

# UMPQUA HEALTH ALLIANCE

# MIND & BODY

Winter 2024



- ▶ *We believe* that by caring for and investing in our members, patients and community, we improve the overall quality of life where we live.
- ▶ *Our Mission* is to create a local health care system that is responsive to the needs of the community.
- ▶ *Our Purpose* is to improve individual and community health.

## IN THIS ISSUE

Interpreter Services

Care Coordination

Pharmacy Services

Transportation Services

Gym Membership

Dental Coverage

Crisis Support

Appeals & Grievances

Become a HERO

Glide Townhall



(541) 229-4842  [umpquahealth.com](https://umpquahealth.com)

 3031 NE Stephens St., Roseburg, OR 97470



[umpquahealth.com/  
membernewsletter/](https://umpquahealth.com/membernewsletter/)

## Alternative languages and formats:

This document is available in other languages, large print, braille or formats that suit your needs. You can also request a language interpreter. Please call 888-788-9821 (TTY/TDD 711).

Puede obtener este folleto informativo en otros idiomas, en letra grande, en braille o en el formato que prefiera. También puede solicitar un intérprete. Llame al 541-229-4842 o al TTY 711.



### Connect with us:

Monday – Friday,  
8:00AM – 5:00PM

**Phone:** 541-229-4842

**Toll free:** 866-672-1551

**TTY:** 541-440-6304 | 711

**Email:** [UHCustomerCare@umpquahealth.com](mailto:UHCustomerCare@umpquahealth.com)

**Website:**  
[www.umpquahealth.com](http://www.umpquahealth.com)

**Address:**  
3031 NE Stephens Street,  
Roseburg, OR 97470

**Facebook:**  
[@UmpquaHealth](https://www.facebook.com/UmpquaHealth)

**LinkedIn**  
[@Umpqua-Health](https://www.linkedin.com/company/Umpqua-Health)

[umpquahealth.com/  
membernewsletter/](http://umpquahealth.com/membernewsletter/)



## MEMBER RESOURCES

### SCHEDULE INTERPRETER SERVICES

We provide sign language interpreters, spoken language interpreters, written materials in other languages, braille, large print, audio, auxiliary aids and other formats at no cost to you. We strongly advise pre-scheduling interpreter services to ensure the availability of an Oregon Qualified or Certified interpreter. *In-person interpreters are available upon request.*



#### Sign Language



**Umpqua Health**  
Customer Care via Linguava

Phone: (541) 229-4842

Email: [UHCustomerCare@umpquahealth.com](mailto:UHCustomerCare@umpquahealth.com)

► ASL patients contact us to schedule a Listening Device Tablet.

#### All Hands

Phone: (541) 729-7111

#### Spoken Language



**Umpqua Health**  
Customer Care  
via Linguava or OCIN

Phone: (541) 229-4842

Email: [UHCustomerCare@umpquahealth.com](mailto:UHCustomerCare@umpquahealth.com)

#### Spanish Interpreter

Phone: (541) 537-2553  
Email: [anavazquez1980@gmail.com](mailto:anavazquez1980@gmail.com)

#### Contact Us

Monday – Friday,  
8:00AM – 5:00PM

**Phone:** 541-229-4842  
**Toll free:** 866-672-1551  
**TTY:** 541-440-6304 | 711

**Email:** [UHCustomerCare@umpquahealth.com](mailto:UHCustomerCare@umpquahealth.com)

**Website:**  
[www.umpquahealth.com](http://www.umpquahealth.com)

**Address:**  
3031 NE Stephens Street,  
Roseburg, OR 97470

**Member Handbook:**  
[UHA Member Handbook](#)



# Interpreter Services

## Los miembros del Plan de Salud de Oregon (OHP) tienen derecho a un intérprete gratuito.

**¿Qué es un intérprete?** Una persona que habla dos o más idiomas y ayuda al paciente a comunicarse y entender al médico y al personal médico.

**¿Necesita un intérprete?** Informe al consultorio de su médico que necesita un intérprete para sus citas médicas.

**¿Tiene preguntas o inquietudes?** Comuníquese con el Servicio de Atención al Cliente de UHA al (541) 229-4842 o en [uhcustomercare@umpquahealth.com](mailto:uhcustomercare@umpquahealth.com).

**¡Comparta su experiencia!** Cuéntenos su experiencia con los servicios de interpretación escaneando el siguiente código QR y respondiendo a una encuesta.

