



UHA Mind & Body

Fall 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

Keep Your Kiddo Healthy this Fall!

Learn more about this on the next page!



GET CONNECTED

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

- Customer Care's lobby is now open:
 - 3031 NE Stephens Street, Roseburg, OR 97470
 - 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
- 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."

You can get this letter in other languages, large print, Braille or a format you prefer. You can also ask for an interpreter. This help is free.

Call 541-229-4842 or TTY 711.

Puede obtener esta carta en otros idiomas, en letra grande, en braille o en el formato que prefiera. También puede solicitar un intérprete.

Esta ayuda es gratuita. Llame al 541-229-4842 o al TTY 711.



MONTHLY AWARENESS

OCTOBER: Breast Cancer Awareness Month

This year we RISE to ensure every woman has access to the screenings she needs and the support she deserves. When we RISE, we Rally in Screening Everyone. To learn more, [click here](#).

NOVEMBER: American Diabetes Month

Prediabetes is a serious health condition where your blood sugar levels are higher than normal, but not high enough yet to be diagnosed as type 2 diabetes. According to the CDC, more than 1 in 3 U.S. adults have prediabetes—that's 88 million people—but the majority of people don't know they have it. To learn more, [click here](#).

DECEMBER: National Influenza Vaccination Week (DEC 5-9)

Since flu viruses are constantly changing and protection from vaccination decreases over time, getting a flu vaccine every year is the best way to prevent flu. Flu vaccines are the only vaccines that protect against flu and are proven to reduce the risk of flu illness, hospitalization, and death. To learn more, [click here](#).

LATEST NEWS

Keep Your Kiddo Healthy!

Umpqua Health Alliance (UHA) wants to make sure that your child has a healthy and successful school year and that their health care needs are met so that they can focus on school.

What might this look like?

- A healthy breakfast to start the day
 - This will give them the fuel they need to focus on learning
- Having healthy teeth
 - This will prevent them from thinking about the tooth pain while trying to learn
- Being vaccinated
 - This may prevent your child from getting sick and missing school
- Behavioral Health appointment (if needed)
 - This could help reduce any barriers that may be presented through your child's behaviors
- Regular Primary Care Provider (PCP) check ups
 - To address any health care needs and to help ensure their best health possible

NAMI Family-to-Family Courses

Family-to-Family is an 8 week information, education and support course for family members and loved ones of people with serious mental illness including:

- Bi-Polar disorder
- Schizophrenia
- Major Depression
- and others

WHERE: 3161 W. Harvard, Roseburg, OR (Redeemer's Ministry Center)

WHEN: Thursday Oct. 13th, 2022

FOR INFORMATION CONTACT:

- Barb Hofford: 541-228-5188
- Susan Watts: 541-505-4421

NAMI Meetings

NAMI, or the National Alliance on Mental Illness, provides education and support for people with a mental health condition, as well as for their friends and families.

WHERE: Vine Street Baptist Church, 2152 NE Vine St. Roseburg - in module behind the church (Across from Jolane Middle School)

WHEN: First Monday of Each Month 6:00 pm - 7:30 pm

FOR INFORMATION:

- NAMI Help & Information Line: (541) 430-1990 or (541) 673-3045

ADVANCED CARE PLANNING



Umpqua Health Alliance 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!

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

New
Incentives
Available!

Umpqua Health Alliance (UHA) members can now receive the following incentives when they sign up 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 Dietitian

BENEFIT BASICS

Put it out.... before it puts you out

Studies show that people who try to quit smoking have the most success when they use a combination of behavioral counseling and medications.

The UHA pharmacy benefit includes some prescription medications to help quit tobacco use. We cover up to two quit attempts twice a year without pre-approval.

We ask that all members sign up for a support program for quitting tobacco use. Signing up for a support program is required for continued use of medication after the quantity limit is reached.

