



UHA Connection

Monthly Provider Newsletter: June 2023

PRACTICE TACTICS

CONNECT OREGON AND CARE COORDINATION REFERRALS

Umpqua Health Alliance (UHA) is excited to announce the use of Connect Oregon's referral platform *Unite Us* for receiving care coordination referrals. Connect Oregon is a coordinated care network of health and social service organizations. 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.

Currently, UHA receives care coordination referrals via phone, fax, or email. Submissions via *Unite Us* make it easier to refer and connect to local resources. This will also increase efficiency, track outcomes and better identify gaps by proactively addressing barriers to care. If you would like access to the *Unite Us* platform, please check out our Connect Oregon Flyer and/or visit <https://uniteus.com/networks/oregon/>.

TELEHEALTH UPDATE

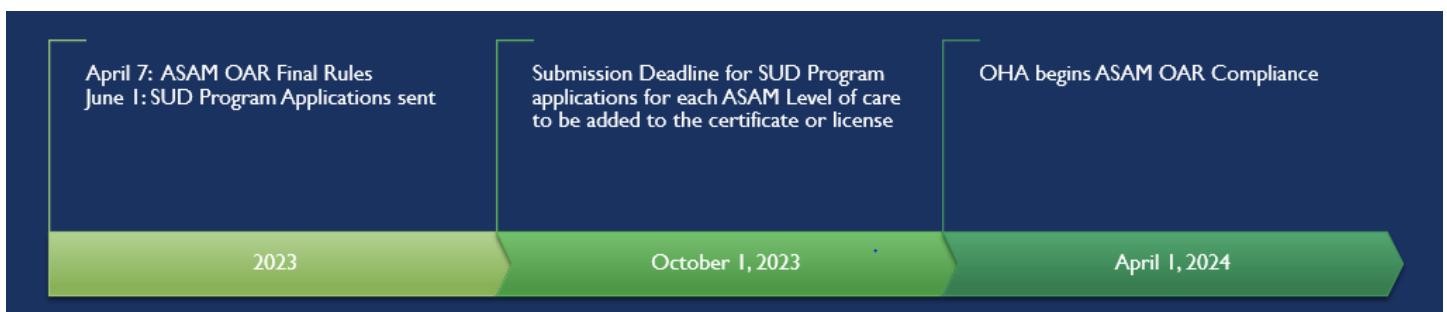
- Telehealth-only providers must hold an OR license to practice and be enrolled with OHA.
- Additional Clarity on Telehealth for COA providers: only licensed staff will be able to provide telehealth-only services. Unlicensed staff within the COA will need to also provide in person.
- There must be a referral pathway for members who need, or prefer, in-person services.

ASAM IMPLEMENTATION: *OHA published revised final rules, effective April 7, 2023*

There is a six-month grace period from the OAR effective date for providers to come into compliance with final rule. *See graphic below.*

- Practices will be required to apply for state approval at each ASAM LOC rendered (outpatient, intensive outpatient, detox, residential, etc.).
- OHA and/or HSD will conduct renewal reviews for ongoing fidelity and compliance.

ASAM CRITERIA IMPLEMENTATION



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.

- 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).

FOLLOW US!

Follow us on Facebook
[@umpquahealthalliance](https://www.facebook.com/umpquahealthalliance)



CLINICAL CORNER

ALLERGY SEASON

As we enjoy summer in Douglas County, Oregon, it is important to stay informed about seasonal allergies and help our patients manage them effectively. We will focus on the reasons for allergies, common symptoms, patient education practices specific to our region, and the options covered by UHA.

Pollen Allergies in Douglas County:

Pollen from grasses, trees (like oak, maple, and pine), and weeds is abundant in our area. Pollen seasons typically begin in late February or early March and peak in spring and fall. Stay updated with local pollen forecasts through reliable sources like weather websites or the National Allergy Bureau (NAB).

Recognizing Allergy Symptoms:

Common symptoms of seasonal allergies include sneezing, nasal congestion, runny or itchy nose, watery or itchy eyes, coughing, wheezing, shortness of breath, fatigue, headache, and impaired concentration.

Patient Education and Practices:

Empower patients to manage their allergies with the following practices:

- Check pollen forecasts regularly and plan outdoor activities accordingly.
- Shower and change clothes after spending time outdoors to minimize pollen exposure.
- Use saline nasal rinses to clear nasal passages.
- Wear sunglasses to protect eyes from pollen.