## Oregon Health Plan (OHP) cov tswv cuab muaj cai rau ib tug neeg txhais lus dawb-ntawm-tus nqi.

**Tus neeg txhais lus yog dab tsi?** Tus neeg uas hais ob hom lus los sis ntau hom lus thiab pab tus neeg mob sib txuas lus thiab nkag siab lawv tus kws kho mob thiab cov neeg ua hauj lwm kho mob.

**Koj puas xav tau tus neeg txhais lus?** Qhia rau koj tus kws kho mob qhov chaw hauj lwm tias koj xav tau tus neeg txhais lus rau koj qhov kev teem caij kho mob.

**Cov lus nug los sis kev txhawj xeeb?** Hu rau UHA's Lub Chaw Saib Xyuas Tus Neeg Qhua ntawm (541) 229-4842 los sis [uhcustomercare@umpquahealth.com](mailto:uhcustomercare@umpquahealth.com).

**Qhia koj qhov kev paub!** Qhia rau peb txog koj lis kev paub dhaiv los nrog kev pab cuam tus neeg txhais lus los ntawm kev luam theej daim duab QR hauv qab no thiab ua daim ntawv ntsuam xyuas.

## Участники программы Oregon Health Plan (OHP) имеют право на бесплатного переводчика.

**Что представляет собой переводчик?** Это человек, говорящий на двух или более языках и помогающий пациенту общаться и понимать своего врача и медицинский персонал.

**Вам нужен переводчик?** Сообщите в кабинете врача, что для медицинской консультации вы нуждаетесь в переводчике.

**Вопросы или проблемы?** Свяжитесь с отделом по работе с клиентами UHA по телефону (541) 229-4842 или [uhcustomercare@umpquahealth.com](mailto:uhcustomercare@umpquahealth.com).

**Поделитесь своим опытом!** Расскажите нам о своем опыте использования услуг переводчика, отсканировав приведенный ниже QR-код и пройдя опрос.

## Оригензу 건강 보험(Oregon Health Plan, OHP) 가입자는 무료 통역사 서비스를 이용할 수 있습니다.

**통역사는 어떤 일을 하나요?** 두 가지 이상의 언어를 구사하여 환자와 의사 및 의료진 간 의사소통을 돕는 일을 합니다.

**통역사가 필요하신가요?** 진료 예약을 위해 통역사가 필요하다고 병원에 말해 주세요.

**문의 사항이나 기타 용무가 있으신가요?** UHA 고객센터 (541) 229-4842로 전화하거나 [uhcustomercare@umpquahealth.com](mailto:uhcustomercare@umpquahealth.com)을 통해 문의하세요.

**여러분의 후기를 들려주세요!** 아래 QR 코드를 스캔하고 설문조사를 작성하여 통역사 서비스 이용 경험을 들려주세요.

## Anggota Oregon Health Plan (OHP) na hak keu interpreter hana biaya.

**Peue nyan interpreter?** Ureung nyang meututue dua atawa leubeh basa, geutulöng pasien peugah haba ngon meuphom dokter ngon staf medis.

**DNeupeulee awak interpreter?** Peugah bak kanto dokter bahwa Droeneuh perle interpreter untuk janji medis droeneuh.

**Pertanyaan atawa Kebimbangan?** Hubungi UHA's Customer Care bak (541) 229-4842 atawa [uhcustomercare@umpquahealth.com](mailto:uhcustomercare@umpquahealth.com).

**Peudeuh pengalaman droeneuh!** Peugah bak kamoe pengalaman droeneuh ngon layanan interpreter ngon cara ne scan kode QR di miyueb nyoe ngon neuget survei.

## May karapatan sa isang interpreter ang mga miyembro ng Planong Pangkalusugan ng Oregon (Oregon Health Plan, OHP) nang walang bayad.

**Ano ang isa interpreter?** Isang taong nagsasalita ng dalawa o higit pang wika at tumutulong sa pasyente na makipag-usap at maunawaan ang kanilang doktor at mga medikal na tauhan.

**Kailangan mo ba ng isang interpreter?** Sabihin sa tanggapan ng iyong doktor na kailangan mo ng interpreter para sa iyong mga medikal na appointment.

