



UHA Mind & Body

Spring 2024 Member Newsletter



CHILDREN'S SOCIAL EMOTIONAL HEALTH

Did you know that children not only grow physically, but grow emotionally as well? Once a baby is born, they cry to get a need met. They might need food or a diaper change and crying alerts the parent to a need. The same is true with a behavior, if a child needs something and doesn't know how to communicate that need yet, the child may act out.

Learning to manage emotions can be hard. We teach children to read books, to tie their shoes, to swim and yet sometimes, we don't think about teaching them to get along with others and grow in their social-emotional health.



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.

CHILDREN'S SOCIAL EMOTIONAL HEALTH CONT.



TEACHING SOCIAL-EMOTIONAL SKILLS

A few examples of how to teach social-emotional skills, are by practicing sharing toys with a friend, singing along with other children during a library circle time, encouraging expressions of feelings, practicing calming activities and helping your child find what works for them (fidget toys, rocking, swinging, music, and more).

You as the parent, know your child the best. If you notice they are having a hard time getting along with other kids or seem to have a harder time managing their emotions, it's ok to reach out for help.

SEEKING CARE FOR YOUR CHILD?

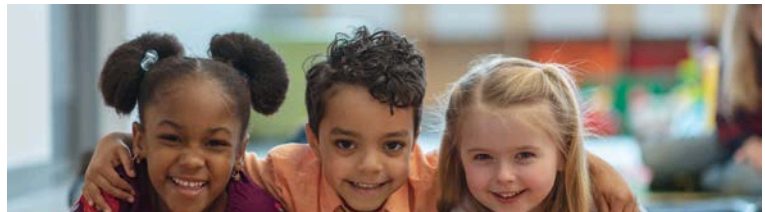
Babies and young children can have mental health needs, and no referral is needed to seek counseling services. UHA wants to help you find the care your child needs at the right time and in the right place.

If you are seeking care for your child, UHA has a resource guide that lists local counselors that specialize in caring for children birth to five.

You can find this guide in the top right corner of our provider directory or follow this link:

[Umpqua Health Provider Directory](#)

If you need help finding a provider, our care coordination team can help guide you to the resources and care you need for your family. Call 541-229-4842 and ask to be connected to your case manager today.



CLINICAL PRACTICE GUIDELINES

Clinical Practice Guidelines are tools for doctors. They help doctors make decisions about your care. These also help you get the best care possible. You can find the Clinical Practice Guidelines we trust on our website. [Clinical Practice Guidelines](#)

We added 8 new Clinical Practice Guideline for Behavioral Health in 2023.

- 6 for pediatrics
- 2 for adults

The Clinical Practice Guidelines are reviewed by the Clinical Advisory Panel quarterly. If you would like to recommend a clinical practice guideline, please submit them here:

[Clinical Advisory Panel Submission](#)



EPSDT PROGRAM

OREGON HEALTH PLAN

What is Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Program?

EPSDT benefits are for OHP members under age 21. These benefits include preventive health care services. They are for age birth until they turn age 21. EPSDT's goal is to ensure individual children on Medicaid get the health care they need when they need it. This means the right care to the right child at the right time in the right setting.

Who qualifies for EPSDT benefits?

All children and youth under age 21. They also must have OHP Plus benefits. EPSDT coverage ends on a member's 21st birthday. After that time, an OHP member may receive adult coverage.

- These services can find, correct, or help with health concerns early.
- This can help children and youth avoid illness, disability or more health care later.

All covered services are free to OHP members. OHP also:

- Helps make appointments for covered services.
- Covers travel to and from covered appointments, such as:
- The cost of rides in an ambulance, bus, taxi, or other vehicle; or
- Gas mileage for using your own vehicle.



Covered services include:

- Well child/adolescent visits
- Physical health services
- Behavioral health services
- Prescriptions
- Dental services
- Vision services
- Speech and Hearing services
- Other services to improve health and development such as therapy or personal care services.

More information about these services is in the member handbook that was sent to you. This is also available on UHA's website. You can call our Customer Care if you have any questions or want a copy sent to you again.

