



UHA Connection

Monthly Provider Newsletter: DECEMBER 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!

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PRACTICE TACTICS

Updated Provider Resources

Umpqua Health Alliance (UHA) is working to provide an easier experience regarding member prior authorizations (PA). In doing so, we have updated our prior authorization grid to provide more information to you regarding guidelines and requirements.

Prior Authorization Grid – Overview:

<https://www.umpquahealth.com/wp-content/uploads/2022/11/uha-pa-grid-general-11072022.pdf>

This document provides general information regarding PA requirements that has been broken down into specific medical, behavioral health, dental, pharmacy areas. Under each specialty, we have links to documents that can provide further information and clarification on PA needs. Our medical PA guidelines are broken down into specific specialty with information pertaining directly to those authorization types PA requirements. There is also supporting information embedded in this document with appendix providing additional direction and information on CPTs that do not require PA's for specific authorization types.

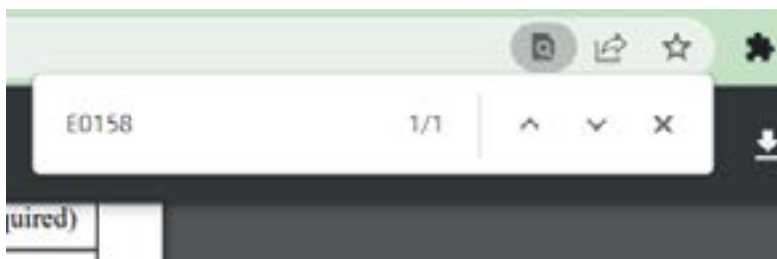
DME Prior Authorization Grid:

<https://www.umpquahealth.com/wp-content/uploads/2022/11/uha-pa-grid-dme-only-110722.pdf>

This document provides specific information regarding durable medical equipment (DME) PA requirements. You can use the search function on this document to search the specific HCPCS code you are wanting to get clarification on.

To search the document:

- On your keyboard select “ctrl” and “f” at the same time.
- The following search box will pop up near the search bar.



- Input the HCPCS code you are looking to clarify the requirement on, and it will find that code within the document. (below)

E0158	Walker leg extenders set of 4	No PA required for any provider if diagnosis is funded. PA required for all providers for all unfunded and no fee conditions.	Yes (prior)
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- We have provided for you the following information, if a PA is required or not and under what circumstances as well as any exceptions. It also provides you with any prioritized list attributes that would apply, such as if the CPT codes requires any pairing.

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

Over the next few months, we will be providing more specific tools for you that will be geared directly to individual authorization types and medical specialties. Our goal is to provide easy to understand and searchable tools that will have direct, and easy to find information for you and your practice.

EPSDT coverage to expand in Oregon beginning January 1, 2023

Beginning January 1, 2023, OHP member under the age of 21 will have access to all medically necessary and medical appropriate services, determined on a case-by-case basis, taking into a member's needs.

For more information, please visit the links below.

<https://www.umpquahealth.com/wp-content/uploads/2022/11/epsdt-for-provider-page-of-web.pdf>

<https://www.oregon.gov/oha/HSD/OHP/Pages/EPSTD.aspx>

Behavioral Health Directed Payments effective January 1, 2023

Effective January 1, 2023, OHA will implement BHDP, a four-tiered directed payment strategy. This will include tiered uniform rate increase, co-occurring disorders, culturally and linguistically appropriate services, and a minimum fee schedule. This increase is contingent on federal approval by the Centers for Medicare & Medicaid Services (CMS).

For more information, please visit the following link

<https://www.oregon.gov/OHA/HSD/OHP/Pages/BH-Rate-Increase.aspx>

CLINICAL CORNER

Medication Adherence

The UHA pharmacy team has several methods for tracking and improving medication adherence. Prescribers are encouraged to contact the UHA pharmacy department with any questions regarding these programs or to refer a member for medication management.

- Monitor RX Report: A pharmacy medication fill report used to visualize gaps in refills.
- Medication Management: A program to help with adherence assistance, medication education, and/or synching medication fill dates.
- Expiring Prior Authorization Reminders: Provider notices of upcoming expiring PA's which are faxed to offices the month prior to the next renewal.
- 90-Day Medication Supplies: 90-day fill benefit beginning 1/1/2023 for retail or mail-order medications

Expanded UHA Pharmacy Benefits Starting 1/1/2023

A 90-day supply may be filled at any contracted retail or mail-order pharmacy for most medications.