**Mga tanong at alalahanin?** Makipag-ugnayan sa Customer Care ng UHA sa (541) 229-4842 o [uhcustomercare@umpquahealth.com](mailto:uhcustomercare@umpquahealth.com).

**Ibahagi ang iyong karanasan!** Sabihin sa amin ang iyong karanasan sa mga serbisyo ng interpreter sa pamamagitan ng pag-scan ng QR code sa ibaba at paglahok sa survey.





## MEMBER RESOURCES



### Care Coordination

Care Coordination is like having someone who looks out for you and helps you manage your health. We assist with finding local resources, navigating the health care system, setting up doctor appointments, understanding health conditions, getting a ride to medical appointments, and much more!

- General Case Management
- Hepatitis C Case Managers
- Transitions of Care Team
- Pregnancy Services & Support
- Chronic Care Team
- Health Related Social Needs

### Case Management & Intensive Coordination

---

#### Our General Care Coordination team can...

- Help make doctor appointments
- Help with food and housing
- Help get rides to your doctor
- Find local help

#### Our team experts include:

- Registered Nurses
- Social Workers
- Respiratory Therapist
- Care Coordinators
- Intensive Care Coordinators
- Traditional Health Workers

### Umpqua Health

*Case Management*

Phone: 541-229-4842

Toll free: 866-672-1551

TTY: 541-440-6304 | 711



[umpquahealth.com/  
case-management/](https://umpquahealth.com/case-management/)

## MEMBER RESOURCES



### PHARMACY SERVICES

We are committed to providing appropriate, high-quality, and cost-effective medication therapy to our members. We also provide clinical services to help members and providers manage medication therapy.

### 90-Day Medication Supply

We can assist you in setting up an account or working with your provider to ensure you get a 90-day medication supply. Get most medications at any contracted retail or mail-order pharmacy. Excludes specialty meds and narcotics. Enjoy the convenience of fewer pharmacy trips!

#### Umpqua Health

##### Customer Care

Monday – Friday,

8:00AM – 5:00PM

Phone: 541-229-4842

Toll free: 866-672-1551

TTY: 541-440-6304 | 711



[umpquahealth.com/  
pharmacy-services/](http://umpquahealth.com/pharmacy-services/)

Email: [UHPharmacyServices@umpquahealth.com](mailto:UHPharmacyServices@umpquahealth.com)

Website:  
[www.umpquahealth.com](http://www.umpquahealth.com)

### Mail Order Prescriptions

Umpqua Health Alliance (UHA) has mail order pharmacy options to deliver prescription medications through the mail directly to the comfort of your home.

For assistance, contact **Postal Prescription Services (PPS)** at 800-552-6694.

#### 1 Create Online Account:

1. Visit the Postal Prescription Service website [www.ppsrx.com](http://www.ppsrx.com)
2. Create an account
3. Enter email address and create a secure password
4. Select “Create Account”

#### 2 Set-Up & Access Information:

5. Now that you have an PPS account, select “Add a Patient”
6. Fill out a request form, select “Request New Patient”
7. Set up your patient profile and request your first prescription fill(s)
8. Use your PPS prescription number and select, “Add Online Prescription Management”

#### 3 Order Prescriptions:

9. Select “Add a Prescription” to request a new prescription from your doctor or a transferred prescription from another pharmacy

*Your doctor can send a new prescription to PPS by electronic prescribing, fax, phone, or mail.*

Allow 3-5 business days for PPS to obtain your prescription(s). Refills will be sent as soon as the prescriptions are received.

## MEMBER RESOURCES

### Medical Transportation

Umpqua Health Alliance provides Non-Emergency Medical Transportation (NEMT) through Bay Cities Brokage (BCB).

Contact BCB at least two business days in advance to arrange your transportation based on your medical condition at the time of the appointment; bus tickets/passes, car, taxi, van, wheelchair van or stretcher van.



Phone: 877-324-8109

TTY: 711

Email: [support@bca-ride.com](mailto:support@bca-ride.com)

Website: [bca-ride.com](http://bca-ride.com)



### Gas Mileage Reimbursement

Get mileage reimbursement for driving yourself or having a friend or family member drive you to approved medical appointments.

