



UHA Connection

Monthly Provider Newsletter: APRIL 2023

PRACTICE TACTICS

Utilization Management and Service Authorization Handbook

This **Utilization Management (UM) and Service Authorization Handbook** sets forth UHA's utilization management policies, procedures, and criteria for covered services that comply with state and federal requirements to ensure consistent application of review criteria for authorization decisions. UHA provides medically appropriate, cost-effective health services within the scope of the member's benefit package of health services in accordance with the criteria as listed in this handbook. It also details our timelines for review, required documentation, standard prior authorization durations and help on how to submit a request for review.

Prior Authorization (PA) Grid Updates

UHA updates our **PA Grid** prior quarterly. Please see our newest changes and updates. We have also

added a PA Grid for Imaging request with updated requirements.

Member Appeals for Prior Authorizations and Claims

Any decisions to deny, reduce, or authorize a service in an amount, duration, or scope less than what was requested are made by a medical or pharmacy director (pre-service requests). UHA does not incentivize providers, employees, or other utilization reviewers to inappropriately deny, limit, or discontinue medically appropriate services to any member. These adverse benefit determinations will not be arbitrarily made solely because of diagnosis, type of illness, or condition of the member, subject to the Prioritized List of Health Services.

Before denying any member treatment for a condition that is below the funding line on the Prioritized List of Health Services for any member, including

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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: UHCustomerCare@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).

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without limitation, disabilities, or co-morbid conditions, UHA determines whether the member has a funded condition/treatment pair that would entitle the Member to treatment under OAR 410-141-3820. UHA will not apply more stringent utilization or prior authorization standards to out-of-network services, than standards that are applied to medical/surgical benefits.

In each case of denial, the member will receive a written denial notice (adverse benefit determination) that informs them of the reason for the denial and their appeal rights. You as a provider may appeal the decision with written consent from the member. The member can also call us and ask for an appeal. They will have 60 days from the date of the notice to appeal the decision. For more information on our member appeal process, please visit our website at <https://www.umpquahealth.com/appeals-and-grievances/>.

Requesting “Dump Codes” on Prior Authorizations (PA)

Dump codes are generic CPT or HCPC codes used for items or services that don't have a specific code or description assigned to them. Since dump codes are so generic, they have an excessive price that isn't indicative of the requested item, or what's called “manual pricing.” Manual pricing means there isn't a DMAP allowable rate, so the vendor needs to provide a price for the dump code. ***When submitting a PA with a dump code, it is required to include the description and price of the item/service you will be charging. This would be considered a special financial arrangement (SFA) and you would not mark the “Accept***

DMAP rates” box for these codes. If you use a dump code but don't include a description or rate, this will delay your request and cause additional administrative burden for both our PA teams as we have to reach out for clarification prior to making a determination. If we can't reach you, then we will have to deny the request. If there are any questions on this process, feel free to contact us at priorauthorizations@umpquahealth.com.

Policy Update: Nondiscrimination of Members

UHA has recently updated its **MS2 - Nondiscrimination of Members** policy. Providers can find this policy on our Provider & Subcontractors and Trainings page on our website. Please take some time to read this for a quick refresher on the topic of nondiscrimination because doing so will raise awareness, help prevent member discrimination and ensure equal access for all, including high-risk populations or those who have specialized conditions.

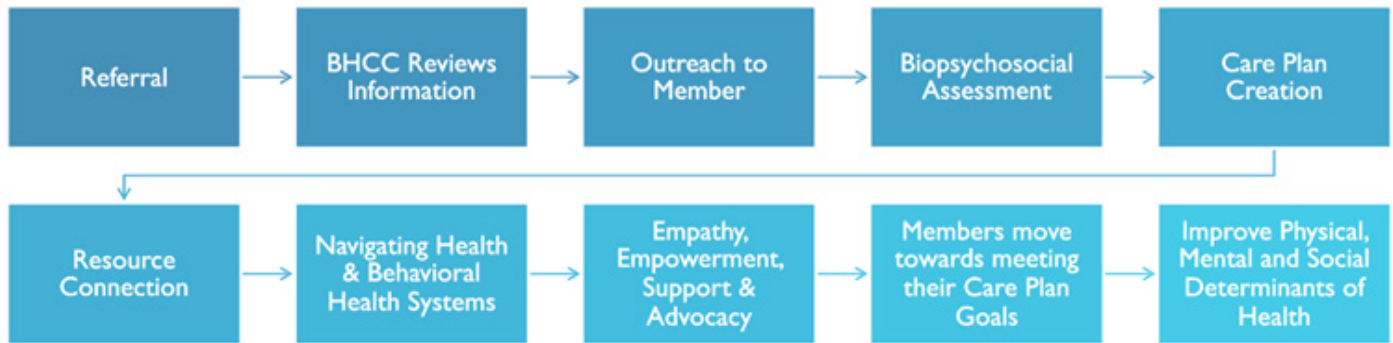
Behavioral Health (BH) Care Coordination

