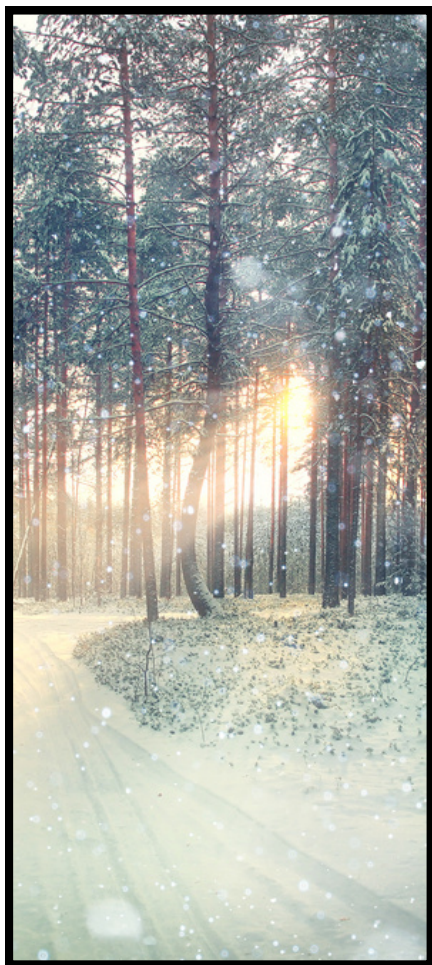




UHA Mind & Body

Winter 2024 Member Newsletter



CERVICAL HEALTH AWARENESS

At UHA, we know some people might not get checked for cervical cancer until it's at a later stage. This can make it harder to treat. This is why we wanted to talk about this topic this month.

It is important for cervical cancer screening to happen regularly. Research has shown that people may not get screened because of things like:

- Not having a doctor.
- Not knowing where to go for a pap smear.
- Not wanting to miss work.
- Office not open at a time that works.
- No childcare.
- Being too busy.



If you are facing any of these challenges or others not on the list, we can help! Call us today to get more information about cervical cancer screening, or any other support you might need.

Our number is 541-229-4842. We're here for you!

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



EMAIL

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.

DO YOU NEED HELP FINDING A DOCTOR?

Help is Available!

To find providers and clinics, go to the Provider Directory on the OHP website, select "Find a Provider," then choose between Facilities, Providers, or Pharmacies.

Search by name, location, or type of care needed using the drop-down menus.

Links to the directory are available in English and Spanish.

You can find a list of our providers and clinics in the Provider Directory found here at

[Provider Directory - English](#)

[Provider Directory - Spanish](#)

Facilities	Providers	Pharmacies
Provider Name	<input type="text"/>	
Gender	<input type="text"/>	
Provider Type	<input type="text"/>	
Language	<input type="text"/>	
City	<input type="text"/>	
Zip Code	<input type="text"/>	
Accepts New Patients	No Preference <input type="text"/>	×
Age Range	No Preference <input type="text"/>	×
ADA Accessible	<input type="text"/>	
Telehealth	No Preference <input type="text"/>	×



Disabled?

If you are disabled and need to find a clinic or provider whose office has what you need to be able to easily get from your car or van into the building, or has other features that you need, select the "ADA Accessible" box and a list of the specific features you might need will appear in the drop-down menu.

The directory has been re-designed to allow you to search more easily to find a clinic, doctor or pharmacy that will work best for you.

There is also a directory that lists all of the different types of providers, shown on the upper right of the same page, listed under "[Printable Directory English.pdf](#)".

This directory can be read on your screen and lists all the different types of providers with clickable links which will take you directly to that section.

This directory is also available in Spanish, listed as "[Directorio De Proveedores.pdf](#)".

Get Well Stay Well

OREGON HEALTH PLAN

As an Organization, UHA provides a group of all types of health care providers who work together for people on the Oregon Health Plan (OHP) in our community. UHA's goal is to take good care of you, and help you and your family get well and stay well.

