

UMPQUA HEALTH CONNECTION

May 2025

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PRACTICE TACTICS

UMPQUA HEALTH ALLIANCE

Connect Your Patients with Care Coordination Services

Do you have a patient who could benefit from extra support? Umpqua Health Alliance offers care coordination services to eligible members, depending on plan type.

Our team provides personalized medical and behavioral health support to help members manage:

- Chronic conditions and disease
- Mental health needs
- Addiction treatment and recovery
- Medication management
- Inpatient and outpatient care
- Disability-related services
- Prenatal and postpartum care

How to make a referral:

1 Complete [Case Management Referral](#)

2 Submit referral by:

Email to Case Management Team
casemanagement@umpquahealth.com

Call Member Services (541) 229-4842

Visit Umpqua Health Newton
Creek in-person and request care
coordination services.



PRACTICE TACTICS

HEALTH RELATED SOCIAL NEEDS

Nutrition Benefits

Medically tailored meals

Umpqua Health Alliance offers medically tailored meals for members with qualifying health conditions who meet all Health-Related Social Needs (HRSN) criteria.

- Coverage includes up to three meals per day for six months.
- A nutrition care plan is required to apply for this benefit.
- The plan must be developed by a registered dietitian or, if a dietitian is not available, by the member's primary care provider. members with an approved HRSN rental assistance request.

Nutrition education

Individual or group nutrition education is available for members with qualifying health conditions who meet HRSN criteria.

- Members who are already eligible for nutrition education through their medical benefit are not eligible for this service.
- Members are also not eligible for this service while receiving medically tailored meals.

[Submit a nutrition application](#)