- Maintain good indoor air quality through proper ventilation and air filtration.

UHA's Coverage:

UHA offers various options to help reduce allergy symptoms without needing a prior authorization. Any medication not on our formulary will require a prior authorization.

- Formulary options include:
 - cetirizine tablets
 - cetirizine 1 mg/mL solution
 - fexofenadine tablets
 - loratadine tablets
 - loratadine 5 mg/mL solution
 - fluticasone propionate 50 mcg/mL nasal spray

Please find our formulary [here](#), and our Pharmacy Prior Authorization Grid [here](#) for more information.

ON THE LOOKOUT

One of the beautiful attributes of Douglas County is its clean, fresh air in comparison to more urban areas in the State. We recognize and celebrate clean air for National Clean Air Month in May. Oregon's wildfire season is approaching though, and our clean air could become smoky. Wildfire smoke, a mixture of fine particles and gases, can be dangerous when inhaled.

The particulate matter (PM) in smoke poses the biggest risk to health. Larger particles, over 10 micrometers, usually cause eye, nose, and throat irritation. Fine particles, those 2.5 micrometers and smaller (PM2.5), can be inhaled deeply into the lungs and cause greater health concerns. People with chronic heart or lung disease such as asthma or COPD may be more likely to suffer serious health effects from wildfire smoke.

Prepare your vulnerable patients now for possible wildfire smoke this summer. Share Air Quality Index sites/apps like Oregon Air, where PM levels may be easily monitored, and ask patients to watch for alerts and warnings about smoke conditions. Additional steps during smoke events, such as staying indoors with windows and doors closed, running air conditioning (if available) with the fresh-air intake closed, and using indoor HEPA air-cleaning filters will help. Additionally, reducing or eliminating other sources of indoor smoke and dust such as from tobacco, candles, and vacuum cleaners, is good advice.

For more information, visit the CDC Fact Sheet here <https://www.cdc.gov/disasters/wildfires/smoke.html>

NETWORK NEWS

Save the Date!

You are invited to join UHA and Bay Cities as we update our provider community about our transition to a new NEMT vendor

When: Wednesday June 7, 2023 12:00—1:00 via Zoom

Please register in advance for this meeting using the link above

You will receive a confirmation email containing information about joining the meeting

UMPQUA HEALTH



NEMT PROVIDER CHANGE:

Umpqua Health Alliance (UHA) would like to inform its provider network that starting July 1, 2023, UHA members will be served by a new Non-Emergent Medical Transportation (NEMT) provider Bay Cities Brokerage (BCB). There will be a warm hand off for rides that are already scheduled with Medical Transportation Management (MTM) to BCB effective 07/01/2023.

UHA and BCB will host a Town Hall as a venue to share valuable updates regarding NEMT transition and opportunity for providers to ask questions. The virtual event will take place on Jun 7, 2023, 12:00 PM. Please register in advance for this meeting: **NEMT New Provider Roundtable**

A transition to this scale can often present some challenges along the way, and for that reason, UHA has set up an internal NEMT Resolution Email for providers to send their concerns to an internal team who will manage NEMT complaints and resolutions, and a member of the team will respond accordingly:

NEMTResolutionRequest@umpquahealth.com

Providers can contact BCB beginning **June 1st, 2023**, to help patients schedule and navigate their rides to medical appointments for dates after **June 30th, 2023**. Please contact them at 877-324-8109 or rides can be scheduled online at <http://bca-ride.com>.

Provider Network Updates

- Umpqua Family Therapy, LLC has joined the UH Network with provider Meredith Concepcion, LCSW. Their practice is located at 1299 NW Ellan St. Ste 2 in Roseburg and can be reached at 541-900-1839.
- Dr's Steven and Layne Jorgensen have opened a private practice, Jorgensen Family Medicine, in the Harvard Medical Park, 1813 W. Harvard Ave. Ste 140, 541-677-6553.
- CMG dba Oregon Obstetrics and Robotic Surgery has closed.
- The Cow Creek Behavioral Health Center located at 940 NW Garden Valley Blvd in Roseburg has closed, and the Behavioral Health team has moved to a new location at Village Station, 500 SE Cass Ave Ste 110, and can be reached at 541-672-8533.
- Evergreen Family Medicine North is opening June 6, 2023 in Sutherlin, providing primary and urgent care located at 249 Dakota St, 541-677-7200.

