



UHA Connection



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.

Scroll through to learn more on topical information related to:

- Practice Tactics
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- 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!

Practice Tactics

Meaningful Language Access:

Umpqua Health Alliance (UHA) wants to remind providers and staff of the importance of the Oregon Administrative Rules (OAR) 950-050 which states that Oregon Health Plan (OHP) members who communicate in languages other than English or are hard of hearing have the right to be connected to appropriate language services. Historically, OHP members who communicate in languages other than English or are hard of hearing face barriers accessing health services, receive lower quality care relative to patients whose preferred language is English, and are at higher risk for medical errors. Qualified and certified health care interpreters (HCIs) are vital to combating the impact of health disparities on communities subjected to historical and contemporary injustices.

UHA Interpreter Vendors:

UHA covers the cost of interpreting services through Linguava, Certified Languages, and All Hands. Contact UHA Customer Care at (541) 229-4842 for assistance with scheduling services through these vendors. Please schedule language services well in advance of a patient's appointment to connect them with a qualified or certified interpreter.

UHA Health Care Interpreter :

Scholarship Interested in becoming a qualified or certified HCI?

Submit an application to:

UHQualityImprovement@umpquahealth.com to be considered for a scholarship to the Oregon Health Care Interpreter Association 60-hour virtual program. The scholarship covers the cost of training and language proficiency exams.

In-language Services:

Clinicians fluent in a non-English language can provide in-language services to patients by submitting proof of English and target language proficiency to:

UHQualityImprovement@umpquahealth.com. You can reference the Clinician Language Proficiency Requirement Checklist for a full overview of the language proficiency requirements. UHA will cover the cost of a language proficiency exam.



More Resources:

Explore more resources available to providers and staff on the UHA website under the Health Care Interpreter Resources drop down menu.



Find us on Facebook at <https://www.facebook.com/UmpquaHealth/>

Clinical Corner

UHA Formulary Updates Effective February 1st, 2024

The UHA Pharmacy & Therapeutics committee has approved numerous changes to the UHA formulary to reduce administrative burden and to improve care for prioritized populations.

- As of February 1st, 2024
 - Limited stimulant medications will no longer require prior authorization.
 - Most medications for HIV treatment and prevention will no longer require prior authorization.
 - Long-acting buprenorphine products for substance use disorder will no longer require prior authorization when billed through the medical benefit.
- Please refer to the UHA Pharmacy Services Website for detailed drug list and prior authorization information including the current UHA Formulary and UHS Drug Coverages Changes documents.
<https://www.umpquahhealth.com/pharmacy-services/#1684262785218-de41470c-8815>

Diabetic Supplies Available via Network Retail Pharmacies Effective January 1st, 2024

- Beginning in January of 2024, diabetic UHA members will be allowed to fill selected blood sugar diagnostics and supplies at contracted retail pharmacies at the fill limits shown in the table below.

PA Submission Process

- For pharmacy requests the PA submission must be performed by the prescribing physician's office.
- Two submission methods are available:
 - Community Integration Manager (CIM) submission
 - CIM PA Submission Pathway: Pre-Authorization -> Pharmacy -> Sub-Care Type -> Pharmacy Drugs
 - Faxed submission with our [Medication Prior Authorization Form](#). ***Note: In-network providers are required to submit via CIM.*



Clinical Corner Continued

Coverage Summary and PA Criteria

- 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:
 - Currently use an insulin pump
 - Baseline HbA1c levels greater than or equal to 8.0%
 - Frequent or severe hypoglycemia
 - Impaired awareness of hypoglycemia
 - 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
- Approval is dependent on submitting documentation that aligns with our [Rx062 Diabetic Diagnostic Prior Authorization Criteria](#).