There is also help from OHP. This is on their websites below:

- Member fact sheet: [OHP Member Fact Sheet](#)
- Additional information and resource about EPSDT can be found on the OHA website at: [Oregon Health Authority Website](#)
- You may also contact EPSDT staff at: EPSDT.Info@odhsoha.oregon.gov

Any additional questions or information about this, please feel free to contact us at priorauthorizations@umpquahealth.com



EPSDT PROGRAM

OREGON HEALTH PLAN

Continued from page 4

Oregon Health Plan covers the care children (and youth up to age 21) need for their health and development. This includes screenings, checkups, tests and follow-up care. Learn more about what is covered in the Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Fact Sheet, link below in English and Spanish:

<https://www.oregon.gov/oha/HSD/OHP/Tools/EPSDT-Member-Fact-Sheet.pdf>

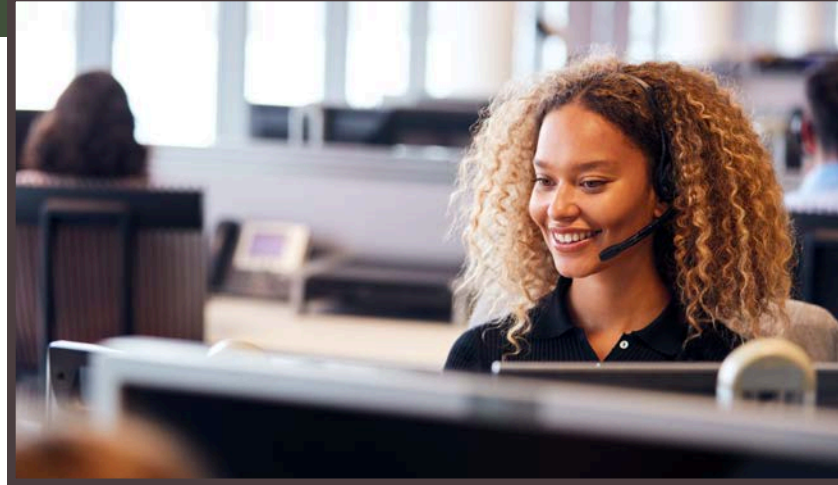
<https://www.oregon.gov/oha/HSD/OHP/Tools/EPSDT-Member-Fact-Sheet-Spanish.pdf>

Member Rights, Grievance and Appeals

Umpqua Health Alliance (UHA) and its providers comply with applicable state and federal civil rights laws. We cannot discriminate, exclude, or treat people unfairly in any of its programs or activities because of a person's age, color, disability, gender identity, marital status, national origin, race, religion, sex, or sexual orientation. UHA does not discriminate against people able to enroll based on their health status or need for health care services.

Everyone (including members and non-members) has a right to enter, exit and use buildings and services. They also have the right to get information in a way they understand. We will make reasonable changes to policies, practices, and procedures by talking with you about your needs. UHA provides free aids and services to people with disabilities or who do not speak English as their primary language, such as:

- **Qualified sign language interpreters**
- **Written information in other formats (large print, audio, accessible electronic formats, other formats)**



If you need these services, or if you believe that UHA has failed to provide these services or have been discriminated, excluded, or treated unfairly for any of the above reasons, you can contact the following: UHA's Appeals and Grievances Coordinator (non-discrimination coordinator) or Customer Care at:

- Phone: 541-229-4842; Toll Free: 866-672-1551; TTY: 541-440-6304 or 711
- Hours: Monday to Friday, 8 a.m. - 5 p.m.
- Fax: 541-677-5881 • Mail: Umpqua Health Alliance, 3031 NE Stephens St, Roseburg, OR 97470
- Website and Complaint Form: www.umpquahealth.com/appeals-and-grievances/
- Email: UHAGrievance@umpquahealth.com

Umpqua Health Alliance (UHA) cares about you and your health. We want to hear from you if you are having trouble getting the care you need. You can also use the contact information above if you need help filing a complaint (grievance). We will provide you with help to complete forms and other steps needed to file a grievance or appeal. We can also give you more information about how we manage grievances and appeals. Copies of our notice template are also available. It can sometimes feel hard to advocate for yourself in a room full of people using words you may not understand. Keep in mind that you are the most important person in the room.

You also have rights! [Oregon Administrative Rule 309-019-0115 outlines your rights](#) If you need help contact us by phone, mail, email or come to our administrative office.