1. Fill out reimbursement form
2. Bring form to your appointment
3. Obtain physicians signature
4. Upon completion, return form by mail

#### **Bay Cities Brokerage**

3505 Ocean Blvd SE,  
Coos Bay OR 97420

*Form must be sent within 45 days from the appointment. Upon receiving, allow 30 days for reimbursement processing.*

#### **Umpqua Health**

Customer Care

Phone: 541-229-4842

Toll free: 866-672-1551

Website: [bca-ride.com/uha-members](http://bca-ride.com/uha-members)



[UHA Gas Mileage Reimbursement Form](#)





# MEMBER RESOURCES

## Gym Membership

Enrich your life with a healthy outlet, we offer Umpqua Health Alliance members a free YMCA gym membership.

Joining the Y means you are part of something greater than just a fitness facility. You become part of a movement dedicated to nurturing the potential of children, enhancing health and well-being, and giving back to the community. Your membership provides you and your neighbors with the opportunity to learn, grow, and thrive together.

Take full advantage of the benefits:

- A wide variety of exercise and water aerobics classes.
- Sports, preschool, child care, and personal training.
- Fitness equipment orientations for adults and youth.

**YMCA** (Roseburg, OR)  
1151 NW Stewart Pkwy,  
Roseburg, OR 97471

Phone: 541-440-9622

Website:

[ymcaofdouglascounty.org](http://ymcaofdouglascounty.org)

**Membership Desk:**

Monday - Friday

8am - 7:30pm

Saturday 8am - 11:30am

**Facilities:**

Monday - Friday

5am-8pm

Saturday 8am-5pm

Sunday - Closed



[UHA Fitness  
Membership](#)