DEVICE	BRAND	QL RESTRICTIONS
Glucose Monitors	ReliOn Prime	Limit one per 2 years
	Accu-Chek Guide Monitor System	
	True Metrix Go	
Calibration Liquid	ReliOn Prime	Limit one box per 90 days
	Accu-Chek	
Alcohol Swabs	Alcohol Swabs	
Insulin Pen Needles	Insulin pen needle	Limit 200 pen needles per 30 days
Insulin Syringe	Insulin syringe	Limit 500 syringes per 30 days
Lancets	Accu-Chek Softclix	Limit 200 lancets per 30 days
	Lancets	
Test Strips	ReliOn Prime	Limit 100 test strips per 90 days without insulin use; 400 test strips per 90 days with insulin use
	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.

Better Health for All



Prior Authorization Changes

o Esophagogastroduodenoscopy and Colonoscopy

- Effective December 1, 2023, UHA will no longer require a PA for both in and out-of-network Esophagogastroduodenoscopy and Colonoscopy (43235, 43236, 43237, 43239, 43240, 43242, 43255, 43259, 43266, 43270, 45378, 45379, 45380, 45381, 45382, 45385, 45386, 45388, 45389, 45390, 44391, 45393, 4539844388, 44390, 44392, 44394, 44401, 44402, 44403, 44404, 44405) for all

o Physical, Occupational, and Speech Therapy

- Effective 1/01/2024, no PA will be required for in-network provider for funded and paired conditions, up to 30 visits in a calendar year. Additional visits, non-covered conditions, and out-of-network requests will require a PA.

o Substance Use Disorder (SUD) Residential Treatment

- Effective 12/01/2023, concurrent review for SUD residential treatment is changing from a seven (7) day review period to a 30 day review period.

o Maternal Fetal Medicine for High Risk Pregnancies

- UHA was using these PA request to trigger Care Coordination outreach for our members. With new system developments, this is being identified through a new pathway and will no longer require a PA for in network and out-of-network providers, effective 12/01/2023.

Criteria Updates

o Substance Use Disorder (SUD)

- Reminder that all substance use disorder requests are evaluated using ASAM. UHA uses the InterQual © ASAM criteria set to ensure medical appropriateness of the service. Please see our website for additional information.

o Neuropsychology

- Requests will be reviewed using the InterQual © Neuropsychological and Development Testing criteria set. This will ensure it captures both Prioritized List of Health Services Guideline Notes 19 and 26.

Prioritize List of Health Service updated their funded line. Please visit the OHA website for more information and sign up for alerts.

CME for Thee

Upcoming Diabetes Management and Diabetes Prevention Programs offered through Oregon Wellness Network:

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 2 weeks for the remaining 8 months.

To be eligible for referral patients must:

- Be at least 18 years old and
- Be overweight (Body Mass Index greater than or equal to 25; or 23 if Asian) and
- Not be pregnant and
- Have no previous diagnosis of type 1 or type 2 diabetes and
- Have a blood test result in the prediabetes range within the past year:
 - Hemoglobin A1C: 5.7-6.4% or
 - Fasting plasma glucose: 100-125 mg/dL or
 - Two-hour plasma glucose (after a 75gm glucose load): 140-199 mg/dL or
- Have a previous clinical diagnosis of gestational diabetes or
- Take the Prediabetes Risk Test and receive a screening result of high risk for type 2 diabetes

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

Classes begin: Wednesday, February 21st at 10am-11am

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. No cost to participants. Doctor referral required.

Virtual:

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

Classes begin: Tuesday, February 20th at 9:30am-12:00pm

Referrals can be submitted through Connect Oregon (Unite Us) or by filling out the referral form available at

[https://www.umpquahealth.com/download/provider-referral-form-fir-dpp-dsmes/?](https://www.umpquahealth.com/download/provider-referral-form-fir-dpp-dsmes/?wpdmdl=14994&refresh=64adc0382d2441689108536)

[wpdmdl=14994&refresh=64adc0382d2441689108536](https://www.umpquahealth.com/download/provider-referral-form-fir-dpp-dsmes/?wpdmdl=14994&refresh=64adc0382d2441689108536). Afterward, fax the completed referral form, along with lab results and medication lists, to 503-304-3465, attention: Health Promotion.