Renewing Your Coverage

OREGON HEALTH PLAN

Renewing Your Oregon Health Plan (OHP) Coverage OHA Will Send You a Letter When It's Time to Renew.

UHA can assist you! Call Customer Care: 541-229-4842, Toll-Free 866-672-1551, or TTY 711

Members or potential members who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English are called Limited English Proficient or LEP. Anyone who is LEP may be entitled to language assistance for healthcare services/encounters or benefits.

Renewing your OHP means making sure you still qualify for OHP. When it is time for you to renew, OHA will check to see if we have your updated information.

OHA will send you ONE of the following letters.

The letter will say what you need to do to renew your OHP.

1. About your medical benefits:
2. We need more information from you.
3. We need you to fill out a renewal packet.



Make Sure You Can Get Your Renewal Letters:

Let us know if you move!

UHA can also update your information, call Customer Care for help today.

Use **ONE** to view your letters online. You can view letters we send you in your Oregon Eligibility (**ONE**) account.

[Learn how to get started using ONE.](#)

Need Help Renewing?

OHA has trained community partners who can help you renew your coverage in person. It's free.

Visit OregonHealthCare.gov to find a community partner in your area.

You can also call **ONE** Customer Service at 800-699-9075 (for TTY call 711).





UHA PHARMACY 90-DAY & MAIL ORDER OPTIONS

UHA offers pharmacy options for getting a 90-day supply of medicine and in network mail order choices that could be convenient for you.

90-Day Medication Supplies:

You can get a 90-day supply of most medicines at any contracted retail or mail-order pharmacy.

- Your first time getting a new medicine will be for 30 days only.
- Specialty medications and narcotics are not included in this benefit option.

Mail Order Pharmacies:

- **BirdiRx (preferred)**
 - Visit their website at www.birdirx.com/
 - Call at 1-855-247-3479 or (855) BirdiRx
 - Email at patientcare@birdirx.com
- **Postal Prescription Services (PPS) (preferred)**
 - Visit their website at www.ppsrx.com
 - Call at 1-800-552-6694.
- **SortPak Pharmacy**
 - Visit their website at www.sortpak.com
 - Call at 1-877-570-7787
 - SortPak Highlight: They can work with you to get your medications filled all together instead of separately.

To begin with any of these options, you will need to make an online account on their site and share basic info (like your name, address, and insurance details).

Then, you'll tell them about your medicine. Your provider can also send your prescriptions right to them. Once your medicine is ready, you will set up your delivery with the pharmacy.

If you have any questions, please call or email Pharmacy Services. We may be able to work with your provider to access your 90-day medicine supply option or assist you with setting up one of these mail order pharmacies.

- Call 541-229-4842
- Email: UHAPharmacyServices@UmpquaHealth.com





Umpqua Health Alliance (UHA) works with Bay Cities Brokerage (BCB) to give rides to medical appointments and other medical services. If you need more detailed information, please visit our website at www.umpquahealth.com/get-a-ride/.

We have a [Riders Guide](#) to help you understand how Non-Emergent Medical Transportation (NEMT) works.



HELPFUL TIPS

FOR MEMBER TRANSPORTATION (RIDES)



MEMBER PORTAL

•Email BCB at support@bca-ride.com to gain access to your portal.

You can schedule, make changes, check on or cancel a ride through the portal.

You can also submit your gas mileage reimbursements.



GAS MILEAGE REIMBURSEMENT (GMR)

•Tell BCB your name as it appears on your OHP ID Card. This will ensure there are no issues when we send you your funds.

•If you are receiving funds for a minor or your entire household, tell BCB all persons on the account, then we can give you a single bank card to receive the funds.



CONTACT US

•Phone: Toll Free at 877-324-8109| TTY 711

•Website: bca-ride.com

•Email: support@bca-ride.com

•Portal: <https://portal.bca-ride.com/Registration>



UHA's mission works to achieve health equity for all population groups by allocating resources towards designing policies and programs to create greater social justice in health.

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 out more or get help.

To learn more go to:

<https://www.umpquahealth.com/case-management/>



MEMBER RESOURCES

SPRING INTO HEALTHIER HABITS!