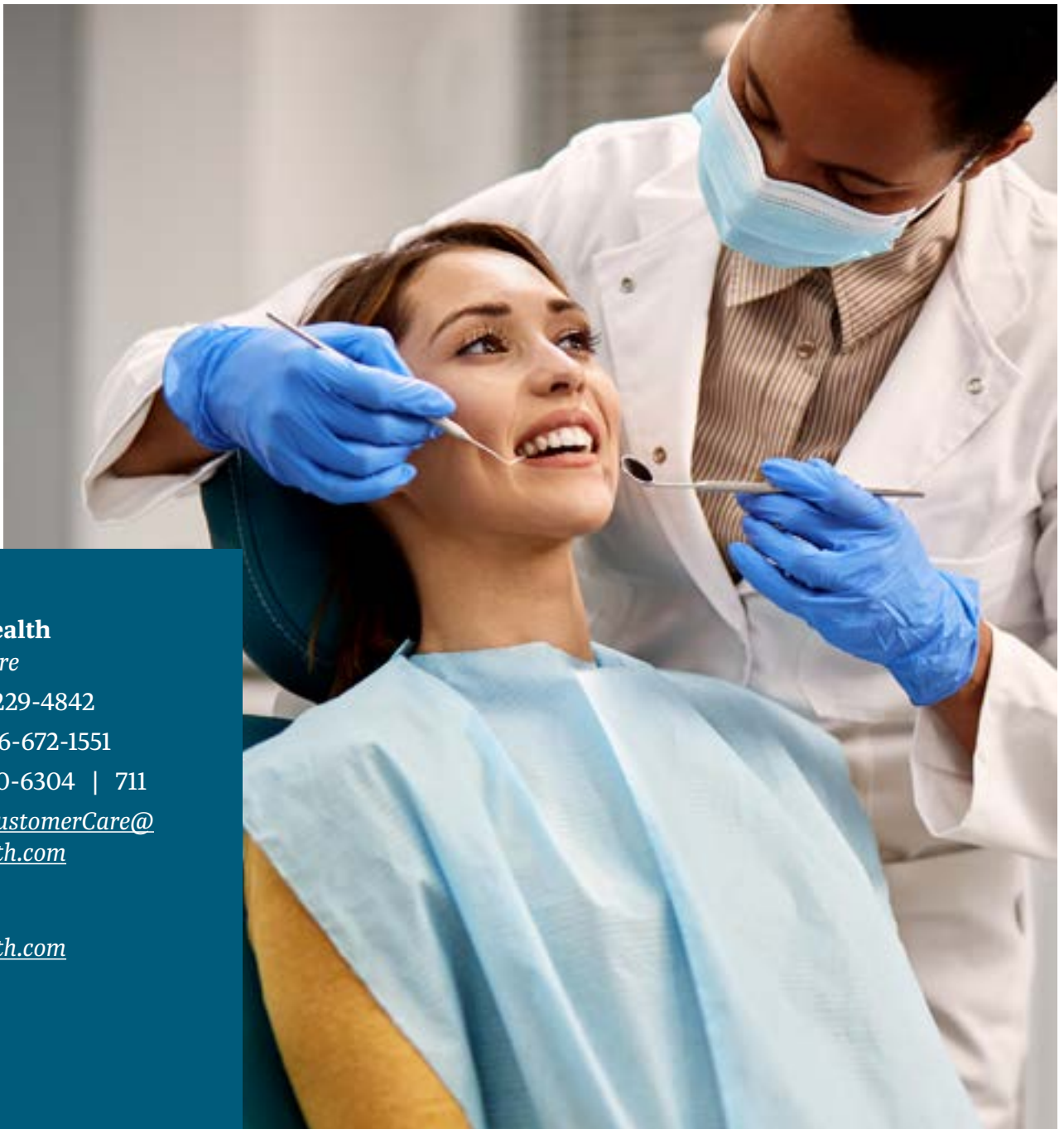




## MEMBER RESOURCES

### Dental Coverage

Umpqua Health Alliance members with dental coverage under Care Coordination Organizations (CCOA, CCOG, or CCOF plans) are eligible for annual oral exams and regular teeth and mouth check-ups with your Primary Care Dentist (PCD).  
*Members under 19 years of age can receive exams twice a year.*



#### Umpqua Health

Customer Care

Phone: 541-229-4842

Toll free: 866-672-1551

TTY: 541-440-6304 | 711

Email: [UHCustomerCare@umpquahealth.com](mailto:UHCustomerCare@umpquahealth.com)

#### Website:

[umpquahealth.com](http://umpquahealth.com)



[UHA Members Handbook](#)

## CRISIS SUPPORT



You are not alone. Whether you're facing mental health struggles, emotional distress, alcohol or drug use concerns, or just need someone to talk to, caring counselors are available for you 24/7/365. Conversations are free and confidential.

*988 Lifeline*

**Phone:** 988

**Chat:** 988

**Website:** [988lifeline.org](https://988lifeline.org)



[988lifeline.org](https://988lifeline.org)



Same-day walk-in access to behavioral health crisis services is available Monday-Friday, 8 AM to 5 PM. Mental Health Crisis Counselors can respond immediately to help de-escalate situations and prevent arrest, available 24/7.

*Adapt Integrated Health Care*

**24-Hours:** 800-866-9780

**Crisis Line:** 541-440-4471

**Phone:** 541-440-3532



[adaptoregon.org](https://adaptoregon.org)

# MEMBER RESOURCES

## COMPLAINTS, GRIEVANCES, APPEALS AND FAIR HEARINGS

At Umpqua Health Alliance, we prioritize your health and if you need to appeal a decision, share a complaint, file a grievance, or request a hearing. We are here to assist you with any concerns regarding your care.

We can provide:

- Help from a qualified community health worker or care coordination service
- Interpreter services or auxiliary aids
- Additional language and communication formats

### Appeals Explained:

A Notice of Adverse Benefit Determination (NOABD) is a denial letter that tells you about our decision to deny, stop, or reduce a medical, dental and/or behavioral health service.

If you disagree with our decision, you have 60 days from the date you received the denial letter (NOABD) to ask us to change it. You must get a denial letter before you can ask for an appeal.

If you haven't received a letter or your provider tells you that you can't receive a service or have to pay for it, request a denial letter (NOABD) from Umpqua Health (UH).



### Written Request:

Form 3302 is a formal request for an appeal, which can be completed by a provider, member, or authorized representative; however, it must include a valid member signature.

To support your appeal, provide legal and factual arguments through personal or written testimony. Appeal requests can be emailed, faxed, mailed or hand delivered to Umpqua Health.

