



Umpqua Health Alliance (UHA)

Medical, Dental, and Behavioral Health

Who is UHA?

UHA is a Coordinated Care Organization (CCO) located in Douglas County. We are one of 15 CCOs in Oregon approved by the Oregon Health Authority (OHA) to improve health care and make it more affordable for the population being served through the Oregon Health Plan (OHP).

How Can UHA Customer Care Help?

Customer Care is able to help in many ways. They can help you change your Primary Care Provider (PCP) and give you updates on referrals and prior authorizations. Lose your Member ID card? We can provide replacement cards! We are open Monday—Friday, 8:00 a.m. to 5:00 p.m.

FAQs

Am I still eligible with UHA/OHP? Customer Care can check and see if someone has past or current coverage. We cannot answer questions about future eligibility.

How do I apply/reapply for UHA/OHP? All applications must be done directly by the state or a Community Assistor. The Department of Human Services (DHS) is a Community Assistor that can help with the application process. You can call them at 541-440-3301 or visit them at 738 W Harvard Ave, Roseburg, OR 97471. You can also contact OHP Customer Service at 800-699-9075 (TTY 711).

Who is my Primary Care Provider (PCP)? Your UHA Member ID Card has your PCP listed along with their phone number. If you do not have your card, call Customer Care to get a new copy.

Can I change my doctor? Yes. UHA members do not have a limit to how many PCP changes they can make.

Who is my dentist? To find out who your dentist is, you need to contact your Dental Care Group (DCG) directly. Please call Advantage Dental at 866-268-9631. Customer Care will help you connect with your DCG.

Can I get a ride to my doctor appointment? We offer non-emergent medical transportation (NEMT). To set up your ride, contact Bay Cities Brokerage at 877-324-8109 at least 24 hours in advanced, during the hours of 8:00 am—5:00pm Monday—Friday. Same day NEMT rides are still available if you cannot call 24 hours in advance.



Visit or write us:

3031 NE Stephens St
Roseburg, OR 97470



Email us:

UHCustomerCare@umpquahealth.com



Call us:

541-229-4842
866-672-6304
TTY 541-440-6304 or 711



Visit our website:

www.umpquahealth.com

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