28 Day Walking Challenge For Beginners



LOVE LIFE BE FIT

1

MON	TUE	WED	THUR	FRI	SAT	SUN
1 mile	1.5 miles	1.5 miles	2 miles	2 mile	2 miles	3 miles
25 minutes	35 minutes	30 minutes	45 minutes	40 minutes	37 minutes	60 minutes
slow pace	25 min slow + 10 min moderate	moderate pace	25 min slow + 20 min moderate	moderate pace	20 min moderate + 17 min fast	moderate pace

2

MON	TUE	WED	THUR	FRI	SAT	SUN
1 mile	2 miles	3 miles	3 miles	2 miles	3 miles	4 miles
20 minutes	37 minutes	60 minutes	51 minutes	40 minutes	57 minutes	80 minutes
moderate pace	20 min moderate + 17 min fast	moderate pace	fast pace	moderate pace	40 min mod + 17 min fast	moderate pace

3

MON	TUE	WED	THUR	FRI	SAT	SUN
2 mile	3 miles	4 miles	4 miles	2 miles	4 miles	5 miles
40 minutes	57 minutes	80 minutes	68 minutes	40 minutes	74 minutes	100 minutes
moderate pace	40 min mod + 17 min fast	moderate pace	fast pace	moderate pace	40 min mod + 34 min fast	moderate pace

4

MON	TUE	WED	THUR	FRI	SAT	SUN
2 mile	4 miles	5 miles	5 miles	3 miles	5 miles	6 miles
40 minutes	74 minutes	100 minutes	85 minutes	60 minutes	91 minutes	120 minutes
moderate pace	40 min mod + 34 min fast	moderate pace	fast pace	moderate pace	40 min mod + 51 min fast	moderate pace

Tips To Follow The 28-Day Walking Plan

1. Slow is a stroll - approx 25 minutes/mile. Use this easy pace to warm up.
2. Moderate is a normal walking pace – 20 minutes/mile. You can still talk as you walk.
3. Fast is walking at a brisk pace where you're pushing yourself - 17 minutes/mile.
4. Complete sessions in one go or spilt into 2
5. Repeat a week if you find it too hard.
6. If the plan is too easy increase the intensity of your walks with intervals or hills.

foodsmart



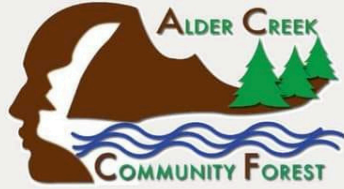
Foodsmart is a holistic program that serves members' needs across the foodcare spectrum, including medically tailored meals, SNAP enrollment, food insecurity identification and targeting, chronic condition reversal and prevention, and more.



Click [HERE](#) to access services!

Community Resources & Events

VOLUNTEERS NEEDED



SATURDAY, MAY 11TH @ 10 AM
SATURDAY, MAY 18TH @ 10 AM
ALDER CREEK COMMUNITY FOREST
829 Canyonville-Riddle Road

**Join the Efforts to Reopen Alder Creek
Community Forest**

Saturday, May 11th, at 10 a.m.
Saturday, May 18th, at 10 a.m.

The work will involve riparian restoration and cleaning up the Pavilion area. To ensure your comfort and safety, please wear appropriate work clothes, sturdy shoes, and gloves. Please bring any tools you have for the work (such as rakes, shovels, or clippers). Some tools will be available on-site. Please note that Poison Oak may be present, so take necessary precautions.

For more information, contact Bruce Knowlton at 775-233-6289 or knowltonisbruce@gmail.com. To learn more about Alder Creek Community Forest, visit www.aldercreek.org.

To learn more about Alder Creek Community Forest, visit [Alder Creek Community Forest](http://www.aldercreek.org).

Volunteers needed!

UVF2S is seeking volunteers for several events, both recurring and special occasion. If you are passionate about youth education, gardening, and food, let us know! Email info@uvf2s.org



SPONSORED BY: Roseburg

POLICE K9s Unleashed

FREE FOR ALL AGES

RAIN OR SHINE SUNDAY MAY 19, 2024 2:00 P.M.

NEW SPECIAL EDITION T-SHIRTS!

