



# UHA Mind & Body

Winter 2023 Member Newsletter

## LATEST NEWS

### ATTENTION: OHP Redetermination!

The Oregon Health Authority (OHA) has announced that the Federal Public Health Emergency (PHE) is ending. They will restart the health coverage renewals process for those with Oregon Health Plan (OHP).

**What is the health coverage renewal process?** Before the PHE, the OHA required that people who have OHP coverage to reapply for coverage every 12 months. This allows OHA to confirm that people are still eligible for OHP coverage.

**When will the renewals process start?** OHP health coverage renewals will start on April 1st. You could receive a renewal

notice between April 2023 and January 2024. OHA expects some members to be automatically renewed without any needed action.

**What should you do?** Umpqua Health Alliance (UHA) wants to make sure everyone who qualifies keeps their OHP coverage. Please make sure your mailing address is updated and look for your renewal notification to come in the mail. There are several ways people can update their mailing address including:

- Online at: [benefits.oregon.gov](https://benefits.oregon.gov)
- Contacting UHA Customer Care at 541-229-4842

*Continued on Page 2>>>*

## GET CONNECTED



### IN PERSON

Customer Care Lobby  
3031 NE Stephens Street, Roseburg, OR 97470  
For a Face-to-Face Zoom Meeting go to:  
<https://www.umpquahealth.com/face-to-face-orientation/>



### BY PHONE

541-229-4842  
Toll Free 866-672-1551  
TTY 541-440-6304 | 711  
Fax 541-677-6038



### GO ONLINE

[www.UmpquaHealth.com](http://www.UmpquaHealth.com) | [@UmpquaHealth](https://twitter.com/UmpquaHealth)



### EMAIL

[UHCustomerCare@UmpquaHealth.com](mailto:UHCustomerCare@UmpquaHealth.com)

**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

### **MARCH:** **Colorectal Cancer Awareness Month**

Screening for colorectal cancer as well as healthy lifestyle habits can decrease a person's risk of developing colorectal cancer. [Click here for more info.](#)

### **APRIL:** **Stress Awareness Month**

Learn about both the causes and cures for our modern stress epidemic. [Click here for more info.](#)

### **MAY:** **American Stroke Awareness Month**

Know the signs of a stroke and act F.A.S.T.: Face drooping, Arm weakness, Speech difficulty, Time to call 911 if someone is having a stroke. [Click here for more info.](#)

*Continued from Page 1>>>*

- By mail at: ONE Customer Service Center, PO Box 14015, Salem, OR 97309.
- By phone at: 1-800-699-9075 or TTY 711. Phone lines are open Monday through Friday 7 a.m. to 6 p.m. PST. Hold times are shortest in the morning from 7 a.m. to 8 a.m.
- By calling a toll-free language line. Interpreters are available in 16 languages.
- By contacting an OHP-certified Community Partner at OHP Local Help.
- In person at any Self-Sufficiency Program, Aging and People with Disabilities or Area Agency on Aging office. Find

locations and phone numbers at: [ONEOfficeLocations](#).

UHA is not allowed to directly assist you with the renewal process, but will have information at our Customer Care Department, through our Community Health Workers (CHWs) and our community and provider partners on where you can go for assistance. For more information, please refer to the Oregon Health Authority and Oregon Department of Human Services bulletin [here](#).

To contact the UHA Customer Care, please call 541-229-4842 / 711 or email [UHCustomerCare@umpquahealth.com](mailto:UHCustomerCare@umpquahealth.com).

## BENEFIT BASICS

### **Health Related Flexible Services Updated Requirements**

In order to meet the demand of Health Related Flexible Services requests and ensure they meet the criteria for approval, UHA has updated our documentation required for submission, effective April 1.