Quit Now Phone Numbers for Member Enrollment

- ENGLISH: 1-800-QUIT-NOW
- SPANISH: 1-855-DEJELO-YA
- TTY: 1-877-777-6534

Quit Now Website Addresses

- <https://www.quitnow.net/mve/quitnow?qnclient=oregon>
- www.quitnow.net

Pharmacy Drug Products

PRODUCT	QUANTITY LIMIT
Nicotine Gum	120 pieces per 5 days; 4,320 pieces per year
Nicotine Lozenge	120 pieces per 5 days; 4,320 pieces per year
Nicotine Patch	30 patches per 30 days; 180 patches per year
Varenicline 0.5 (11)-1 ORAL TAB DS PK 0.5 mg 1 mg	53 tablets per 28 days, 106 tablets per year 11 tablets per 7 days, 22 tablets per year 2 tablets per day, 12 weeks per 180 days
Bupropion HCL SR 150 mg Tab ER 12H	60 tablets per 30 days; 180 tablets per year

**Note: Nicotrol inhaler and Nicotrol NS nasal spray are non-preferred medications. These medications require a pre-approval sent in by your provider with paperwork showing that you have tried nicotine lozenges, gum, nicotine patches. The paperwork must include why these medications have not worked for you or why you cannot use them.*

Health Related Services

Health-Related Services (HRS) are extra services Umpqua Health Alliance (UHA) offers. These services are non-covered services that are offered as an addition to covered benefits. HRS help improve overall member and community health and well-being. HRS are flexible services for members and community benefit initiatives for members and the larger community. The UHA HRS program aids in the best use of funds to address social risks factors, like where you live, to improve community well-being.

FLEXIBLE SERVICES

Flexible services are support for items or services to help members become or stay healthy. UHA offers these flexible services:

- Food supports, such as grocery delivery, food vouchers, or medically tailored meals

- Short-term housing supports, such as rental deposits to support moving costs, rent support for a short period of time, or utility set-up fees
- Temporary housing or shelter while recovering from hospitalization
- Items that support healthy behaviors, such as gym membership fees, athletic shoes, or clothing
- Mobile phones or devices for accessing telehealth or health apps
- Other items for your home that keep you healthy, such as an air conditioner, heater, or air filter

HOW TO GET HEALTH-RELATED SERVICES FOR YOU OR FAMILY MEMBER

You can work with any provider, Traditional Healthcare Worker, Community Partner, or Case Manager to request these services. You can also call UHA Customer Care at 541-229-4842 and have a [request form](#) sent to you in the language or format that fits your needs. [This form is also on our website.](#)

Flex requests can be faxed to 541-677-5881, emailed to flexspending@umpquahealth.com or dropped off or mailed to 3031 SE Stephens St. Roseburg, OR 97470, ATTN: Utilization Management – Flexible Spending.

Any incomplete forms will not be reviewed. Below are examples of incomplete forms:

- Medical documentation is not attached with request
- Alternative resources have not been pursued first
- Request form does not contain enough information
- Request form is not signed by a provider
- The item/service is a covered benefit through UHA
- The member is not currently eligible on UHA
- If the request is for services being provided by independent vendor/provider, they must include a W9 to make the payment (if one is not already on file).

GENERAL FLEXIBLE SPENDING RULES

All flex requests must meet one of the following rules:

- Improve your health outcomes or help you lower the barriers that may help you get better.
- Prevent avoidable hospital readmissions through a comprehensive program for hospital discharge.
- Keep you out of the hospital by our help through discharge planning.
- Improve your safety, reduce medical errors, and lower rates of bad outcomes.
- Implement, promote, and increase wellness and health activities.
- Create, promote and increase good health through services and items.
- Social Determinates of Health and Equity (SDOH-E) (Services and supports to help you when the conditions in which you are born, grow, live, work and age effect your health. Also to help you be treated fairly).

They must also meet all of the following:

- Likely improve health outcomes.
- Lack billing and encounter codes.
- Be health related.
- Be consistent with a care/treatment plan.
- Likely to be a cost-effective alternative.
- Have no other community resources are available.

Decisions to approve or not approve flexible services requests are made on a case-by-case basis. If your flexible service request is not approved, you will get a letter. You can't appeal a flexible service that was not approved, but you have the right to make a complaint.