You will have an active role in staying healthy. You can find more information about UHA's benefits within the Member Handbook and if you need transportation to and from appointments, please see the UHA Riders Guide, listed below.

You can access a copy of the current Member Handbook by:

- Logging onto our web site at www.UmpquaHealth.com
- Click on OHP Members at the top of the page.
- Scroll down to MEMBER FORMS/NOTICES click on Member Handbook. You will find this in English, Spanish, and audio format.



You can access our NON-EMERGENT MEDICAL TRANSPORTATION (NEMT) Riders Guide by:

- Logging onto our web site at www.UmpquaHealth.com
- Click on OHP Members at the top of the page
- Scroll down to MEMBER FORMS/NOTICES click on UHA Riders Guide. You will find this in both English and Spanish
- In the UHA Riders Guide, you will find information about how NEMT works and how and when you can use this service.

Both the UHA Member Handbook and the Riders Guide are available in Paper form.

Please call UHA Customer Care to request this and we will mail one out to you.



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
- 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, or 541-229-4842.



DON'T FORGET: FLU AND COVID-19 SHOTS STILL AVAILABLE!

It's not too late to get your yearly flu shot and COVID-19 vaccine. Keeping up with vaccinations is important for your health and the well-being of those around you.

Why get the shots?

Flu shot: Protects you from the flu, which can make you feel very sick
COVID-19 Vaccine: Protects you and others from COVID-19, so we all can stay healthy and happy.

Where to get vaccinated?

Stop by your doctor's office or local pharmacy.

It's Easy and Free!

Getting vaccinated is a straightforward process, and the shots are provided at no cost to you. Just reach out to schedule an appointment with your healthcare provider.



Remember: You're not alone!

Many adults are proactively getting their shots to stay healthy.

If you have any questions or need assistance, don't hesitate to talk to your healthcare provider or give us a call. We're here to support you!



EASIER WAY TO GET DIABETIC SUPPLIES



As of January 2024, UHA members with diabetes are now able to get certain blood sugar supplies at in-network pharmacies.

If you currently use a contracted diabetic supply company for these devices, you may continue to use them if you choose.

How does it work?

1. Ask your doctor for a prescription with the details of the supplies you need
2. Pick an in-network pharmacy
3. Bring your prescription to the pharmacy and they will process the prescription and give you the supplies you need



Here's what you need to know about the benefits:

There are limits on how much you can get depending on if you use insulin or not. These limits are listed below. Continuous Glucose Monitors (CGMs):

All CGMs require pre-approval. Before you can get one, you must have the below needs:

- Needing to give yourself insulin many times a day and knowing how to use the CGM

Also, you must have at least one of these:

- Use an insulin pump
- Have high HbA1c levels (8.0% or more)
- Often have low blood sugar (hypoglycemia)
- Not noticing when blood sugar gets too low (hypoglycemia)
- Have diabetes-related problems like nerve damage or organ damage

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.



EXPLORE MAIL ORDER OPTIONS

We wanted to share a friendly reminder that mail order is a convenient way to receive your prescriptions!

A mail order pharmacy is a pharmacy that delivers drugs through the mail directly to your home. UHA has mail order pharmacies, BirdiRx or Postal Prescription Services, and SortPak Pharmacy that are in our pharmacy network.



BirdiRx

PO Box 8004
Novi, MI 48376
Telephone: 1-855-247-3479 or
(855) BirdiRx
www.birdirx.com/



Postal Prescription Services

PO Box 2718
Portland, OR 97208-2718
Telephone: 800-552-6694
www.ppsrx.com



SortPak Pharmacy

655 N. Central Ave 22nd Floor
Glendale, CA 91203
Telephone: 1-877-570-7787
www.sortpak.com

"Skip the trip to the pharmacy."

Why Choose Mail Order Pharmacies?

Convenient: Get your medications delivered directly to your home.