Behavioral health care coordination is designed to oversee the care of UHA members with complex behavioral health needs. Support is provided by two adult BH case managers, two youth BH case managers, one BH case manager focusing on members receiving behavioral focused Long-Term Services and Supports (LTSS) and Community Health Workers (CHW). The team assists members by:

- Identifying members' behavioral health care needs and developing care plans to reach member goals.
- Coordinating referrals with community partners, providers, and case managers.
- Providing assistance with reintegration back into the community and stabilization after transitions.
- Providing support for developmental disabilities and those accessing specialty care.
- Advocating for members navigating the behavioral healthcare system.

To refer an UHA member call (541) 229-4842 and ask for care coordination or email your request to CaseManagement@umpquahealth.com.

BEHAVIORAL HEALTH CARE COORDINATION PROCESS



CLINICAL CORNER

REMINDERS FOR PHARMACY PRIOR AUTHORIZATIONS

We will focus on three of the top common reasons for pharmacy related prior authorization cancellations and provide tools of prevention.

Top Reasons:

- A prior authorization is not required.
- The request is a duplicate prior authorization submission.
- The requested medication is a DMAP Carve Out Drug.

Tools of Prevention:

- **UHA's online print formulary:** This formulary lists all our covered medications and notes if there are any additional restrictions (quantity limits, step therapy, prior authorization required). This can be found on UHA's website under the [Pharmacy Services webpage](#).
- **Community Integration Manager (CIM):** UHA offers and requires in-network providers to have electronic access, to submit, check the status, and manage your prior authorization (PA) requests online. Using this service eliminates paperwork and provides in-office knowledge of patient prior authorization submissions. You will also have direct email access to our Customer Care, Prior Authorization, and Claims teams that can assist you with questions of member eligibility and monitoring PA and claims status.
 - If you are an out-of-area provider who wants access, or an in-network without access, please visit <https://help.phtech.com> to sign up for this feature.
 - **Click here to access CIM**
- **DMAP's Mental Health Drug Carve Out List:** When the medication is a "mental health drug" as defined in [OAR 410-141-3855](#), these are carved out of UHA's pharmacy benefits and must be billed directly through DMAP (OHA). OHA provides a list quarterly of all carved out medications. Please review OHA's Mental Health Drug Carve Out list. **The most current list is found here.**

ON THE LOOKOUT

Xylazine (TRANQ) in the local drug supply

The animal tranquilizer Xylazine has recently been detected in the illicit drug supply in Oregon. Xylazine is an Alpha 2 adrenergic that is not an opioid but is a potent sedative that prolongs the sedative action of fentanyl giving it “legs”. Xylazine is inexpensive and is not currently a controlled substance. Xylazine may be labeled as Tranq or added to drugs surreptitiously, so drug users may not be aware that they are using it. Most typical drug screens do not test for Xylazine.

The most serious effect of Xylazine is skin necrosis and ulcers. These ulcers are quite unusual in that

they do not necessarily appear at the injection site and can be seen even if the drug is smoked. The ulcers are described as deep, dark and necrotic and are usually found on the extensor surfaces of the limbs. Reports from those areas with experience with xylazine show that these wounds require extensive care and are slow to heal and can leave significant scarring. So be on the lookout for unusual skin ulcers, especially if the lesions look necrotic or in patients who are younger or not otherwise at risk for skin ulcers.

Brought to you by the Douglas County Public Health Network

BETTER HEALTH FOR ALL

DOUGLAS SYSTEM OF CARE

The System of Care has funding available to resolve barriers for youth and families.

What is the System of Care Barrier Resolution funding?

It is grant-based funding designed to resolve systemic barriers youth and families face in our community. We're seeking applications for projects that close gaps and/or eliminate barriers that our youth and families encounter locally. We've included a pie chart of the barriers identified by the System of Care in 2022.

Who can apply?