For additional details, please reach out to the Oregon Wellness Network at 1-833-673-9355 or email

health.promotion@nwsds.org.



LIVING WELL WITH CHRONIC CONDITIONS

A 6-week program to learn the unique challenges of living with chronic conditions.
Caregivers also welcome.

**Tuesdays, Jan 16th - Feb 20th, 2024
2:30-5:00 p.m.**

**Located at NWSDS -
3410 Cherry Ave NE, Salem
No cost to participants**

For information or to register,
call (833) 673-9355 or visit our website at
oregonwellnessnetwork.org



**VIRTUAL HEALTH CLASSES AND EVENTS
BROUGHT TO YOU BY OWN**

For more information about health classes or to be put on our interest list for future classes please contact:
(833) 673-9355 or oregonwellnessnetwork.org

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 10-11am

When: Monday, February 26th at 10-12:30pm

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. Charges may apply.

Information session: Tuesday, February 6th at 9:00-10:00am

When: Tuesday, February 20th at 9:00-11:30am

VIRTUAL HEALTH & WELLNESS CLASSES (CONTINUED)

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 2 weeks for the remaining 8 months. Program covered by Medicare and Medicaid. Charges may apply.

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

Session 1: Wednesday, February 21st at 10am-11am

Wanted:

Do you enjoy educating others about healthy lifestyle in a small group format? If so, we are looking for instructors to teach Living Well classes virtual and/or in-person.

Training and compensation provided. If interested, please call Karen at 503-304-3436.

Living w/ Chronic Conditions Leader training planned for Feb or March.

Join Our Interest List!

We keep a list of interested people who would like to take our wellness classes. We provide classes based on the need.

The different classes we offer are:

- Cancer Thriving and Surviving
- Living Well with Chronic Pain
- Living Well with Chronic Conditions
- Tomando Control de su Salud
- Tai Chi Quan: Moving for better balance
- Living Well with Diabetes

For more information about health classes or to be put on our interest list for future classes please contact:

(833) 673-9355 or oregonwellnessnetwork.org

On the Lookout



Concussions (aka mild Traumatic Brain Injuries) are common injuries and a frequent management issue in primary care. Our understanding of concussion has advanced greatly in the past few years and this has impacted our treatment for concussion. Prevention of and management of concussion in professional sports leagues has improved tremendously over the past 10 years with strategies to reduce helmet to helmet contact, sideline evaluation by a neurology consultant and a concussion protocol that slows return to competition.

Oregon has Max's Law and Jenna's Law that guides schools in their management of concussion. The Center for Brain Injury and Research and Training (CBIRT) at the University of Oregon has been a leader in the management of concussion and has many great tools to assist clinicians. Some of their important takeaways:

- Failure to recognize a concussion and continuing to participate can lead to a deadly "second impact" syndrome. Thus, recognition of concussion is important, and coaches and trainers are trained to recognize symptoms of concussion and to immediately remove the player from competition. Athletes with a head injury should be assumed to have suffered a concussion, until shown otherwise.
- Concussions heal slowly and a gradual return to activity speeds recovery. Symptoms of headache, dizziness, nausea, sleep disturbance and lability of affect are common. Premature return to sports can delay healing.
- An early return to school is associated with better outcomes than delayed return. For most of those with a concussion, students can return to school in 1 to 3 days after the injury.
- School performance may be diminished after a concussion. Numerous studies show a decrease in performance, increased emotional lability and troubles with concentration. Schools recognize this decrease in performance and can and will make accommodations for students during their recovery.
- Return to sports should be a gradual approach over several days to a week or more, depending on the symptoms associated with return to activity. Premature return to sports can lead to prolongation of the post concussive symptoms and diminution of performance. CBIRT has some excellent materials to guide return to sports. Before returning to competition, students will need a release. This release can be done by many different medical professionals. MD's, DO's or PA's may sign a release and other health professionals such as an NP, PT or OT may sign a release after taking a 90 minute course offered through OHSU.