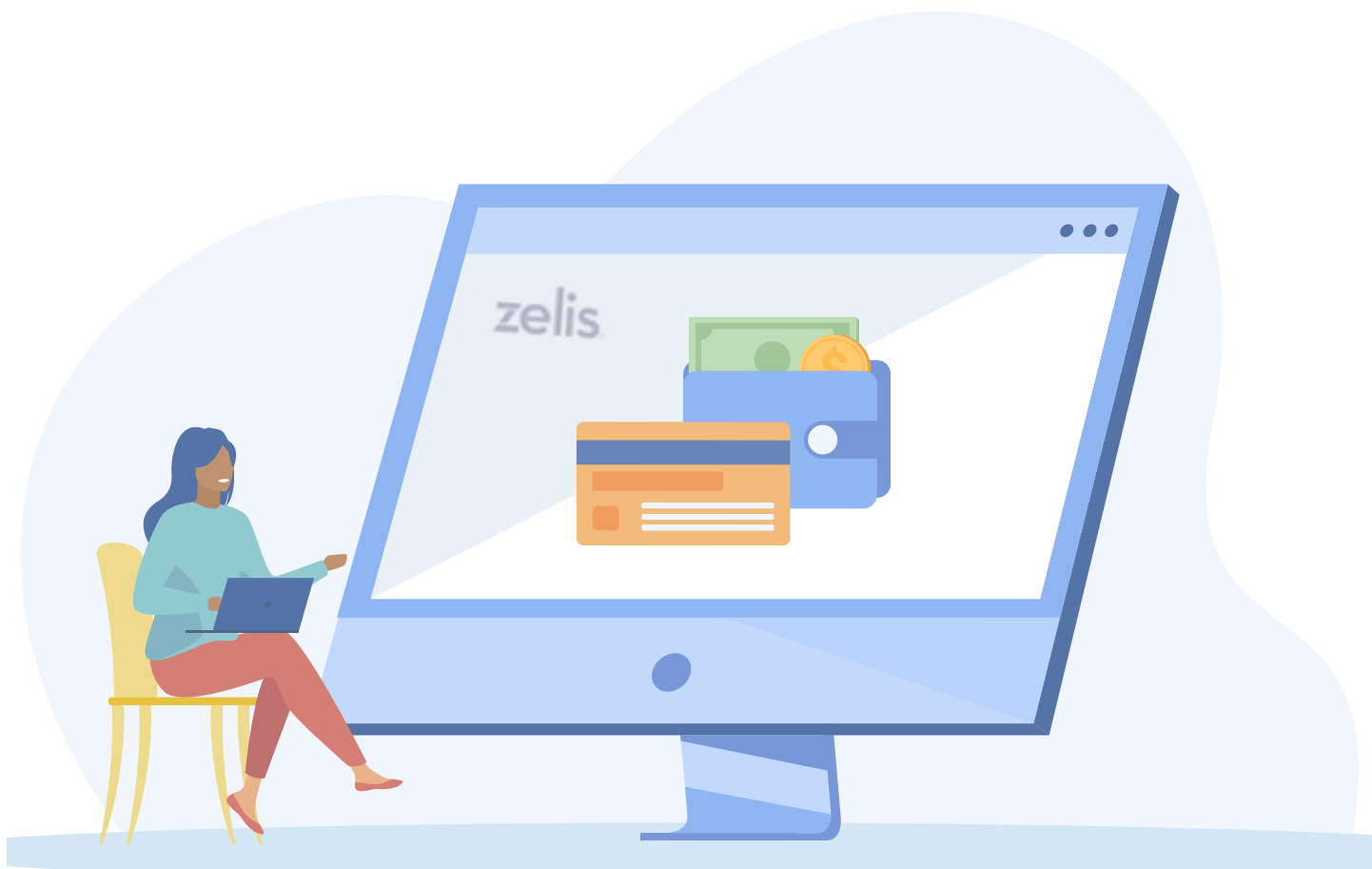
PRACTICE TACTICS

UMPQUA HEALTH ALLIANCE

Provider Payments Now Processed Through Zelis

Umpqua Health Alliance has transitioned from Payspan to Zelis for electronic payments and remittance services. This change is designed to improve efficiency and enhance the provider experience. To support a smooth transition, resources and assistance are available.

If you have questions or need help, contact the Provider Relations team at UHNProviderServices@umpquahealth.com.



UMPQUA HEALTH

What is a Peer Support Specialist?

A peer support specialist is an individual with lived experience who works in clinical and community-based settings to assist members facing similar challenges on their journey to wellness. Peer support specialists help members navigate complex systems by offering understanding, encouragement and practical guidance.

To qualify, peer support specialists must identify as a person in recovery from either a mental health condition or substance use disorder. Most must meet an abstinence requirement of at least two years.

Peer support specialists may be certified in one or more subtypes, depending on their lived experience and whether they are applying through formal training or qualifying work experience.

By sharing their recovery journeys, peer support specialists build trust, foster hope and promote empowerment. They are skilled at helping members bridge gaps in care, address health inequities and support a person-centered recovery culture.

Peer support specialists work as part of interdisciplinary care teams and can assist providers by reinforcing treatment goals, increasing engagement and improving follow-up success rates. While many are based in clinics, others work directly in the community to meet members where they are.

Integrating peer support specialists into care teams enhances member-centered care and supports better health outcomes.

There are four peer support specialist subtypes:

1

Family Support Specialist

Identifies with the experience of parenting a child who is a current or former consumer of addiction or mental health services or who has faced barriers accessing education, health or wellness services.

2

Youth Support Specialist

Identifies as an individual not older than 30 years who has used or needed mental health or addiction services or has faced similar access barriers.

3

Adult Mental Health Support Specialist

Identifies with the lived experience of mental health recovery and supports individuals with similar experiences.

4

Adult Addictions Support Specialist

Identifies with the lived experience of substance use recovery and supports others pursuing wellness.

UMPQUA HEALTH ALLIANCE

Lifestyle Medicine & Food as Medicine Essentials

This free, self-paced course includes three modules with practical strategies for prescribing therapeutic lifestyle interventions.

Designed to enhance clinical practice and improve patient outcomes, the course equips providers with tools to integrate lifestyle medicine into care delivery.