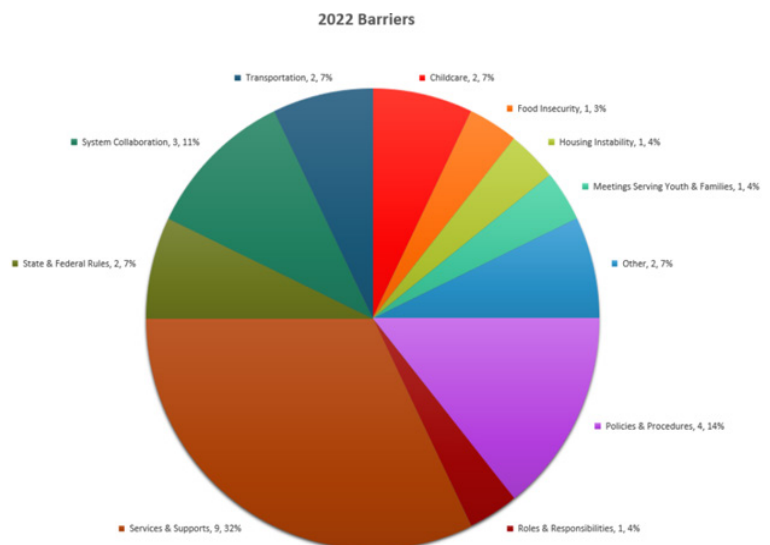
It is available to community-based organizations and providers and any programs, projects, or initiatives serving local youth and/or families. If you're interested in eliminating gaps in the community-based array of services for youth and families, or you're hoping to create a service or resource that supports youth and families, please consider applying for funding. Applications that develop services and supports that are youth and family driven, community-based, and culturally and linguistically responsive, will be prioritized. Please note, these funds are not intended to

replace or supplant funds traditionally provided through Medicaid, CCOs, or other sources.

How does it work?

Our System of Care is diligently working to create the application, scoring rubric, and outline outcomes and reporting expectations for funding recipients. If you are interested in receiving this information as soon as it is available, please contact us at

DouglasSOC@umpquahealth.com.



NETWORK NEWS



Redeterminations & Provider Network Meeting

OHP redeterminations (also known as “OHP renewals”) started on April 1, 2023, and will continue over the next 14 months. UHA is committed to being a resource to its provider community and members as we collectively go through the joinery of redetermination. **Please join Umpqua Health Alliance on May 3rd** for a fast paced and interactive virtual meeting as we are preparing to discuss many updates and share resources that shall be of tremendous value to your clinic and patients.

Registration Link: **[Umpqua Health Alliance - Provider Network Virtual Session - May 3rd, 12pm- 1pm](#)**

Provider Network Updates

- **Aviva Health has opened a new Behavioral Health Center**, located at 2001 Newcastle Street in Roseburg, open M-F from 8-5, closed for lunch 12-1. They can be reached at (541) 492-2087
- **Reeds & Rushes Doula, LCC:** Birth Doula Services – providing emotional and physical support for a family or person throughout the birthing journey. (541) 636-8188

- **Hope Mental Wellness** is located at 137 Hall Ave in Coos Bay, Oregon and provides mental health services to patients 6 and older. Provider Jennifer Hope is a dually licensed and board certified Psychiatric Mental Health Nurse Practitioner (PMHNP) and Family Nurse Practitioner (FNP) and can be reached at (541) 236-2086. Evening and weekend appointments are available.
- **Trillium Family Services** offers mental health services for children ages 5 to 21 including residential, outpatient and day programs in Portland, Corvallis, The Dalles and Bend and can be reached at (541) 234-9591. Please consult our Provider Directory for a full description of services and locations.
- **FoodSmart Nutrition Network** provides nutrition counseling and support by telehealth only, 7 days a week from 8:00am to 6:00pm, and can be reached at (888) 837-5325.
- **Scott Tougas, LPC**, has opened his own practice, Tougas Therapy, LLC., now located at 753 SE Main Street, Suite 101 in Roseburg and can be reached at (541) 357-8346.

CME FOR THEE

LGBTQIA MEDICINE: 1 Credit FREE

Howard Brown Health: Defining LGBTQ Terms for Physicians

DEMENTIA: 1.25 Credits CME FREE

American Academy of Hospice and Palliative Medicine LEARN: Assessment and Management of Disruptive Behaviors in Persons With Dementia

OBESITY: 1 Credit 19 min 47 sec FREE

Obesity Medicine Association: Clinical Practice Statements for the Management of Obesity: Part 3 - Caloric Quality, Quantity and Physical Activity in Obesity Management

NEWSLETTER IDEAS?

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.

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
- Camille Sorensen at csorensen@umpquahealth.com

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