



UHA Connection

Monthly Provider Newsletter: December 2023

PRACTICE TACTICS

PROVIDER NEWSLETTER SURVEY

As part of our efforts to improve our provider newsletter and publish content that matters to you, we invite you to share your thoughts through our brief newsletter satisfaction survey. Your feedback is crucial in helping us tailor our content and delivery to meet your needs and preferences. Please take a few minutes to complete the survey found [here](#). Your responses will remain confidential, and your input is highly valued.

UHA CARE COORDINATION SERVICES

UHA provides Care Coordination services for all members with various levels of support:

- **Community Health Worker (CHW):** UHA has five CHWs connecting members to community resources, assisting with social determinants of health (SDOH) needs, offering support with navigating the healthcare system, and guiding members towards greater independence for overall well-being.
- **Intensive Care Coordination (ICC):** With two case managers, this program assesses members with complex medical needs, develops care plans, and maintains contact until the member's goals are achieved.
- **Hepatitis C Case Management:** Offers education and guidance for members undergoing Hepatitis C treatment.
- **Maternity Care Coordination:** Available to pregnant UHA members, connecting them to resources, providing support, and encouraging prenatal and postpartum appointment attendance.
- **New Day:** For pregnant UHA members with substance use or mental health disorders, this program collaborates with the member's provider to determine the best treatment options, connecting members with resources, assisting with birth plans, and ensuring appointment attendance.
- **Long Term Service and Supports:** Three case managers coordinate integrated care for members receiving long-term services and supports, collaborating with the member's care team to create a comprehensive care/treatment plan.
- **Behavioral Health Care Coordination:** Three adult Behavioral Health coordinators and one youth coordinator offer general care coordination, transitions, and ICC services for members with mental health, eating, and substance use disorders.
- **Transitional Care (TC):** Two case managers assist with discharge planning for members during inpatient stays at CHI Mercy Health. Our transitional care LPNs and RNs then prioritize safe transitions by conducting follow-up visits with members at their home, clinic, or via phone. These visits include a transitional care assessment, care plan updates, education on chronic disease management, coordination of follow-up care, and medication reconciliation.

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To refer a patient for care coordination services, use the Unite Us platform or complete the Case Management Referral form on the [Umpqua Health webpage](#) and email it to CaseManagement@umpquahealth.com, fax it to 541-229-8180, or call UHA Customer Care at 541-229-4842, asking for Care Coordination.

DIABETES TOOLKIT

The Diabetes Toolkit is a compilation of the dental resources, diabetes prevention and self-management programs, nutrition and food support, health-related services, and pharmacy resources that are available to UHA members diagnosed with diabetes. You can use the toolkit as a reference guide to connect your patients to resources they need to manage their chronic conditions. You can find the toolkit here: <https://www.umpquahealth.com/download/diabetes-toolkit/?wpdmdl=15423&refresh=653ac58c670421698350476>

REMINDER! CONNECT OREGON-UNITE US INFORMATIONAL SESSIONS

Connect Oregon is a coordinated care network of health and social service providers. 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. UHA highly encourages partner organizations to use Connect Oregon to track social needs screening and referral data. UHA provides licenses for our healthcare and community partners at no cost.

Sign up for an informational session! The next session will take place Wednesday, January 10th at 3:00 pm. Register here: <https://uniteus.zoom.us/meeting/register/tJ0td-mtqD0tGdAojhdJu63MWkBlA-yvbGet#/registration>

CLINICAL CORNER

CAP ADDS NEW GUIDELINES

At the December meeting of the Clinical Advisory Panel, two new clinical practice guidelines (CPG) were adopted for the UHA network. The CPGs address common behavioral health diagnoses in adults.

- VA/DoD Clinical Practice Guideline for the Management of Major Depressive Disorder
- VA/DoD Clinical Practice Guidelines Management of Posttraumatic Stress Disorder and Acute Stress Disorder

UHA Clinical Practice Guidelines can be found on UHA website: <https://www.umpquahealth.com/clinical-practice-guidelines/>

Additionally, the Waco Guide (<https://wacoguide.org/>) was identified as a useful tool for consideration by our network.

The Waco Guide to Psychopharmacology in Primary Care was created to support primary care clinicians' ability to manage mental and substance use disorders, especially in rural and underserved communities.