**Email:** [UHAGrievance@umpquahealth.com](mailto:UHAGrievance@umpquahealth.com)

**Fax:** 541-677-5881

**Mail:** Umpqua Health Alliance  
Attn: Grievance and Appeals,  
3031 NE Stephens Street, Roseburg, OR 97470

**In Person:** 3031 NE Stephens Street,  
Roseburg, OR 97470 (Upstairs)

### For More Information:

#### UHA Customer Care Team

Monday – Friday,  
8:00AM – 5:00PM

Phone: 541-229-4842

Toll free: 866-672-1551

TTY: 541-440-6304

Fax: 541-677-5881

Email: [UHAGrievance@umpquahealth.com](mailto:UHAGrievance@umpquahealth.com)

Write:  
Attn: Grievance & Appeals,  
3031 NE Stephens Street,  
Roseburg, OR 97470

Website:  
[umpquahealth.com/  
appeals-and-grievances](http://umpquahealth.com/appeals-and-grievances)



#### OHP Client Services Unit

Phone: 800-273-0557

#### OHA's Ombudsperson

Phone: 503-947-2346

Toll Free: 877-642 -0450



### Verbal Request:

As a member you may call Umpqua Health Alliance to provide a verbal request for an appeal. A request received from a provider or representative without member's permission cannot be processed.

*A notice letter will be sent to the address on file and indicate the appeal is invalid without permission.*

### Umpqua Health Alliance

Grievance & Appeals

**Phone:** 541-229-4842

**Toll free:** 866-672-1551

**TTY:** 541-440-6304 | 711

### Under Review:

When an appeal request is made by a member or with their consent, a clinical expert will review the original decision by examining the relevant medical records and service requests. A decision on the standard appeal will be provided within 16 days.

*You can provide any additional information that might assist in making a decision.*

If additional time is needed the timeframe can be extended by 14 days and efforts will be made to inform you verbally. A written notice will be sent to the address on file, explaining the reason for the extension. If you disagree, you have the right to file a grievance.

### Expedited Appeals:

An expedited appeal can be requested if the member or their provider believes that waiting for a standard appeal could seriously put your life, health, or ability to function in danger.

We will call you and send you a letter, within 1 business day, to let you know we have received your request for a fast appeal.

A decision will be made as quickly as your health requires, and it will take no longer than 72 hours from the time the appeal request is received.

Efforts will be made to contact both the member and their provider by phone to communicate the decision and a written decision will be provided.

### Decision Notice:

Once the review is complete, a decision notice will be sent in writing. This notice is referred to as a Notice of Appeal Resolution (NOAR). A hearing request form will also be attached in case the member does not agree with the outcome.

### For More Information:

#### UHA Customer Care Team

Monday – Friday,  
8:00AM – 5:00PM

Phone: 541-229-4842

Toll free: 866-672-1551

TTY: 541-440-6304

Fax: 541-677-5881

Email: [UHAGrievance@umpquahealth.com](mailto:UHAGrievance@umpquahealth.com)

Write:

Attn: Grievance & Appeals,  
3031 NE Stephens Street,  
Roseburg, OR 97470

Website:

[umpquahealth.com/  
appeals-and-grievances](http://umpquahealth.com/appeals-and-grievances)



#### OHP Client Services Unit

Phone: 800-273-0557

#### OHA's Ombudsperson

Phone: 503-947-2346

Toll Free: 877-642-0450

### Still don't agree?:

You have the right to ask the state of Oregon to review the appeal decision. You or someone with written permission to speak for you, a doctor or an authorized representative can request a hearing within 120 days from the date of the appeal decision letter (NOAR).

At the hearing, you can tell the Oregon Administrative Law judge why you do not agree with our decision about your appeal. The judge will make the final decision.

You can request an expedited hearing, and the state will decide if you can have it within two working days upon receiving your request.

Hearing requests (once the appeal process has been exhausted) can be emailed, faxed, mailed or hand delivered to the Oregon Health Authority.

### Oregon Health Authority (OHA)

#### *Medical Hearings*

500 Summer St NE E49  
Salem, OR 97301

**Fax:** 503-945-6035

**Phone:** 800-273-0557

### Grievances:

If you are unhappy with our medical care and feel you were not treated with respect or did not receive the quality of care you deserve, you can bring this to our attention by filing a complaint. *\*With the exception to denied service cases.*

You will be asked to provide additional information and we will reach out to those involved in the complaint.

Efforts will be made to gather all the relevant facts regarding the issue and resolve within five working days. If a grievance requires expedited review, and meets criteria, a resolution will be provided within 72 hours.

Ultimately, we will work to resolve the complaint within 30 days. We will attempt to communicate the resolution by both phone and mail. If you are not satisfied with how the grievance was handled, you can contact OHP Client Services or an OHA Ombudsperson. The Ombuds are advocates for OHP members and they will do their best to help you.