Submission of an incomplete application will result in a refusal of services. For the request to be valid (complete), please submit the following:

- Flexible Spending Request Form (unless submitted through Unite Us)
- 60 day financial proof of income. Qualifying examples:
  - DHS printout with current TANF benefits
  - Pay stubs
  - SSA/SSI award letters
  - Child support print out

- Unemployment benefits print out
- Bank statements checking/savings
- A copy of the rental agreement
- Eviction Notice/72 Hour Notice
- Property management/Landlord information
  - W9
  - Name
  - Address
  - Email address
  - Phone number

If you have any questions regarding Health Related Flexible Services, please contact UH Customer Care at [UHCustomerCare@umpquahealth.com](mailto:UHCustomerCare@umpquahealth.com), or 541-229-4842.



## Ready to quit tobacco products? Ask your pharmacist for help!

Did you know that pharmacists have programs to help you quit using tobacco products? Talk to the pharmacy staff at your local pharmacy to see if a pharmacist led smoking cessation program is right for you.

PARTICIPATING PHARMACIES		
Gordon's Pharmacy And Gifts	<ul style="list-style-type: none"> <li>• Phone: 541-839-4452</li> <li>• Website: <a href="http://www.gordonspharmacyandgifts.com">www.gordonspharmacyandgifts.com</a></li> <li>• Hours: <ul style="list-style-type: none"> <li>• Monday-Friday: 9AM to 6PM</li> <li>• Saturday: 10AM to 1PM</li> <li>• Sunday: Closed</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Services Offered:</li> <li>• Tobacco Cessation Counseling and Prescribing</li> <li>• Vaccines and Vaccine Assessments</li> <li>• Naloxone and Opiate Risk Assessments</li> <li>• Emergency Refills</li> <li>• Hormonal Contraception</li> <li>• Cough and Cold Treatment</li> </ul>
Myrtle Drugs	<ul style="list-style-type: none"> <li>• Phone: 541-391-8321</li> <li>• Website: <a href="https://www.myrtledrugsrx.com/">https://www.myrtledrugsrx.com/</a></li> <li>• Pharmacy Hours: <ul style="list-style-type: none"> <li>• Monday - Friday: 9AM to 6PM</li> <li>• Saturday: 10AM to 2PM</li> <li>• Sunday: Closed</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Services Offered:</li> <li>• Tobacco Cessation Counseling and Prescribing</li> <li>• Vaccines and Vaccine Assessments</li> <li>• Naloxone and Opiate Risk Assessments</li> <li>• Bubble Packing</li> <li>• Hormonal Contraception</li> </ul>
Sutherlin Drug/Hometown	<ul style="list-style-type: none"> <li>• Phone: 541-459-2712</li> <li>• Website: <a href="https://www.sutherlindrug.app">https://www.sutherlindrug.app</a></li> <li>• Hours: <ul style="list-style-type: none"> <li>• Monday- Friday: 9AM to 6PM</li> <li>• Saturday: 9AM to 1PM</li> <li>• Sunday: Closed</li> <li>• Best Clinical Hours: By Appointment Only</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Services Offered:</li> <li>• Tobacco Cessation Counseling and Prescribing</li> <li>• Vaccines and Vaccine Assessments</li> <li>• Naloxone and Opiate Risk Assessments</li> </ul>
Valley Drugs	<ul style="list-style-type: none"> <li>• Phone: 541-236-7060</li> <li>• Website: <a href="http://www.valleydrugsrx.com">www.valleydrugsrx.com</a></li> <li>• Hours: <ul style="list-style-type: none"> <li>• Monday-Friday: 9AM to 6PM</li> <li>• Saturday and Sunday: Closed</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Services Offered:</li> <li>• Tobacco Cessation Counseling and Prescribing</li> <li>• Vaccines and Vaccine Assessments</li> <li>• Naloxone and Opiate Risk Assessments</li> <li>• Hormonal Contraception</li> </ul>



# Appeals and Grievances

If you are not happy with UHA, your healthcare services, or your provider, you can complain or file a grievance. You have a right to make a complaint if you are not satisfied with any part of your care. You can file a complaint about any matter other than a notice of denial (NOABD) and at any time orally or in writing. Our team will look into each of your concerns and keep it private. We will try to find a solution. You, your provider, or someone you choose, with your written consent, can also file a grievance (complaint) for you. You can ask for a copy of the paperwork used to make the decision at any time, free of charge.

