provider(s)
7. Service Modalities Provided

In June of 2022, UHA will develop a Survey Monkey and distribute to its contracted behavioral health providers to collect the required data for the for Social and Emotional Services Asset Map.

Contact [UHNProviderServices@UmpquaHealth.com](mailto:UHNProviderServices@UmpquaHealth.com) for any questions you may have.

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### **Provider Network Updates**

- **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.

### **New Participating Providers**

- **Hide Away Project LLC**, a new in-network Mental Health Provider for members effective 4/4

### **Provider Terminating Participation**

- **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.

# BETTER HEALTH FOR ALL

## *Statewide CCO 2.0 Peer-delivered Services Learning Collaborative Series Starts on Tuesday*

The Oregon Health Authority's Office of Equity and Inclusion, in partnership with community-based organizations Mental Health & Addiction Association of Oregon (MHAAO), Oregon Family Support Network (OFSN), and Youth ERA, will be convening a statewide CCO 2.0 Peer-Delivered Services Learning Collaborative series.

The purpose of this series is to engage CCOs, health system providers, and CCO traditional health worker liaisons in peer-to-peer learning and networking opportunities to work on strategies to better integrate and support members of the peer-delivered services workforce.

These learning collaboratives will be convened virtually each month April 2022–January 2023. They highlight peer learning and will include subject matter experts in the peer workforce realms of adult, family and youth to discuss relevant topics including the scope of peer roles, program design, supervision, hiring and more. The learning collaborative will generally meet on the fourth Tuesday of each month, 12:30–2 p.m. (with adjustments for the winter holidays):

- April 26
- May 24
- June 28
- July 26
- August 23
- September 27
- November 15
- December 13
- January 10

Register here: [https://us02web.zoom.us/meeting/register/tZlkd--qqzssGtcTa3w0\\_2PfbYDtinjtFKT](https://us02web.zoom.us/meeting/register/tZlkd--qqzssGtcTa3w0_2PfbYDtinjtFKT)

## CME FOR THEE

### *Free, Quick Online Tobacco Cessation Counseling Training (with CME)*

**On Demand, 45 mins**

This short online course will improve your care team's ability to help patients quit tobacco. The course focuses on Brief Tobacco Intervention and Motivational Interviewing techniques.

- **Audience:** All members of the care team committed to supporting their patients quit tobacco.
- **When:** The course is self-paced and takes approximately 45 minutes. The course can be started, paused and resumed later as needed.
- **CMEs:** This training has been reviewed and is accepted for up to 1.0 prescribed credit from the American Academy of Family Physicians (AAFP). For other licensing boards that may not pre-approve continuing education credits (for example, the Board of Licensed Professional Counselors and Therapists), please submit the certificate of participation to your accrediting body.
- **Access the training:** <https://learn.optum.com/redeem/or>
- **Questions?** Please contact Anona Gund ([Anona.E.Gund@dhsosha.state.or.us](mailto:Anona.E.Gund@dhsosha.state.or.us))