Learn from nationally recognized experts and make a lasting impact on your patients' health and well-being.



Course details:

Duration: 5.5 hours

Credits: Continuing Medical Education (CME) available



[Access the Course](#)

American College of Lifestyle Medicine
lifestylemedicine.org



CLINICAL CORNER

UMPQUA HEALTH ALLIANCE

Why Was My Prior Authorization Denied?

Umpqua Health Alliance (UHA) works to minimize unnecessary restrictions for contracted providers while ensuring compliance with Oregon Health Plan (OHP) guidelines.

The Prioritized List of Health Services (PL), developed by the Health Evidence Review Commission (HERC), outlines which services are covered based on proven clinical effectiveness.

Coverage decisions also depend on where services fall on the prioritized list. The Oregon Legislature determines how much of the list is funded, commonly referred to as “above the line.”

Key authorization policies:

- UHA members may access in-network specialists without a referral, with the exception of dermatology and therapies.
- Prior authorization is only required for MRI and PET imaging.

Learn More: <https://www.oregon.gov/oha/hpa/dsi-herc/Pages/index.aspx>

Common reasons for denial of prior authorization (PA):

Chiropractic care:

- Coverage is limited to spinal conditions only.

Continuous glucose monitors (CGMs):

- Covered for Type 1 and insulin treated Type 2 diabetes.
- Renewals require documentation showing at least 50% device usage over the past six months.

Dermatology:

- Primary care providers are expected to manage benign conditions (*which are not covered*).
- Specialist consultation should be for diagnostic support, not patient preference.
- Routine screenings are not covered unless there is a personal history of skin cancer.
- Many requests are not supported by documented skin exams.

MRI:

- PL criteria follow the American College of Radiology Appropriate Use Criteria.
- Requests often lack documentation of any musculoskeletal or neurologic exam.
- Routine MRI is not required for migraine or muscle tension headaches.
- Radiographs (X-rays) should typically be the first step in imaging extremity conditions.

Pharmacogenetic (PGx) testing:

- OHP guidelines (*see Guideline Note D21*) only cover PGx testing for psychiatric condition management.
- Drug metabolism PGx testing, including from vendors such as AssureRx, is not funded for conditions like depression, anxiety or ADHD.

UMPQUA HEALTH ALLIANCE

Nutrition Support Program

Umpqua Health Alliance (UHA) has discontinued referrals to the Foodsmart nutrition support program. The program will officially end on June 30, 2025, for currently enrolled members.

In place of Foodsmart, UHA is providing nutrition education to members and encouraging them to follow up with their primary care providers for additional guidance. Alternative resources may include:

- Referrals to local registered dietitians
- Participation in VeggieRx program education
- Local diabetes education courses

UHA also shares information from the U.S. Department of Agriculture's nutrition website, [Nutrition.gov](https://www.nutrition.gov), which offers evidence-based resources on healthy eating, physical activity, and food safety.

In addition, UC-VEG's Food as Medicine Program provides free classes focused on nutrition, movement, and mindfulness. Classes are available in the afternoon and evening. Learn more at ucveg.org/course.

Note: Members who require additional nutritional counseling may be referred to a registered dietitian. This is especially helpful for individuals who are newly diagnosed.

Diabetes Prevention & Support Programs

For members with prediabetes or diabetes, UHA partners with the Oregon Wellness Network to offer additional support through two key programs:

1 National Diabetes Prevention Program (DPP)

This year-long lifestyle change program is designed for individuals with prediabetes or obesity who have not been diagnosed with type 1 or type 2 diabetes. Developed by the Centers for Disease Control and Prevention, the program focuses on weight loss and healthier living.

- No out-of-pocket costs for participants
- Research shows a 58% reduction in diabetes risk, with a 71% reduction among adults age 60 and older

2 Diabetes Self-Management Education & Support (DSMES)

This program supports members with diagnosed diabetes through two key components:

- Individual care planning sessions with a lifestyle coach or diabetes educator, held before and after group classes to set personal health goals
- Evidence-based group classes that meet weekly for six weeks (2.5 hours per session), totaling approximately 15 hours of instruction. Classes are led by two trained facilitators, one of whom has personal or caregiver experience with diabetes.