UHA PHARMACY SERVICE COVERAGE REMINDERS

Most recent changes to the UHA pharmacy formulary, prior authorization guidelines, and current formulary are available here: <https://www.umpquahealth.com/pharmacy-services/>.

MEDICATION ADHERENCE PROGRAMS

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: A 90-day supply may be filled at any contracted retail or mail-order pharmacy for most medications.
 - The first fill of any new medication will be restricted to a 30-day supply.
 - Exclusions include specialty medications and narcotics.
- Mail Order Pharmacy: UHA has mail order pharmacies BirdiRx or Postal Prescription Services in our pharmacy network.

DIABETIC SUPPLIES AVAILABLE VIA PHARMACY STARTING 1/1/2024

- Beginning in January (1/1/2024), UHA members will be allowed to fill selected blood sugar diagnostics and supplies at contracted retail pharmacies.
- Continuous glucose monitors will all require prior authorization with documentation to support that the member requires multiple

daily injections of insulin and has received education on how to use the monitor. Additionally, they must have one of the following:

1. Currently use an insulin pump
 2. Baseline HbA1c levels greater than or equal to 8.0%
 3. Frequent or severe hypoglycemia
 4. Impaired awareness of hypoglycemia
 5. Diabetes-related complications (i.e., peripheral neuropathy or end-organ damage)
- Please see the guidance of the health evidence review commission (HERC) guideline note 108 as found here: https://www.oregon.gov/oha/HPA/DSI-HERC/Pages/Evidence-based-Reports-Blog.aspx?SelectedID=5&View=%7BDE654D2C-76D6-4607-B754-C7862C05B54F%7D&utm_medium=email&utm_source=govdelivery

DEVICE	BRAND	QL RESTRICTIONS
Glucose Monitors	ReliOn Prime	Limit one per 2 years
	Accu-Chek Guide Monitor System	
	True Metrix Go	
Test Strips	ReliOn Prime	Limit 100 without insulin or 400 with insulin per 90 days
	Accu-Chek	
	True Metrix	
CGM Reader	Freestyle Libre	Prior Auth Required Limit 1 per 2 years
CGM Sensor	Freestyle Libre	Prior Auth Required Limit 1 per 14 days.



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BETTER HEALTH FOR ALL

SEASONAL AFFECTIVE DISORDER

Seasonal affective disorder (SAD) is a form of depression caused by a change in seasons. It generally begins in the fall and winter months when there is less sun and shorter daylight hours and tends to get better in the spring and summer months.

According to research, the prevalence of SAD varies between 0.4 and 16% in the general adult population, depending on latitude, age, gender, and measurement method. SAD is four times more likely to occur in women than in men and the age of onset is estimated to be between 18 and 30 years. Many people are living with the effects of SAD. You can help identify those who are suffering by screening for SAD.

Symptoms to be aware of include:

- Feeling listless, sad, or down most of the day, nearly every day
- Losing interest in activities once enjoyed
- Having low energy and feeling sluggish
- Having problems with sleeping too much
- Experiencing carbohydrate cravings, overeating and weight gain
- Having difficulty concentrating



- Feeling hopeless, worthless, or guilty
- Having thoughts of not wanting to live

In addition, winter-onset SAD symptoms may include:

- Oversleeping
- Appetite changes, especially a craving for foods high in carbohydrates
- Weight gain
- Tiredness or low energy

By being aware of people more likely to suffer from SAD and watching for these symptoms, you may be able to help those who may not ask for help themselves.

ON THE LOOKOUT



RSV

Respiratory Syncytial Virus, otherwise known as RSV, is about to make its annual appearance in Oregon. This is a cruel virus, striking the most vulnerable infants the hardest, especially those who were born prematurely or have underlying heart disease. The illness begins with what seems like a typical cold, but then progresses to bronchiolitis, characterized by cough, prominent wheezing, and difficulty breathing. Some babies become sick enough to require hospitalization to receive fluids or oxygen. The disease lasts several weeks, leaving the babies miserable and their parents exhausted. For older kids and young adults, RSV shows up as a minor cold.

These mildly ill people can spread it to the more vulnerable. In the elderly or adults with underlying diseases such as COPD, RSV can cause a worsening of their underlying condition or can cause pneumonia.

Until recently, there was no specific treatment or widespread prevention for RSV and treatment was wholly supportive. But now, there are two vaccines and a monoclonal antibody product that offer great hope.

- For seniors, there are two vaccines (Arexvy and Abrysvo) approved for seniors that can decrease lower respiratory disease by 67 to 82%.