- The 1st fill of any new medication will be restricted to 30 days.
- Exclusions include specialty medications and narcotics.

Direct Acting Antiretroviral (DAA) Treatment for Chronic Hepatitis C Virus

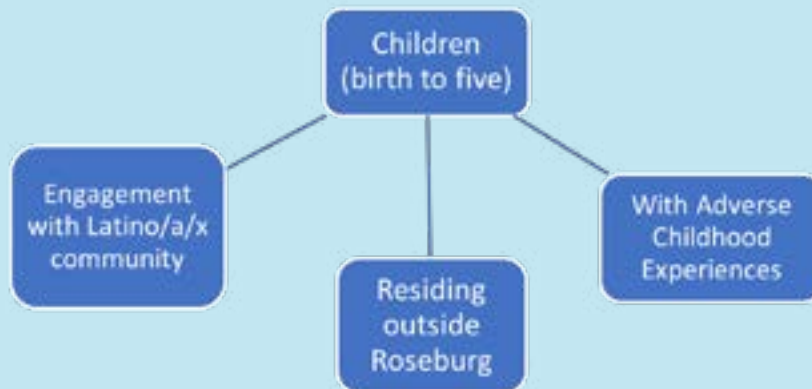
- Prior authorization will no longer be required for preferred DAA regimens for treatment-naïve patients with hepatitis C virus.
 - o Mavyret (glecaprevir (300 mg) / pibrentasvir (120 mg)
 - o sofosbuvir (400 mg) / velpatasvir (100 mg)
- Prior authorization will continue to be required for:
 - o Re-treatment of HCV
 - o Non-preferred DAA

- Case Management:
 - o Documentation of an agreement, or opt-out, to case management is required for regimens requiring prior authorization.
 - o Referral to the UHA Hepatitis C Case Management program is encouraged for all patients that may benefit from additional support.

Clinical Services Integration

Improving Children’s Social and Emotional Health

UHA hosted a community feedback session on October 26th, in partnership with Oregon Pediatric Improvement Partnership & Ford Family Foundation. This session focused on the social and emotional health of children from birth to five. The community voted to finalize priority areas for improvements to improve the social emotional health of children (birth to five). These included prioritization of populations as well as strategies designed to improve the continuum of care:



1. Enhancing CCO-covered therapy services: New Specialty Providers: Incentivizing and/or increasing the number of therapy providers serving children 0-5 in Douglas County.
2. Enhancing CCO-covered screenings & assessments: Provider development to improve access and quality of care. This may include trainings/incentives on risk indicators from current tools that could warrant a follow-up assessment or referral to specialty behavioral health services.
3. Improving the pathways to therapy services: Addressing delays from evaluation to service: strategies to shorten length of time between evaluation and services.
4. Improving context & environment of social emotional health in young children: Parent education, information on social emotional health, tips on how to support and enhance their child’s development.

UHA reviewed the community priorities and determined we could drive the greatest impact in component areas directly associated with CCO covered services. To honor and align with the community priorities in each of these areas, in 2023, we will prioritize focus on:

1. Pursuit of new contract and payment options for community-based providers to enhance provision of social-emotional health services.
 - a. Our Aim: Increase the number of specialty providers serving children birth to five by at least 5 in 2023.
 - b. Sub Aim: Increase the number of specialty providers treating the priority populations identified above with

2. Workforce development to improve skills of existing providers.

a. Our Aim: Workforce development to improve skills of available providers

b. Sub Aim: Training and skill development for existing providers, focusing on treatment for adverse childhood experiences, and services available to children located outside of Roseburg.

We would like to take a moment to thank our providers and community partners for their passion, engagement, and transparency in illuminating these improvement opportunities. We will share our more comprehensive plan on December 1st with the participants who elevated these community priorities and establish workgroups with provider partners interested in collaborating with us to reach our 2023 action plan goals. If you have questions or are interested in learning more about how you can make an impact in this work, please contact [Taylor Dombek](#) or [Juliana Landry](#).

CONNECT OREGON: COMMUNITY INFORMATION EXCHANGE (CIE)

Connect Oregon is a coordinated care network of health and social service providers serving Oregon. Partners in the network are connected through Unite Us' shared technology platform, which enables them to send and receive electronic referrals, address people's social needs, and improve health across communities. The platform can be used to track trauma informed services and culturally/ linguistically based organizations and services to help facilitate referrals for your patients.