Network News

Clinic and Provider Updates

- Touchstone Interventional Pain Center has joined the Umpqua Health Network, offering pain management care at their clinic located at 1411 E McAndrews Rd, Medford, OR. They can be reached at 541-773-1435.
- Stronger Oregon has locations in Roseburg and Coos Bay and provides both telehealth and in-person counseling and mental health services. Their Roseburg office is located at 272 NW Medical Loop Ste E, and their Coos Bay office is located at 632 Anderson Ave Ste D. Either office can be reached at 541-900-4285.
- Tracy Adevai, LCSW has opened Colliding Rivers Counseling Services LLC at 285 SE Fowler Street in Roseburg, the office can be reached at 541-671-5185.
- Common Ground Consultation LLC has joined the Umpqua Health Network, providing mental health services at 20 N 5th St in Cottage Grove. Provider Angel Reeves, LMFT sees all ages and can be reached at 541-337-1483.
- Chelsie Hugo, LPC provides mental health services exclusively by telehealth for children 0-5 through Wholistic Counseling & Wellness, and can be reached at 541-321-0066.
- Aviva Health is in the process of remodeling a new clinic in Sutherlin, which will open in early 2024. The new location will be at 775 Taylor Street. Their former clinic location at 123 Ponderosa Drive is closed.
- Urban Health Chiropractic and Ruben Acevedo DC are no longer providing services at the Umpqua Chiropractic office. Dr. Acevedo provides EMG and Nerve Conduction studies and can be reach at 503-372-6016.
- Monarch Mental Health LLC has joined the UH Network, 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.
- 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

6 New Year's Resolutions to Improve your Oral Health

1. Brush Your Teeth Twice a Day

If you work at home, it's easy to put off brushing your teeth. Make a resolution to brush twice a day to help prevent oral health conditions such as cavities, gum disease, and bad breath. Brush your teeth for at least two minutes – thirty seconds per quadrant (upper, lower, right, and left). Brush each tooth for approximately four seconds.

2. Don't Forget to Floss

Some people think that flossing is tedious and unnecessary but people who floss regularly are less likely to develop periodontal disease. Cleaning between your teeth once a day with dental floss can help prevent cavities and gum disease. Flossing and other types of interdental cleaning help to remove plaque. Plaque that isn't removed can erode the enamel (outer shell of your teeth), causing cavities. Untreated plaque can turn into a hard substance, called tartar. Tartar can lead to gum disease. Interdental cleaning is an essential part of caring for your teeth and gums. If you are not flossing, you are missing nearly 40% of the tooth surface. If you find it difficult to use dental floss, consider interdental brushes or an oral irrigator.

3. Get a Dental Check-up At Least Once a Year

Most dentists recommend a check-up and cleaning twice a year. Research suggests that gum disease may be associated with other full-body health problems including heart disease and Alzheimer's disease, which makes oral care an even more important practice in the new year. Schedule a dental appointment now for your routine check-up.

4. Use a Fluoride Mouth Rinse

Using a fluoride mouth rinse daily has been proven to reduce dental decay (cavities) in children and adults alike. Remember to check the ingredients in your mouthwash. Many do not contain fluoride! A fluoride mouth rinse is especially beneficial for older adults as seniors can easily develop root caries due to receding gums.

5. Limit Use of Tobacco Products

Smoking cigarettes and using smokeless tobacco products can negatively affect your oral health. Tobacco products can cause a variety of dental problems including discoloration of tooth enamel, erosive tooth wear, and oral cancer.

6. Consider a Powered Toothbrush

If you find it difficult to use a manual toothbrush, consider buying a powered version. Powered toothbrushes remove plaque and reduce inflammation just as well as their manual counterparts.

Schedule an Appointment Today!

Schedule an Appointment