Time-saving: skip the trip to the pharmacy and receive your prescriptions by mail.

Cost-effective: often, mail order options offer cost savings

For more information about how to get your prescriptions through the mail, click [here](#)

For the new customer order form, click [here](#)

Locate an in-network pharmacy by clicking [here](#)



HOW TO GET A 90 DAY SUPPLY OF YOUR PRESCRIPTIONS

Filling a longer day supply of medications can help manage your health. This would mean less trips to the pharmacy, less interruptions in getting your medications, and less frequent refills.

Talk to your doctor about switching to a 90 day supply for your medications

Not all medications are eligible for a 90 day supply:

- Specialty medications or controlled substances are restricted.
- If it is the first time filling a medication, it does not qualify for a 90 day supply.

Contact your pharmacy:

- If your medications are eligible, call your pharmacy to set up the 90 day supply.



CARE *Coordination*

UHA offers Care Coordination to all members.

Care Coordination in simple terms, is like having someone who looks out for you and helps you in taking care of your health.

We can help with:

- Finding local help
- Understanding the health care system
- Setting up doctor appointments
- Understanding health conditions
- Getting a ride to medical appointments

And much more!

Call (541) 229-4842 and ask for care coordination to find our more or get help. To learn more go to <https://www.umpquahealth.com/case-management/>



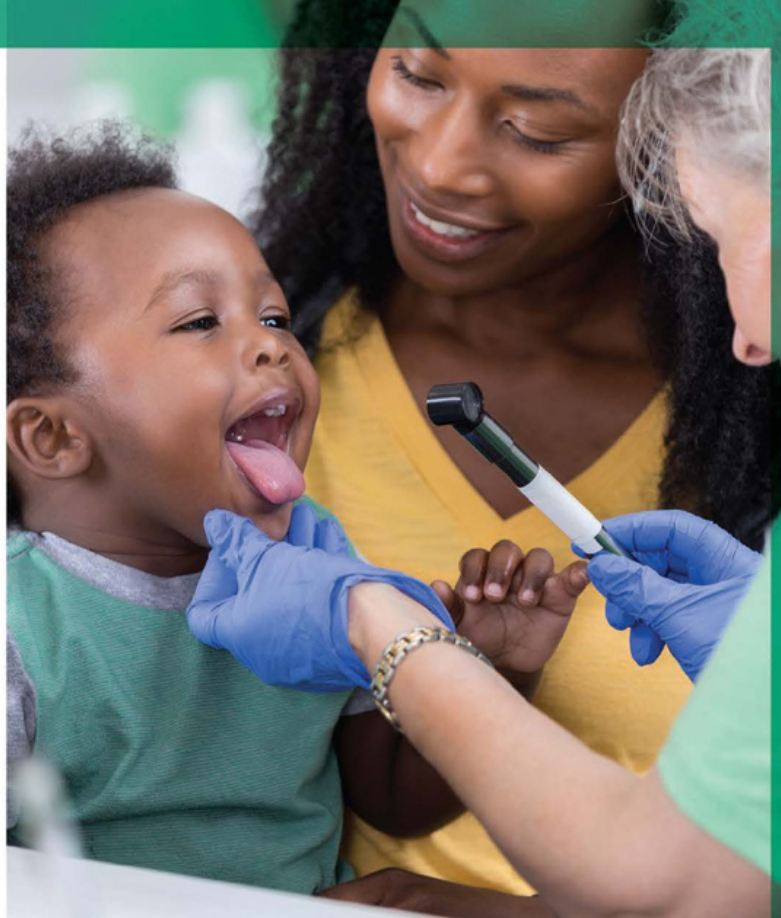
Wellchild

Healthy kids from head to toe

We're here to support you in keeping your child healthy and strong from day one.

A well-child visit—your child's yearly check-up—helps their doctor get to know your child and what they need through every stage of development. And during your visit, there's no question too big or too small.

Call your doctor today to set up a well-child visit.