In late May 2022, Umpqua Health Alliance (UHA) deployed the Connect Oregon CIE in Douglas County. As the deployment of the platform is still in its infancy in Douglas County, UHA is proud to report that 45 network partners were enrolled in the platform since it went live in May 2022. To date, there have been 131 community members served leading to 191 referred cases and 101 managed cases. A referred case is a case with at least one associated referral, meaning the client's need was referred into the network. A managed case is a case that has reached an in-network organization with the capacity to serve the client (e.g., when an associated referral has been accepted).

UHA is recruiting additional partners to join Connect Oregon. Clinics offering Primary Care, Behavioral Health, and SUD (substance use disorder) services in Douglas County are priority. As a contracted clinic with UHA, UHA will sponsor a Unite Us license(s) for your practice without any added costs. If you are interested in learning more, please see the [Connect Oregon Network Flyer](#).

HEALTH INFORMATION TECHNOLOGIES

Health Information Technologies (HIT) has advanced the way health care is being delivered. HIT is one key component that will serve as a game changer in achieving the Quadruple Aim. UHA has committed resources and support to its Provider Network and Care Coordination teams to build a robust (HIT) infrastructure. Please visit the [Umpqua Health Alliance HIT Infrastructure](#) to learn more about the most common HIT applications that have brought tremendous value to our community. [UHA's Health Information Technology \(HIT\) Bonus Program](#) is offered to participating providers to help with costs associated with health information technology integration.

2023 DOUGLAS COUNTY PROVIDER SUMMIT

The Douglas County Provider Summit is a collaborative effort within the medical community to offer a private venue where area medical providers can engage with their colleagues while learning about news and updates in their field of medicine. The 2023 speaker lineup includes Dr. Tim Powell of Evergreen Family Medicine, Dr. Simran Waller of Aviva Health, Dr. Michael Marietta of Community Cancer Center, Dr. Jenni Nix of CHI Mercy, and Dr. Cora Hart of Adapt. The event begins at 5:30 pm with Social Hour & Appetizers followed with the provider presentations and discussions beginning at 6:30.

[Douglas County Provider Summit Flyer](#)

PROVIDER NETWORK UPDATES

- Patricia Wafer, 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@patriciawaferlcsw.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
- Centennial ENT Associates has opened a practice providing Allergy and Otolaryngology care in the office of ENT Associates of Roseburg, located at 2423 NW Troost St in Roseburg (541) 677-3400. Colleen Lennard MD treats all ages with a particular focus on pediatric patients
- 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.
- 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
- Cynthia Kusler FNP has joined the Roseburg Community Cancer Center, offering primary care to oncology patients, and can be reached at (541) 673-2267.
- Boulder Care Provider Group offers telehealth addiction treatment for substance use disorder (SUD) including opioid use disorder and alcohol use disorder. They can be reached at (888) 288-4715.
- Kaizen Psychiatric Services is based in Beaverton, OR providing holistic mental and behavioral health care via telehealth, and can be contacted at (360) 836-0171.

ON THE LOOK OUT

Respiratory Infection Resources and Updates

As you may be aware, Governor Brown's has declared a [state of emergency](#) due to the surge of pediatric respiratory infections, including Respiratory Syncytial Virus (RSV) infections, and related hospitalizations. We hope these resources protect and support you and your patients during this season.

RSV resources:

- Social cards ("Protect yourself from RSV"): In PNG ([English](#)) ([Spanish](#)) and PDF ([English and Spanish](#)).
- From Centers for Disease Control and Prevention (CDC):
 - o Protect your child flyer: [English, Spanish](#)
 - o Fact Sheet for Older Adults: [English, Spanish](#)
 - o [CDC RSV page](#)

[Find more resources on the Oregon Health Authority \(OHA\) website.](#)

BETTER HEALTH FOR ALL

From the State of Oregon Health Alerts

Situation

There has been a concerning increase of monkeypox (hMPXV) cases in Oregon, with 12 new cases reported in the last week; this is greater than the number of cases reported in the preceding month. In addition, we are now seeing cases in new geographic areas of the state. We have received several reports of providers declining to test patients with compatible symptoms with patients later testing positive elsewhere. Testing for monkeypox is commercially available at several labs, including [Quest Diagnostics](#) and [LabCorp](#). The Oregon State Public Health Laboratory (OSPHL) also provides testing for [monkeypox](#).