Examples of reasons you may file a complaint or grievance are:

- Problems making appointments or getting a ride
- Problems finding a provider near where you live
- Not feeling respected or understood by providers, provider staff, drivers or UHA
- Care you were not sure about, but got anyway
- Bills for services you did not agree to pay
- Disputes on UHA extension proposals to make approval decisions
- Driver or vehicle safety
- Quality of the service you received

A representative or your provider may make (file) a complaint on your behalf, with your written permission to do so. We will try to get all the facts about the issues. We will ask you to submit any information you have. We will also reach out to others that are a part of the complaint. We will look into your complaint and let you know what can be done as quickly as your health requires. This will be done within 5 business days from the day we got your complaint. If we need more time, we will send you a letter within 5 business days. We will tell you why we need more time. We will only ask for more time if it's in your best interest. All letters will be written in your preferred language. We will send you a letter within 30 days of when we got the complaint explaining how we will address it. We will also try to reach you with the resolution by phone.

If you are unhappy with how we handled your complaint or grievance, you can share that with the Oregon Health Authority's Client Services Unit at 1-800-273-0557 or please reach out to the OHA Ombuds Program. The Ombuds are advocates for OHP members and they will do their best to help you. Please send a secure email

at <https://www.oregon.gov/oha/ERD/Pages/Ombuds-Program.aspx> or leave a message at 877-642-0450.

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.

Let us know if you need help with any part of the complaint process. We will provide you with help to complete forms and other steps needed to file a grievance (complaint). This could be:

- Help from a qualified community health worker (i.e., peer specialist or personal navigator) or care coordination services.
- Interpreter services or auxiliary (added help or support) aids and services.
- A letter in a different language or format. Explaining the grievance (complaint), appeals, and hearings process or providing policies or documents.
- We can also give you more information about how we handle complaints and appeals.
- Copies of our notice template are also available.

If you want to file a grievance (complaint), need help or would like more information contact us at:

Call our Customer Care Team:

- Monday-Friday, 8:00AM - 5:00PM
- Phone: 541-229-4842
- Toll Free: 866-672-1551
- TTY: 541-440-6304
- Website: [www.umpquahealth.com/appeals-and-grievances/](http://www.umpquahealth.com/appeals-and-grievances/)

Write or Email:

- Umpqua HHealth Alliance  
Attn: Grievance and Appeals  
3031 NE Stephens St.  
Roseburg, OR 97470
- [UHAGrievance@umpquahealth.com](mailto:UHAGrievance@umpquahealth.com)



# COMMUNITY RESOURCES

## Join the Community Advisory Council!

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!



## TRADITIONAL HEALTH WORKER TRAINING

Free THW Training & Certification available to individuals who are:

- 18+ years of age
- Interested in working as a THW
- Willing to complete an OHA-approved training program & background check
- Must not be listed on Medicaid exclusion list



**SCAN  
QR CODE**  
or visit  
<https://Lead.me/bdHAe2>  
**TO REGISTER**

LEARN MORE

### FREE THW TRAINING TRADITIONAL HEALTH WORKER

**GET STARTED**



THW Specialties: PSS-MH, PSS-SUD, YSS, Doulas and CHW



<https://l.lead.me/bdHAe2>



[thw@sowib.org](mailto:thw@sowib.org)



Empower your community,  
advance your career -  
Become a THW!



OPEN TO INDIVIDUALS LIVING AND/OR WORKING IN  
COOS, CURRY, AND DOUGLAS COUNTIES



## A Time For Families

As a family member, being able to talk directly to people who have the power to change policies and influence direction is important advocacy.

A Time for Families is that chance: It is an open forum that has been running for over a year, giving opportunity for direct communication between parents, family members and Chelsea Holcomb, director of the CFBH. This drop-in is informal and hosted by, Chelsea Holcomb and Hilary Harrison, our System of Care policy strategist, who is also a family member. Often family peers come with family members to ensure that they feel comfortable and see a familiar face.