Niños sanos de los pies a la cabeza

Estamos aquí para ayudar a que sus hijos se mantengan saludables y fuertes desde el primer día.

La consulta de bienestar infantil, que es un examen médico anual, ayuda a que su médico conozca a su hijo y a saber lo que necesita en cada etapa de su desarrollo. Además, durante la consulta, cualquier pregunta es importante.

Llame a su médico hoy mismo para programar una consulta de bienestar infantil.

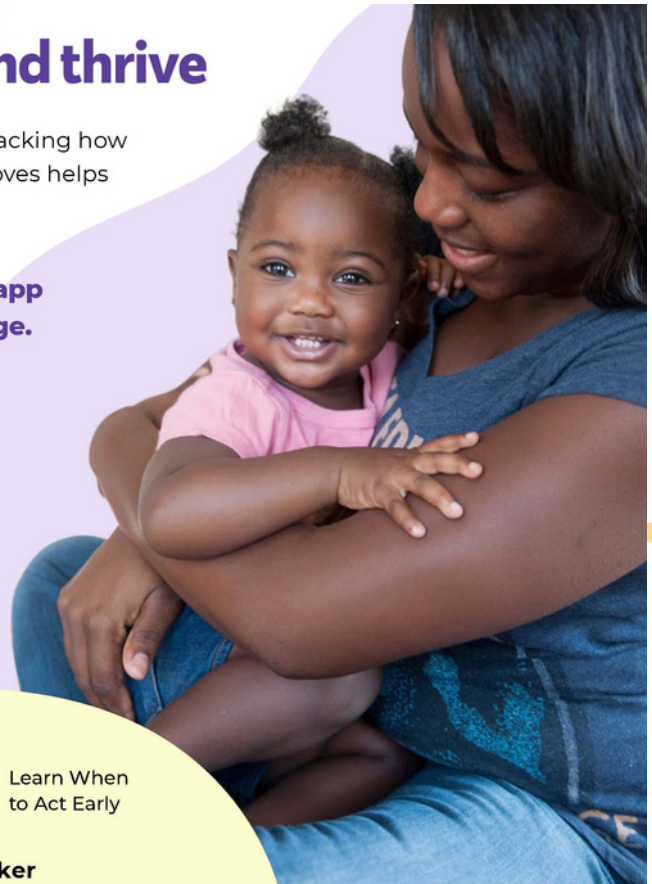
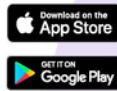
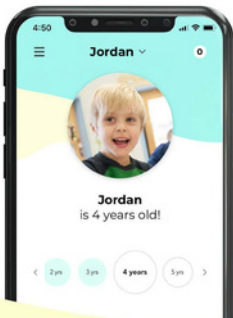


MILESTONE TRACKER

Help your child grow and thrive

Your child's early years are so very important. Tracking how your little one plays, learns, speaks, acts, and moves helps you support their development.

Download CDC's free Milestone Tracker app to find fun and easy activities for each age.



Track & Share Milestones

Get Tips & Activities

Learn When to Act Early

Learn more at [cdc.gov/MilestoneTracker](https://www.cdc.gov/MilestoneTracker)

Apoye su desarrollo y crecimiento

Los primeros años de su hijo son muy importantes. Seguir cómo su pequeño juega, aprende, habla, actúa y se mueve lo puede ayudar en su desarrollo.

Descargue la aplicación gratuita de los CDC *Sigamos el desarrollo* para encontrar actividades fáciles para cada edad.