While almost 17,000 people in Oregon have received at least one dose of Jynneos, the vaccine that provides protection against monkeypox, we anticipate that there are many more people who could benefit from vaccination who have not yet received a first dose and almost 6000 people who still need a second dose. OHA has a good supply of both tecoviromat (TPOXX) for treatment and vaccine (Jynneos) for prevention.

Action

We urge the medical community to keep monkeypox top of mind when evaluating patients with compatible illness (including genital, peri-anal, and/or oral sores; skin rash; proctitis; and/or pharyngitis) regardless of disclosed risk and known community transmission. Providers can reference this [poster](#) for quick tips on when to think monkeypox, how to test for monkeypox, when to treat with tecovirimat (TPOXX), and when to vaccinate patients at greater risk. Test your patients for monkeypox if they request testing. See this [video](#) on how to collect a sample for testing.

1. Test your patients for monkeypox if syphilis, herpes simplex virus, varicella virus, molluscum contagiosum, or other sexually transmitted infections are on your differential. Remember that many patients may experience mucosal symptoms (e.g., proctitis, pharyngitis) prior to the appearance of a skin rash.
2. Monkeypox infection can be very painful. Provide your patients with [information](#) on supportive home care.
3. Use a low threshold to initiate tecoviromat (TPOXX), especially for those with severe disease or those who are at risk for severe disease. TPOXX is safe, may speed the resolution of rash, pain, and systemic symptoms, and may decrease the risk of onward transmission. If you need TPOXX to treat patients with monkeypox, please use this [order form](#). Your local public health authority may also have TPOXX available to treat patients.
4. Vaccinate your patients against monkeypox. Anyone who requests vaccination should receive it. Please see OHA's most recent guidance on vaccination. If you would like to provide vaccine for your patients, you can order vaccine using this [order form](#).
5. You can find additional resources to help patients find vaccine at: <https://www.oregon.gov/oha/PH/Monkeypox/Pages/vaccine.aspx>, which includes vaccine events, a national vaccine locator, and a local public health authority directory.
6. [Get Vaccinated Oregon](#) now includes information on whether a vaccine event has monkeypox vaccine. Events with Jynneos will state "hMPXV (Monkeypox) vaccine available" in the ADDITIONAL INFORMATION for each vaccine event.
7. Stay informed. Additional information on monkeypox in Oregon including data dashboards can be found at: <https://www.oregon.gov/oha/ph/monkeypox>
If you have any questions on monkeypox testing, treatment, prevention, or vaccination, please contact Tim W Menza, MD, PhD at timothy.w.menza@dhsoha.state.or.us.

CME FOR THEE

No Cost MAT Waiver Training

The Providers Clinical Support System (PCSS) Half and Half Medications for Addiction Treatment (MAT) waiver training course provides an overview of buprenorphine, one of three medications approved by the FDA for the treatment of opioid use disorder (OUD).

This course fulfills the eight-hour requirement for providers who are eligible to prescribe buprenorphine in office-based settings for the treatment of OUD. The course also provides an overview of prevention, identification, and treatment of substance use disorders emphasizing OUD. Residents may take the course and apply for their waiver once they obtain their DEA license.

December 16, 2022, 8 a.m.-12:30 p.m.

This training is offered at no cost and provides no-cost CME credits. [Click here](#) for more information and to register.

Responsive Practice Training Opportunity: Accessibility and Care for Individuals with Disabilities

The Oregon Office on Disability and Health (OODH) is now offering two free virtual trainings designed to increase disability awareness and improve access and inclusion within healthcare.

These two training modules are for anyone working in healthcare with an interest in improving their understanding of accessibility and providing care to individuals with mobility, developmental, and intellectual disabilities. The trainings come from the New Hampshire Disability and Health Program. Each module takes about 35 minutes, and upon completion, healthcare providers are eligible to receive free professional development credits.

[Click here](#) for more information about each training module, CME/CEU accreditation information, and a step-by-step guide for completing the trainings. Links to the trainings are also included below.

- [Responsive Practice: Providing Health Care and Screenings to Individuals with Disabilities](#)
- [Responsive Practice: Accessible and Adaptive Communication](#)

For general questions or to request accommodation for successful training completion, please contact the Oregon Office on Disability and Health at oodh@ohsu.edu.