COMPLAINTS, APPEALS AND FAIR HEARINGS

Are you having a hard time finding a provider near you? Do you feel that you aren't getting the quality of care you deserve? Have you had a hard time getting a ride to an appointment? Umpqua Health Alliance (UHA) cares about you and your health. We want to make sure that you are receiving your rights as a member on our plan. You can let us know anytime

you are unhappy with the care you receive. This is called a grievance. Our team will look into each of your concerns and keep it private. We will try to find a solution.

There are several ways you can tell us about your complaint or get more information about how we handle complaints. You can:

- Call our Customer Care team: 541-229-4842; Toll free: 866-672-1551; TTY: 541-440-6304
- Visit our website: <https://www.umpquahealth.com/appeals-and-grievances/>
- Send us an email: UHAGrievance@umpquahealth.com
- Mail us a letter/complaint form: Umpqua Health Alliance, Attn: Grievance and Appeals 3031 NE Stephens St. Roseburg, OR 97470

UHA, ITS CONTRACTORS, SUBCONTRACTORS, AND PARTICIPATING PROVIDERS CANNOT:

- Stop you from using any part of the grievance system process or take punitive action against a provider who ask for an expedited result or supports your appeal.
- Encourage the withdrawal of a grievance, appeal, or hearing already filed; or
- Use the filing or result of a grievance, appeal, or hearing as a reason to react against you or to request your disenrollment.

ASK FOR AN APPEAL.

Did you receive a notice in the mail letting you know that we did not approve a service that you wanted or needed. You can ask us to change a decision we made. This is called an appeal. If we deny, stop, or reduce a medical, dental or behavioral health service, we will send you a denial letter that tells you about our decision. This denial letter is also called a Notice of Adverse Benefit Determination (NOABD). We will also let your provider know about our decision.

You must ask within 60 days of the date of the denial letter (NOABD). To do this, contact us at the information above or use the Request to Review a Health Care Decision form. The form was sent with the denial letter. You can also get it at <https://bit.ly/request2review>. You can also fax the form to 541-677-5881. If you have questions, you can email use at UHAGrievance@umpquahealth.com.

NEED HELP?

We also offer help in filing a complaint (grievance) or an appeal.

- We will provide you with help to complete forms and other steps needed
- Get help from a qualified community health worker (i.e., peer specialist or personal navigator) or care coordination services
- Receive interpreter services or auxiliary (added help or support) aids and services
- Get a letter in a different language or format
- We will explain the grievance (complaint), appeals, and hearings process or providing policies or documents to help you understand or make other accommodations

COMMUNITY RESOURCES

Join the Community Advisory Council (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!



KID'S CORNER

Leaf Printed Autumn Banner

Leaf printing is a lovely way to capture the changing colors of the season. Spend an afternoon creating this leaf printed banner with your family, and this beautiful autumn display will last in your home until long after the last leaves have fallen.

This article originally appeared in the October 2012 issue of Sacramento Parent magazine. As always, the ladies there were super wonderful to work with, and it was an honor to be included in another issue of such a great family magazine!

For the full article, go to: <https://www.happinessishomemade.net/leaf-printed-autumn-banner/>

What You'll Need:

- Cardstock
- Various shapes and sizes of leaves
- Assorted colors of acrylic or tempera paint
- Foam paintbrush
- Rolling pin
- Hole punch
- Twine
- Paper towels or wipes for messy fingers



Instructions:

1. Start by gathering your leaves – softer leaves work best for printing, so leave the crunchy ones on the ground and seek out the more flexible and green ones.
2. Pour several different colors of paint onto a paper plate or baking sheet into a thin layer, overlapping to create a marbled effect.
3. Older children can use a foam paint brush to dab the marbled paint on to their leaf. Younger children can dip their leaf directly into the paint tray, but be sure that there isn't too much paint on the leaf or it will result in a gloppy and distorted print. Avoid this by using only a very thin layer of paint in the paint tray if you intend to dip your leaves into it.
4. Sandwich your painted leaf between two sheets of cardstock and lightly roll over the stack with a rolling pin. Use firm but gentle pressure for the best printing results.
5. Remove the top piece of cardstock and carefully peel up the leaf to reveal the print.
6. To create a banner from your leaf prints, cut your prints to your desired shape and size, punch a hole in the top corners and string them along a piece of twine.

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.