Siga y comparta los indicadores del desarrollo

Vea consejos y actividades

Sepa cuándo debe reaccionar pronto

Encuentre más información en www.cdc.gov/Sigamos

Friendly February 2024

MONDAY



TUESDAY



WEDNESDAY



THURSDAY

1 Send a message to let someone know you're thinking of them

FRIDAY

2 Ask a friend how they have been feeling recently

SATURDAY

3 Do an act of kindness to make life easier for someone

SUNDAY

4 Invite a friend over for a 'tea break' (in person or virtual)

5 Make time to have a friendly chat with a neighbour

6 Get back in touch with an old friend you've not seen for a while

7 Show an active interest by asking questions when talking to others

8 Share what you're feeling with someone you really trust

9 Thank someone and tell them how they made a difference for you

10 Look for good in others, particularly when you feel frustrated with them

11 Send an encouraging note to someone who needs a boost

12 Focus on being kind rather than being right

13 Smile at the people you see and brighten their day

14 Tell a loved one or friend why they are special to you

15 Support a local business with a positive online review or friendly message

16 Check in on someone who may be struggling and offer to help

17 Appreciate the good qualities of someone in your life

18 Respond kindly to everyone you talk to today, including yourself

19 Share something you find inspiring, helpful or amusing

20 Make a plan to connect with others and do something fun

21 Really listen to what people say, without judging them

22 Give sincere compliments to people you talk to today

23 Be gentle with someone who you feel inclined to criticise

24 Tell a loved one about the strengths that you see in them

25 Thank three people you feel grateful to and tell them why

26 Make uninterrupted time for your loved ones

27 Call a friend to catch up and really listen to them

28 Give positive comments to as many people as possible today

29 Acknowledge someone's problem or pain rather than trying to fix it



ACTION FOR HAPPINESS

Happier · Kinder · Together

Community Resources & Events

WELCOME BABY

COMMUNITY BABY SHOWER

SATURDAY, MARCH 9TH 2024
10:30 AM - 2:30 PM

Demonstrations from: Local Service Providers, Infant CPR, Infant Massage, Car Seats, Baby Carrying

Roseburg High School
400 West Harvard Ave
Roseburg, Oregon

All new and expecting parents are invited!

WINTER 2024 TAKE ROOT PARENTING CONNECTION VIRTUAL EVENTS

Active Parenting of Tweens and Teens
8-week Series starting 01/18 6:30-8:30 pm
<https://tinyurl.com/Tweens123>

Circle of Security
8-week series starting 01/22 6:30-8:00 pm
<http://tinyurl.com/MyCircleTakeRoot>

Parenting Techniques for Less Stress
02/22 09:30-10:00 pm
<https://tinyurl.com/LessStress178>

Parenting to yourself: a 2-Part Workshop
03/26 & 3/29 6:30-8 pm
<https://tinyurl.com/Parenting16>

Coupon Craze: A Parent's Guide to Smart Shopping!
03/19 9:30-10:30 pm
<https://tinyurl.com/FF66661>

Take Root | DOUGLAS COUNTY COMMUNITY SERVICES



HEART HEALTH FAIR

Join us from 10 AM-1 PM at Mercy Medical Center in conference rooms A/B.

BROUGHT TO YOU BY

CMG CENTENNIAL SHAW HEART AND VASCULAR SPECIALISTS
A Division of Mercy Medical Center

FRIDAY FEB. 23 2024

UMDOUGA VALLEY FARMERS' MARKET



Friends of Myrtle Creek Library & FEATT

Sensory Friendly Library Hour

11:00-12:00 PM, First Saturday of Every Month

Please ask our staff for any accommodations to help your library experience be more pleasant!

231 NE Division Street, Myrtle Creek

SEASONAL Kids Craft

ROSEBURG PUBLIC LIBRARY

Youth from pre-K through fifth grade are invited to drop in for seasonal crafts with Aurora. All supplies provided.

