

# UMPQUA HEALTH ALLIANCE

# MIND & BODY

Spring 2025



- ▶ *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.

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UMPQUA HEALTH

(541) 229-4842

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

 3031 NE Stephens St., Roseburg, OR 97470



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

# MEMBER RESOURCES

## HEALTH RELATED SOCIAL NEEDS

### Nutrition Benefits

If you have certain health problems, you may be able to get help with meals and nutrition. These services are part of our Health-Related Social Needs (HRSN) support.

#### Medically Tailored Meals

You may be able to get up to three healthy meals a day for six months. These meals are made to fit your health needs.

To get this service, you need a Nutrition Care Plan. This plan must be written by a registered dietitian (RD). If an RD is not available, your primary care doctor can write it.

#### Nutrition Classes

You may also be able to take nutrition classes. These can be one-on-one or in a group. They are for members with certain health conditions who qualify for HRSN services.

You cannot get nutrition classes if:

- You already get them through your regular health plan
- You are getting Medically Tailored Meals

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[Apply for Nutrition Help Here](#)



# MEMBER RESOURCES

UMPQUA HEALTH ALLIANCE

## Peer Support Specialists Are Here for You

When life feels hard, you are not alone. Talking to someone who has been there can help. A peer support specialist is someone who has lived through mental health or addiction struggles. Now they help others heal and stay strong.

Peer support specialists work in clinics and in the community. They listen, support you and help you find services. They can also help you stay focused on your goals.

Each peer support specialist has lived through their own challenges. Most have been in recovery for at least two years. They understand how it feels to ask for help.

Peer support specialists share their stories to offer hope. They can help you:

- Set goals
- Find help
- Make choices
- Stay strong

They also work with your doctors and care team to make sure you have the support you need.

You might meet a peer support specialist at a clinic or in the community. They are ready to meet you where you are and walk beside you.

There are four peer support specialist subtypes:

- 1 Family Support Specialist**  
Someone who cared for a child who needed mental health or addiction help.
- 2 Youth Support Specialist**  
Someone under 30 who used or needed mental health or addiction services.
- 3 Adult Mental Health Support Specialist**  
Someone who got better from mental health struggles and helps others.
- 4 Adult Addictions Support Specialist**  
Someone who healed from substance use and supports others.



### Connect with us:

#### Umpqua Health

Monday – Friday,  
8 AM – 5 PM

Phone: 541-229-4842

Toll free: 866-672-1551

TTY: 541-440-6304 | 711

Email: UHCustomerCare  
@umpquahealth.com

Website:  
www.umpquahealth.com

Address:  
3031 NE Stephens Street,  
Roseburg, OR 97470

## Give your child a healthy start — get up to \$75 worth of gift cards!

If your child is between birth and 6 years old, schedule a check-up with their doctor to catch up on important immunizations by December 31, 2025. As a thank you, we'll send you up to \$75 worth of gift cards for caring for their health.

### Here's what to do: (Ages birth - 6)

1

Call your child's doctor to schedule a visit and make sure they're up to date on their immunizations. Remember to complete this by December 31, 2025.

2

Let us know if your child had their immunizations by calling us at 541-229-4842 (TTY users, call 711), scanning the QR code, or visiting: <https://tinyurl.com/5y9ezyur>



3

Watch for your gift card in the mail. Enjoy using it while knowing you are helping your child stay healthy!

### How to use the QR code:

1. Open the camera on your smartphone.
2. Point the camera at the QR code (like you're going to take a picture, but don't take one).
3. A link will pop up on your screen. Tap the link, and it will take you to the website to complete the form.

*\* Offered by Umpqua Health Alliance for Oregon Health Plan members in Douglas County.*



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## Give your child a healthy start — get up to \$75 worth of gift cards!

If your child is between 9 and 12 years old, schedule a check-up with their doctor to catch up on important immunizations by December 31, 2025. As a thank you, we'll send you up to \$75 worth of gift cards for caring for their health.

### Here's what to do: (Ages 9 - 12)

1

Call your child's doctor to schedule a visit and make sure they're up to date on their immunizations. Remember to complete this by December 31, 2025.

2

Let us know if your child had their immunizations by calling us at 541-229-4842 (TTY users, call 711), scanning the QR code, or visiting: <https://tinyurl.com/3ezsyhpr>



3

Watch for your gift card in the mail. Enjoy using it while knowing you are helping your child stay healthy!

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# UCAN Family Connects



## Who can receive services?



- Any family with a newborn or baby under 3 months old is eligible for Family Connects services.
- All families are accepted including bereaved, foster, and adoptive families
- Private insurances and Oregon Health Plan are required to cover the service and families will not be charged for any service provided.

## What we do



- Infant health assessment including vitals, physical assessment, and weights and measurements.
- Post partum health assessment including blood pressure, vitals, questionnaires about nutrition, bleeding, and any post partum warning signs
- Post partum mood disorder screening, substance use screening, and interpersonal violence screening.
- Feeding help either breast or bottle feeding
- Answer parent's questions
- Provide referrals to other community supports parents might need
- All families receive an initial Welcome Bag with sleep sack, books, infant thermometer, handouts, and other newborn items they may need.

## Who provides the service?



- UCAN provides Family Connects using qualified Registered Nurses that are trained in breastfeeding support, infant care, and post partum health.
- All Registered Nurses participate in regular continuing education and are supervised on a regular basis.

## How to refer

- Online at [ucanap.org/referral/](https://ucanap.org/referral/)
- Email or Fax a CORE form to 1-541-804-7234
- Call 541-440-3622







# THANK YOU

We want everyone in our communities to stay healthy and strong. We help people in Douglas County get the care they need.



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