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- For pregnant moms, Abrysvo given at 32 to 36 weeks can provide babies with preventive antibodies.
- For newborns, nirsevimab (brand name Beyfortus) can reduce the risk of RSV hospitalization by 80%

These vaccines are now widely available and Beyfortus is just now becoming available. Please consider vaccination for your senior and pregnant patients, and antibody prevention for infants as soon as it becomes available.

CME FOR THEE

WINTER ECHO PROGRAM: REPRODUCTIVE HEALTH IN PRIMARY CARE **REGISTER NOW**

Contact: oen@ohsu.edu

Registration is open for Oregon ECHO Network's winter 2024 programs. OEN programs connect Oregon health care professionals with a faculty panel of specialty care experts for virtual sessions that include a brief didactic and an interactive case discussion. OEN programs are always free and offer no-cost continuing medical education credits. See the full program list: <https://www.oregonechonetwork.org/programs>

Reproductive health in primary care ECHO program:

- **Purpose:** Building the capacity of primary care clinicians and their team members to provide culturally responsive and equitable reproductive health care to their patients
- **Audience:** Prescribing clinicians, nurses, social workers, pharmacists, nurse care managers, behavioral health specialists, administrators, and quality improvement specialists. Registrants are encouraged to participate with members of their team. Due to our funding, Oregon registrants will be prioritized.
- **Sample topics:** Patient centered counseling; contraception myths and misperceptions; best practices in contraception and LARC (long-acting reversible contraception) update; medical abortion provision in primary care
- **Schedule:** 8 sessions; Tuesdays, noon–1 p.m., January 9–February 27, 2024



BASICS OF CHILD ABUSE MEDICINE: AN INTERACTIVE TRAINING FOR MEDICAL PROFESSIONALS WORKING WITH CHILDREN AND FAMILIES

What do you do if you suspect child abuse? When do you call Child Welfare or Law Enforcement? How do you identify a Karly's Law case and what comes next? How does Douglas CARES fit in?

Learn from medical professionals what to look for and how you can be part of the solution.

Sessions are held at the Ford Family Foundation building. Sign up to attend on one of the following dates:

- Tuesday, December 19, 2023, 3:00pm – 5:00pm
- Thursday, December 21, 2023, 9:00am – 11:00am

For more information or to register call 541-957-5646 or take this survey: <https://www.surveymonkey.com/r/DCCARESMedTraining>

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OWN: VIRTUAL WELLNESS CLASSES AND EVENTS

Living Well with Chronic Conditions

A 6-week workshop to help participants successfully manage chronic conditions.

Caregivers are also invited to participate! No cost to participants. Topics include:

- Strategies for dealing with symptoms
- Techniques to cope with frustration, fatigue, isolation, and poor sleep
- Communicating effectively with friends, family, and health professionals

Information session: Monday, February 19th at 10:00am –11:00am

Workshop Begins: Monday, February 26th at 10:00am – 12:30pm

Living Well with Diabetes

A 6-week workshop to help manage diabetes or care for someone who has diabetes. This program is designed for people with type 2 diabetes. It teaches:

- Healthy eating
- Exercise at your level
- How to use glucose monitoring to make day-

to-day decisions

- How to manage sick days
- Appropriate use of medication
- Reducing risk for other health conditions
- Coping with the unique challenges of living with diabetes.

Must have a doctor referral for this program.

Information session: Tuesday, February 6th at 9:30-10:30am

Workshop Begins: Tuesday, February 20th at 9:30-12:00pm

NATIONAL DIABETES PREVENTION PROGRAM

This 12-month program helps adults at risk for type 2 diabetes improve their overall health and well-being. There are 16 weekly sessions, followed by a session every 2weeks for the remaining 8 months.

Information session: Wednesday, February 14th at 10:00am –11:00am

Program Begins: Wednesday, February 21st at 10:00am –11:00am



Save the Date!

