



UHA Connection

Monthly Provider Newsletter: NOVEMBER 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
- Charlee Scheer at cscheer@umpquahealth.com

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



GET CONNECTED

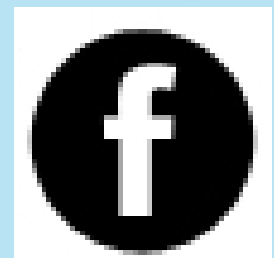
If you're seeking information regarding your patient's benefits, Umpqua Health Alliance is here to help you get the answers you need. Call us today, we're happy to assist you.

- 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)



PRACTICE TACTICS

Updated Information about Claims

We have recently updated our claims page.

We have added more billing tips, and links related to claims questions.

You can find them at: <https://www.umpquahealth.com/claims/>

Language Access Reports

We would like to draw your attention to the importance of the Language Access Report that is sent to OHA by UHA staff every quarter. UHA staff will reach out to your office via e-mail with instructions and a template if there is evidence of interpreter service needs. If you have not identified to us that you would like this to be e-mailed to your office we will then contact you via phone call and ask for the needed information. As you know, Effective July 01, 2022, **House Bill 2359 requires health care providers to provide services to patients using qualified and certified healthcare interpreters on the OHA Health Care Interpreter Registry.** Per OHA's Health Care Interpreter Registry of qualified and certified Health Care Interpreter (HCIs), Oregon Revised Statute(ORS) 413.550 requires working with certified and qualified HCIs. By law, qualified and certified HCIs have completed 60 hours of required training, demonstrated language proficiencies, applied for and received certification or qualification letters and identification numbers from the Oregon Health Authority. Interpreters who do not meet the above requirements are not approved by the Oregon Health Authority and therefore not listed on the mandated state Registry.

This report is to monitor the ease of access and appropriate use of interpreter services for our members. Contracted providers are expected to provide effective, equitable, understandable, and respectful quality care and services, including, without limitation, free-of charge certified or qualified oral and sign language interpreters, to all members, and accessible health and healthcare services for individuals with disabilities in accordance with Title III of ADA.

The CCO is responsible for reporting all required denominator visits, at the visit level, using the data system(s) best suited for their collection method. The CCO is also required to indicate the visit date, member ID and whether the member already has interpreter needs flag(s) in MMIS/834 file. UHA staff will identify to you the required information. Your charting of this information is imperative for reporting purposes.

Please follow the instructions in the e-mail that you receive and if you have any questions please contact UHA Customer Care at: 541-229-4842 or E-mail: UHCustomerCare@umpquahealth.com.



foodsmart

**New
Incentives
Available!**

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 Dietitian

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

CLINICAL CORNER

UHA Vaccination Quick Reference Guide and FAQs

Who gets vaccination coverage?

- Children under the age of 19 have vaccination coverage under the VFC/VAP Program.
- <https://www.oregon.gov/oha/PH/PREVENTIONWELLNESS/VACCINES/IMMUNIZATION/IMMUNIZATIONPROVIDERRESOURCES/VFC/Pages/vapoverview.aspx>
- Adults 19 and older are covered under UHA's pharmacy benefit, age restrictions and in-network coverage may apply.
- COVID-19 vaccinations are covered by the CDC COVID-19 Vaccination Program.

Which vaccinations are covered in office?

- Vaccinations for children covered under the VFC/VAP Program include childhood vaccines.
- Adults 19 and older

Which vaccinations are covered at the pharmacy?

- All covered vaccinations at the pharmacy are for adults 19 and older (age restrictions, may apply).
- Please use our online formulary for more details: <https://www.umpquahealth.com/pharmacy-services/>

Which vaccinations are excluded services?

- Travel vaccines are not a covered benefit under OHP.

Who do we contact for further questions?

- UHPharmacyServices@UmpquaHealth.com
- Monday-Friday; 8 am to 5 pm: 541-229-4842

Network News

- Amedisys Oregon is now providing Home Health Care in our network. Offices are located in Portland, Salem and Roseburg at 1820 NW Mulholland Dr, (541) 440-3052. Complete listings are available on our website.
- Cynthia Kusler, FNP has joined the Roseburg Community Cancer Center, offering primary care to oncology patients, and can be reached at (541) 673-2267.
- Centennial ENT Associates is now sharing an office with ENT Associates of Roseburg, located at 2423 NW Troost St, Roseburg, OR 97471 - (541) 677-3400, provider Colleen Lennard MD .
- Nourishing Birth with Birth Doula Jennifer Nelson is now a part of the UHN network of providers, and can be reached at 541-999-4880 or nourishingbirth.jen@gmail.com. Patricia Wafer Gukeisen, LCSW is seeing members by appointment only, no longer at 753 SE Main St, Ste 206. For scheduling contact by phone at (541) 784-6935 or email at pat@patriciawaferlcsww.com.
- Willamette Family Treatment Services offers detox and treatment for substance use disorders at 6 locations in Eugene and Springfield, www.wfts.org. For complete listings and contact information please see our Provider Directory.

ON THE LOOK OUT

Oregon Wellness Plan

The Oregon Wellness Program (OWP) is a non-profit that promotes health care professionals' well-being through free mental health counseling, education and research. This free, confidential mental health counseling is available to Oregon RNs, LPNs, CNAs, APRNs, physicians, podiatrists, dentists and PAs.

The OWP provides:

- Up to eight free therapy sessions per calendar year, available in-person and via telehealth
- Mental health care without a "paper trail" – NO reporting to insurance or professional boards
- Appointments scheduled within three business days, whenever possible

Oregon clinicians can request appointments [directly with an OWP – affiliated provider of their choice](#).

Please visit OregonWellnessProgram.org or call 541-242-2805 for more information and a list of participating mental health providers.

CME FOR THEE

Preparing for the Public Health Emergency to End

The Oregon Health Authority and Department of Human Services will be hosting a webinar series about preparing for the end of the federal COVID-19 PHE. Community partners, providers, insurers, and more can attend these monthly series to learn:

How Oregon Health Authority (OHA) and the Oregon Department of Human Services (ODHS) are working together to prepare for the end of the national COVID-19 Public Health Emergency (PHE) with the goal of preserving benefits for individuals and families

How partners can help Oregon Health Plan (OHP) member and people who receive ODHS benefits to prepare for potential changes

Communication tools partners can use to engage OHP members and people who receive ODHS benefits

Upcoming sessions are November 18th and December 13th. All sessions are Tuesdays, 10 to 11 a.m. Pacific Time. To learn more and register, please [click here](#).

Project Echo

Registration is now open for Winter ECHO programs offered by the Oregon ECHO Network.

Continuing education credits are available and each program is offered at no cost to you or your workplace.

ECHO programs fill quickly. Please visit our website at OregonECHONetwork.org as soon as possible if you are interested in participating in any of these programs.