FOR EVERYONE'S SAFETY, PLEASE NO PETS IN THE STANDS

LOCATION
Douglas County Speedway
2110 Frear Street, County Fairgrounds

FEATURING
Multi-agency teams, stuffed K9 plushies, demonstrations, pursuits, obstacles and more! Food and drink available for purchase by Relished food truck.

MORE INFO: (541) 900-5246
WWW.UVK9.ORG
LIKE US ON FACEBOOK



FARMERS MARKET
SHOP FRESH, SHOP LOCAL

Indoors Every Sunday - 11 AM to 3 PM
Historic Riversdale Grange - 4855 Garden Valley Rd.
(Across from the Country Club entrance.)

KIDS CORNER

SPRING EDITION

Easy Coffee Filter Flowers

Here's what you'll need:

Materials:

- 4 Coffee filters
- Liquid watercolour paint (AT LEAST 2 COLOURS)
- Water
- Green pipe cleaner

Equipment:

- Scissors
- Eye dropper/pipette



These coffee filter flowers are SO UNIQUE!
This simple craft is beautiful enough for adults, but easy enough that kids can make them too.

They make beautiful party decorations and are also a great gift idea for teachers or Mother's Day. For pennies you can make a beautiful flower bouquet that won't wilt or fade!

Instructions:

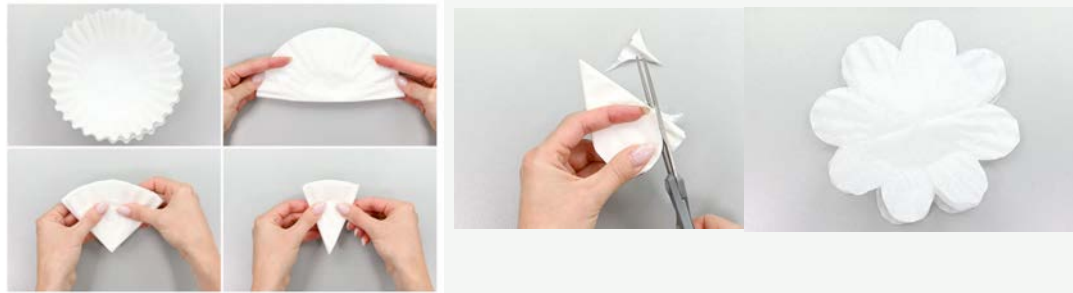
Step 1: Prepare The Coffee Filters

Make a stack of 4 coffee filters

Fold the coffee filters in half and then in half again.

Fold the coffee filters in half one last time.

Cut a rounded petal shape across the wide edge of the folded coffee filters.



Unfold the coffee filters and place the stack on a baking tray. Use your hands to press them out so the pile lies flat.

Step 2: Color The Coffee Filters

Add 2 tablespoons of water to a small bowl. Repeat in other bowls for additional colors (1 bowl per paint color). Add liquid watercolor paint into the water.

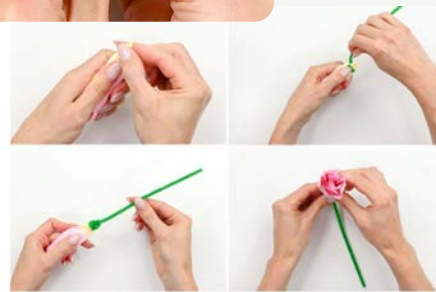
We used 10 drops for yellow, 2 drops for red (to make a pink), and 4 drops for orange.

Using an eyedropper, add yellow to the center of the coffee filters. (They should still be stacked in a pile of 4 coffee filters.)

Again using the eyedropper, add another color (or several colors) to the petals of the flower. Allow the coffee filters to dry for 3 to 5 hours. (Or 20 minutes in the oven at 130F.)

Step 3: Shape The Flower

Separate the coffee filters into 2 piles with 2 coffee filters each. Adjust the top coffee filter so that the petals are off-set from the bottom coffee filter. Place your finger in the center of the flower, then bring the coffee filters up and around your finger. Pinch and twist them together a bit at the bottom.



Step 4: Use The Pipe Cleaners

Tightly wrap the pipe cleaner around the coffee filters spiraling down until it covers the bottom point. Leave the rest of the pipe cleaner straight as the stem.

Separate the coffee filters and shape them to look like a flower. Your coffee filter flower is complete!