Please join us on Wednesday, January 3rd, 2024, 11:00am-12:00pm for our **1st Quarter Provider Network Meeting**. Topics to include: 2024 Contract Changes, Non-emergent Medical Transportation Benefits, Language Access
Invite and Registration to Follow

NETWORK NEWS

NETWORK UPDATES

- Effective December 1, 2023, Aviva Health will no longer offer services at the Sutherlin clinic located at 123 Ponderosa Drive. Their new clinic is under renovation and will open in early 2024 at 775 Taylor St. in Sutherlin.
- Urban Health Chiropractic, LLC., provides EMG and nerve Conduction Studies at 535 NE Stephens St. in Roseburg, in partnership with Umpqua Chiropractic. Ruben Acevedo, DC, provides chiropractic care through Umpqua and specialty services through Urban Health Chiropractic and can be reached at 503-372-6016.
- Monarch Mental Health, LLC., has joined the UH Network. The practice is located at 320 Central Ave Ste. 212 in Coos Bay. Monarch provider Jenny Tausch, PMHNP, will continue providing care at Second Wind Mental Health Clinic through the end of 2023, and then will transition to Monarch full time.
- Chriset Palenshus, THW Birth Doula, dba Herbnhood Doula, LLC., has joined the UH Network and can be reached at 541-236-3288.
- Tracy Adevai, LCSW, has opened Colliding Rivers Counseling Services, LLC., at 285 SE Fowler Street in Roseburg and can be reached at 541-671-5185.
- Katie Kenney, LCSW, continues to provide counseling services at Valley View Counseling in Roseburg, and has now opened a secondary practice, Oak Grove Youth and Family Therapy at 753 SE Main St., Ste. 212 in Roseburg, 541-236-2236.
- Family Faith and Relationship Advocates, "FARA", is a non-profit mental health agency located at 505 SE Main St. in Roseburg and can be reached at 541-29-0510.

DENTAL DIGEST

Advantage Dental
From DentaQuest

THE HIDDEN DANGERS OF DENTAL DISEASE

What Exactly is Dental Disease?

Dental disease includes dental caries (cavities), developmental enamel defects, dental erosion, and diseases of the surrounding bone and tissues of the mouth, throat, teeth (periodontal disease) and jaw.

Dental disease can impact every aspect of life. It can lower self-confidence and make it difficult to interact and develop relationships with others in school, work and personal life. If not managed well, it can also result in a negative financial impact. Dental disease can also have an impact on overall health, significantly increasing your chances of developing complications like heart disease, diabetes, rheumatoid arthritis, and a host of other health issues. But it doesn't have to. Dental disease is 100% preventable.

People often visit the dentist for routine check-ups and teeth cleanings and are surprised to learn that they need treatment such as tooth fillings, root canal therapy, gum treatment or dental crowns, even when they are not experiencing any pain or sensitivity. It is particularly important to have regular dental check-ups and cleanings for prevention or timely intervention. It also reduces the chances of emergency dental visits and unexpected costs.

What are the Main Causes of Dental Disease?

- Tobacco
- Poor oral care habits
- Frequent snacking on sugary foods and drinks
- Diabetes
- Some medications
- Family history and genetics
- Certain infections, such HIV and AIDS
- Hormonal changes in women, including pregnancy
- Acid reflux

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Symptoms of Dental Disease

Although there are times when symptoms and pain from dental disease are not present, many times they are. Here are 10 common examples of symptoms to be aware of that could be caused from dental disease:

- Bad breath
- Pain or sensitivity in teeth or gums
- Bleeding gum when brushing teeth
- Loose or shifting teeth
- Receding gums lines
- Red or swollen gums
- Mouth sores
- Dry mouth
- Cracked or broken teeth (pain biting/chewing)
- Brown, black or white staining on the surface of teeth

If you are experiencing any of these symptoms, please reach out to a dental care provider as soon as possible to address the issue(s).

How to Prevent Dental Disease

You have the power to take control of your oral health. The number one way to prevent dental disease is by visiting the dentist every six to 12 months for a check-up and cleaning, paired with good oral health habits at home.

Continue reading about the things you and your patients can do at home to support oral health.

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).

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 or Camille Sorensen at csorensen@umpquahealth.com.

foodsmart

Foodsmart can help UHA Members to learn tips that can save you money at the grocery store, help them lose weight to improve their health, and find simple, affordable meal plans for their busy holiday season. Their Foodsmart Nutrition coach has them covered!

When they meet with a nutrition coach, they'll get a simple plan that works for their family and their budget. And right now, UHA Members can earn \$25 for completing their first no-cost visit with a nutrition coach!

The first 50 UHA Members to complete a visit with a nutrition coach by 12/31/2023 will receive a FREE turkey! All they need to do is use code TURKEY when they schedule their first visit. For full contest terms, please visit foodsmart.com/umpqua.