4 - 5 p.m.
Thursdays | Feb 22, Mar 28
Tuesday, March 26

DOUGLAS COUNTY

Father Daughter Dance



MEMBER RESOURCES



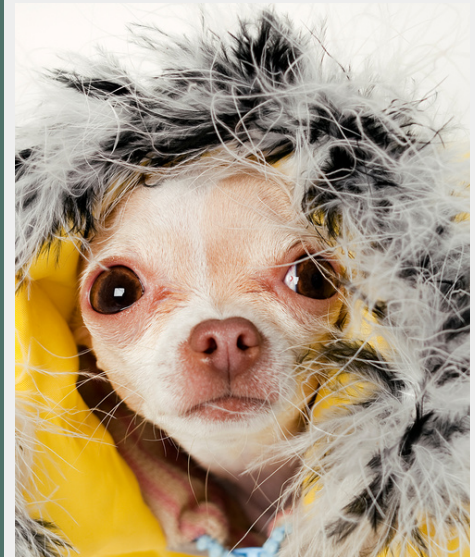
COLD WEATHER TIPS

BASIC PREPAREDNESS:

- Create a “Lights Out” box containing flashlights, spare batteries, manual can opener, first-aid kit and emergency radio for monitoring weather for your home;
- Store an emergency supply kit (warm clothes, blankets, flashlight, batteries, jumper cables, water, nonperishable snacks) in your car;
- Park your car away from large trees and keep the gas tank full;
- Sign up for local alerts and warning systems, and monitor weather reports;
- Take an inventory of items you need that rely on electricity;
- Prep your home for winter with insulation, caulking and weather stripping;
- Keep cellphone charged; during outage, switch to low power mode, turn off background apps and avoid using; keep a portable battery charger or recharge using car’s power plug;
- Store at least a two-week supply of non-perishable foods (canned soups, packaged meats, snacks), prescription medications and pet supplies;
- Store at least one gallon of bottled water per person per day;
- Talk to your doctor or [UHA Customer Care](#) about a power outage plan for medical devices and refrigerated medicines.

Link to Roseburg United Community Action Network Warming Center:

[Roseburg Warming Center](#)



foodsmart

Helping you navigate
to better nutrition!

Foodsmart is a holistic program that serves members' needs across the foodcare spectrum, including medically tailored meals, SNAP enrollment, food insecurity identification and targeting, chronic condition reversal and prevention, and more.

Click [HERE](#) to access services!



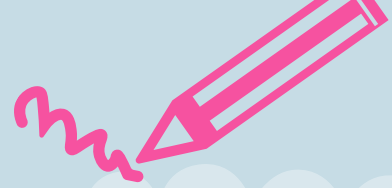
MAKE SURE WE CAN REACH YOU

Make sure we have your current mailing address, phone number, email, or other contact information. This way, we'll be able to contact you about your benefits.

Call UHA Customer Care today to confirm or update your information: 541-229-4842

Even if you don't think you qualify, please update your contact information so we can reach you about other options.

KIDS CORNER



Even though the process of painting rocks may look very easy and straightforward there are some specifics that you should be aware of.

Follow these 7 easy steps to learn how to paint rocks that look awesome.

FAMILY TIME!

How To Make Painted Rocks

1. Choose your rock. It's best to have a smooth and flat rock with appropriate shape for your project. While you can paint any rock, those that are more porous tend to absorb paint unevenly and could eventually ruin your masterpiece. You can find a suitable rock outdoors or get one from the local home improvement store.
2. Prepare the rock by washing it with soap as it may have some dirt on it and then let it dry.
3. Seal the rock with spray or brush. If you want to achieve more contrast and vibrant colors you can prime the rock with white paint.
4. Start painting your rock. Use acrylic paint – it's the best option as it lasts longer. You might need several coats of paint to get evenly colored surface.
5. Use very small brushes for the outlines and details.
6. To write on the rock you can use permanent markers or sharpies. They are waterproof and are very easy to use.
7. Seal off the rock with a waterbase sealer that will protect it from damage.

PRO TIP: TRY YOUR SKILLS ON SOME SAMPLE ROCKS SO THAT YOU CAN GET FAMILIAR WITH THE PROCESS. THE BEST THING IS THAT EVEN IF YOU MESS UP THINGS, YOU COULD ALWAYS WASH THE PAINT WHILE STILL WET AND START OVER.