Join us Thursdays from noon to 1 p.m.  
Join by computer or other mobile device  
Join by phone: 1-669-254-5252,  
Meeting ID: 161 993 2307, Passcode: 676907

Please contact [hilary.harrison@oha.oregon.gov](mailto:hilary.harrison@oha.oregon.gov) if you have questions or need interpretation services.

### Warmline

Reach Out Oregon, funded by OHA as part of Oregon Family Support Network, has a warm line at 833-732-2467, a website, a chat room for any family member needing support and a weekly virtual support group.

## Eat healthy with 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!

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

**New  
Incentives  
Available!**

### 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

## ADVANCED CARE PLANNING

Umpqua Health 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>





SOUTHERN OREGON  
PERINATAL TASK FORCE



Hybrid

Welcome,  
Baby!



COMMUNITY BABY SHOWER  
For new and expecting parents!

Food Trucks!

**IN-PERSON**

Helpful  
Demonstrations!

**When:** Saturday, April 22

Drop In Between 9:00 AM - 3:00 PM

**Where:** Roseburg High School

**VIRTUAL**

**When:** April 17 - 21

**Facebook:** @HealthyStartofSouthernOregon

Useful Gifts!

**LEARN ABOUT**

Photo Booth!

Local Service Providers, Infant CPR,  
Infant Massage, Car Seats, Baby Carrying

**FEATURING**



Take Root  
PARENTING SUPPORT FOR DOUGLAS,  
KLAMATH & LAKE COUNTIES



DOUGLAS  
PUBLIC HEALTH  
NETWORK



UCAN  
CARING FOR OUR COMMUNITIES



Douglas  
C.A.R.E.S.

umpqua valley  
Breastfeeding Coalition



AVIVA HEALTH



nuturely



JUNIPER  
TREE  
COUNSELING



Peace at Home  
ADVOCACY CENTER

UCVEG



DHS | Oregon Department  
of Human Services



DOUGLAS  
EDUCATION SERVICE DISTRICT  
LISTEN • LEARN • LEAD

FARA

Thrive Umpqua



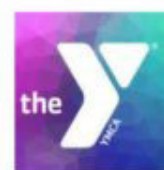
Evergreen  
FAMILY MEDICINE



Care  
Connections  
& Education



Hope Clinic  
for women



# KID'S CORNER

## Rainbow Sun

This paper plate rainbow would make a great spring craft. It can be hung by a window as a sun catcher or taken outside to be used as a kite. Whatever you decide to do with it, it's easy to make and will brighten up your day.

For the complete craft go to: <https://www.messylittlemonster.com/2015/02/paper-plate-craft-rainbow-sun-catcher.html>

### What You'll Need:

- Colored tissue: red, orange, yellow, green, blue, purple
- Paper Plate
- PVA Glue
- Water
- Ribbon

### Instructions:

1. Cut up small squares of rainbow coloured tissue and cutting a paper plate in half.
  - Mix some PVA glue with water and painted it onto the plate. Then use coloured tissue to decorate rainbow. Use one color at a time and make a strip along the edge of the paper plate. Continue adding new colours until the paper plate is full.
  - Once finished, paint a bit more glue and water mix across the tissue to keep the tissue in place.
  - While rainbows are drying, cut up some strips of tissue to hang from the bottom of the rainbows. These tissue paper strips catch the light if you are making a decoration to hang in a window or look great trailing from the rainbow if you are making a kite.
  - Stick the strips of tissue to the back of the rainbow.
  - Make a hole at the top of the rainbows and thread a piece of ribbon through to hold the rainbow.
  - Have fun running around with them and watching the tissue paper strips blowing in the wind.



## HOW ARE WE DOING?

### CAHPS SURVEY

Your opinion is important and helps us serve you better! Every year, between January 25th and May 2nd, a group of UHA members are randomly selected to take the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. You may receive this survey by phone.

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.

If you feel uncomfortable at any time during a phone survey, please do not hesitate to hang up and contact our UHA Customer Care to let us know your concerns. You can contact UHA Customer Care at 541-229-4842, TTY 711.