DENTAL DIGEST

ELECTRIC TOOTHBRUSH PILOT PROGRAM

As part of its Health-Related Services program, Advantage Dental Services (Advantage DCO) may provide electric toothbrushes to special populations within its UHA membership as part of a pilot program running from June 1, 2023 to July 31, 2023.

Electric toothbrushes may be provided to diabetic members with periodontal disease, non-diabetic members with Stage III or IV periodontal disease, and members with limited mobility issues in their hands or manual dexterity problems that prevent them from managing their oral hygiene

with a manual toothbrush. Contributing conditions may include, but are not limited to MS, cerebral palsy, or Parkinson's disease.



The determination for eligibility will be at the discretion of the member's Primary Care Dentist (PCD) based on evaluation. If you have a patient that you think may be eligible, please have them contact their PCD. If they do not know who their PCD is, please refer them to our Member Services team at 1-866-268-9631.

CME FOR THEE

SUBSTANCE USE DISORDERS AND ADDICTION EDUCATION TO MEET NEW DEA REQUIREMENTS

On December 29, 2022, the Consolidated Appropriations Act of 2023 enacted a new one-time requirement which goes into effect as of June 27, 2023 for any Drug Enforcement Administration (DEA)-registered practitioner (except for veterinarians) to complete eight hours of training "on the treatment and management of patients with opioid or other substance use disorders."

Many U.S. states already require physicians and other medical professionals to complete CME

hours on safer prescribing of opioids. This new requirement asks physicians to have additional education on the treatment and management of patients with opioid or other substance use disorders. If you have not met this specific eight-hour training requirement yet, the deadline to do so is the date of a practitioner's next scheduled DEA registration submission.

This requirement is for DEA-registered practitioners who are renewing their license or any first-time registrants (except for practitioners who are solely veterinarians).

You are considered to have already satisfied this requirement if you are:

- board certified in addiction medicine or addiction psychiatry by the American Board of Medical Specialties, the American Board of Addiction Medicine or the American Osteopathic Association
- a graduate in good standing from a U.S. medical, dental, physician assistant or advanced practice nursing school within five years of June 27, 2023, who successfully completed eight hours of training on treating and managing patient with treating and managing patients with opioid and other substance use disorders, including the appropriate clinical use of all drugs approved by the Food and Drug Administration for the treatment of a substance use disorder

Practitioners can count past trainings from relevant providers including the DATA-2000 Waiver training, toward the eight-hour requirement.

The **AMA Ed Hub** offers a variety of educational activities to help physicians and other practitioners complete their eight hours of training. It's important to note that the education requirement refers to substance use disorders, not exclusively opioid use disorder, and the training does not have to occur in one session.

https://edhub.ama-assn.org/course/302?utm_term=051123&utm_source=silverchair_edhub&utm_campaign=activity_alert-edhub&utm_content=weekly_batch&cmp=1&utm_medium=email

WORKSHOP FOR SERVICE PROVIDERS IN RURAL COMMUNITIES

Half-day workshop + One year of learning and interaction

The UR Medicine Recovery Center of Excellence, with funding from the **Health Resources & Services Administration (HRSA)** partnered with SafeSide Prevention to provide a workshop focused on suicide prevention training for service providers in rural communities **at no-cost to you**. Physicians, nurses, physicians assistants, social workers, nurse practitioners, youth organization team members, mental health professionals, school health professionals and others who serve rural communities are all welcome to attend.

Online. Half-day. Not boring.

This interactive workshop features video demonstrations, active discussion groups, and access to the latest research on best practices for suicide prevention. Content is designed for service providers in rural communities, with highlights on suicide prevention for youth, substance use, and Indigenous or Tribal communities.

Workshop Date: July 25, 2023, from 12:00 pm - 3:30 pm Eastern Time

Join Us! Register Now. Seats are Limited.

Registration unlocks membership with SafeSide Prevention, which includes the following: Online Community of Practice. You connect with SafeSide faculty and members worldwide who are passionate about suicide prevention, sharing resources, asking questions, and growing together. Live Office Hours. Join informal, monthly video chats hosted by SafeSide staff where you can ask questions and share experiences with others worldwide. Tools and Refreshers. Ongoing education videos, resources, and tools are at your fingertips to help you apply suicide prevention best practices in your work.



NEWSLETTER IDEAS?

Thank you for reading our Monthly Provider Newsletter, the UHA Connection. Your success is critical to our member's physical and behavioral health, behavioral and physical. Use this newsletter as a tool to succeed as a provider of Umpqua Health Alliance and as a 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