### Oregon Health Plan (OHP)

#### *Client Services Unit (CSU)*

**Phone:** 800-273-0557

### Oregon Health Authority (OHA)

#### *Ombudsperson*

**Phone:** 503-947-2346

**Toll Free:** 877-642 -0450

**Email:** [OHA.OmbudsOffice@odhsoha.oregon.gov](mailto:OHA.OmbudsOffice@odhsoha.oregon.gov)

### For More Information:

#### **UHA Customer Care Team**

Monday – Friday,  
8:00AM – 5:00PM

Phone: 541-229-4842

Toll free: 866-672-1551

TTY: 541-440-6304

Fax: 541-677-5881

Email: [UHAGrievance@umpquahealth.com](mailto:UHAGrievance@umpquahealth.com)

#### Write:

Attn: Grievance & Appeals,  
3031 NE Stephens Street,  
Roseburg, OR 97470

#### Website:

[umpquahealth.com/  
appeals-and-grievances](http://umpquahealth.com/appeals-and-grievances)



#### **OHP Client Services Unit**

Phone: 800-273-0557

#### **OHA's Ombudsperson**

Phone: 503-947-2346

Toll Free: 877-642 -0450

# BETTER HEALTH FOR ALL



► HERO Kids does not offer training or guidance to EMS on managing complex medical or behavioral health needs in an emergency.

## (HERO) HEALTH EMERGENCY READY OREGON

HERO Kids Registry is a voluntary, no-cost system that lets Oregon families share critical health information about their child or young adult (ages 0-26) before an emergency. The information can be quickly and easily accessed by emergency medical services (EMS) and hospital emergency department (ED) providers to give a head start on understanding their medical history and unique needs.

The information is helpful for medically complex children and young adults who experience chronic health conditions, developmental disabilities and/or mental or behavioral health conditions and may help them provide care or comfort, such as avoiding flashing lights that may cause seizures.

The Registry is a secure, HIPAA-compliant database operated by HERO Kids Registry staff. Only parents, legal guardians, and young adults aged 15-26 can create, change or cancel a registration.



### For More Information:

[www.herokidsregistry.org](http://www.herokidsregistry.org)

[herokids@ohsu.edu](mailto:herokids@ohsu.edu)

(833) 770-4376

## HOW-TO BE A HERO:

1

### Information:

Gather diagnoses, current medications, allergies, emergency protocol letter, and history of recent procedures.

2

### Registration:

Online (*computer or tablet only*) at [herokidsregistry.org](http://herokidsregistry.org)

Paper alternative available through email request at, [herokids@ohsu.edu](mailto:herokids@ohsu.edu)

3

### Activation:

HERO Kids Registry staff activate the registration. *If there is a problem, they will contact the parent or legal guardian.*

4

### Confirmation:

Family gets a confirmation packet in the mail with a welcome letter, Registry ID stickers and a backpack tag with ID number on it.

5

### In an Emergency:

The person calling 911 provides HERO Kids Registry ID number, or indicates that the child or young adult is registered.

EMS and ED providers access key health information through a confidential provider line or from the Emergency Department Information Exchange (EDIE). Information is relayed by phone or secure fax in less than 90 seconds.





# AVIVA HEALTH

Hope. Health. Life.

## Glide Town Hall

Presented by

KC Bolton, Aviva Health CEO, and Jeana Beam, Executive Director, Glide Revitalization

- Who:** Residents of Glide and surrounding communities
- What:** Aviva Health Glide Town Hall
- When:** Tuesday, Feb. 27, 2025 6:30 p.m. to 8 p.m.
- Where:** Glide Community Center  
20062 N Umpqua Highway, Glide, OR 97443
- Why:** To share information about Aviva Health services in Glide and have an open discussion with the community about area needs

### Agenda -

- 6:15-6:30** Doors Open
- 6:30-7:00** Welcome and complimentary community dinner
- 7:00-7:25** Introduction of Aviva Health staff and brief presentation
- 7:25-7:55** Comments and questions from community members
- 7:55-8:00** Raffle drawing and closing remarks



### \*Complimentary Dinner

**\*Free Raffle for 2 attendees to win a \$40 Gift Card to The Atom Bistro and Coffee or COHO PIZZA CO**





## THANK YOU

---

We work hard to deliver readily accessible, high quality healthcare for Douglas County residents and to improve the health and vitality of the communities we serve.