UMPQUA HEALTH ALLIANCE

Updates to Clinical Practice Guidelines

Several updates to Umpqua Health Alliance's Clinical Practice Guidelines (CPGs) have been adopted by the Clinical Advisory Panel to align with the latest medical standards and improve patient outcomes.

Newly Adopted Guidelines

The following guidelines were recently approved and are now available for provider reference:

- **Hepatitis C (HCV) Guidance** - Covers recommendations for testing, managing and treating Hepatitis C. Includes simplified approaches for treatment-naïve patients and those with compensated cirrhosis, along with guidance on diagnostic testing and monitoring.
- **Heart Failure Management** - The 2022 guideline emphasizes a patient-centered approach to heart failure prevention, diagnosis and treatment. Recommendations are based on the latest clinical evidence.
- **Hypertension Practice Guidelines** - The 2020 International Society of Hypertension Global Guidelines provide evidence-based recommendations for lifestyle modifications, pharmacologic treatment and special populations, including patients with resistant hypertension and pregnant individuals.
- **Academy for Eating Disorders (AED) Guidelines** - Offers comprehensive recommendations for the medical, behavioral and pharmacologic treatment of eating disorders.

- Key resources include The AED Guide to Selecting Pharmacologic Treatments for Patients with Eating Disorders and Eating Disorders: A Guide to Medical Care.

Annual Review Process

All Clinical Practice Guidelines are reviewed annually to ensure alignment with current best practices. This includes a structured literature search to confirm that no new or updated publications have superseded the existing guidance.

Implementation and Access

Updated guidelines are available at umpquahealth.com/clinical-practice-guidelines.

Oversight and Responsibilities

The Clinical Advisory Panel and relevant subcommittees are responsible for guideline oversight. This includes annual review, proposal submission and quarterly reporting to ensure accuracy and accountability.

Retired Guidelines

The following guidelines have been removed:

- Hypertension: JNC 8
- Hypertension: JNC 8 Guideline Algorithm
- ASAM National Practice Guideline for the Treatment of Opioid Use Disorder – 2020 Focused Update

COMMUNITY ANNOUNCEMENTS

UMPQUA HEALTH ALLIANCE Health Care Interpreter Registry

Schedule interpreter services directly with an Oregon qualified or certified interpreter listed in the registry.



Learn More:

View the Health Care Interpreter Registry through Oregon Health Authority (OHA).

Interpreter Registry

www.hciregistry.dhsoha.state.or.us



COMMUNITY ANNOUNCEMENTS

UMPQUA HEALTH ALLIANCE

Person-Centered Social Needs Screening Implementation Workshop

This interactive training is designed for individuals directly involved in social needs screening and referrals.

It emphasizes trauma-informed, culturally responsive and person-centered workflows. Organizations are encouraged to send teams, as collaborative learning supports effective implementation and long-term sustainability.

Key learning objectives:

- Best practices for developing person-centered organizational screening systems
- Strategies for implementing team-based workflows
- EMR tool design for screening and follow-up documentation
- Techniques to reduce workforce burnout through organizational support
- The value of co-designing workflows with patients to improve usability and engagement

Led by Ariel Singer

Principal Consultant

Waterwheel Health Consulting

Wednesday, July 30 | 9 - 4:30 p.m.

Aviva Health

Kenneth Ford Conference Center

150 NE Kenneth Ford Drive,

Roseburg, OR. 97470

Parking available at Lower-lot

(upper lot is reserved for Aviva patients)

For more information:

Umpqua Health Alliance

Quality Improvement

UHQualityImprovement@umpquahealth.com



Register Today!

[Person-Centered Social Needs](#)

[Screening Implementation Workshop](#)

This workshop supports implementation efforts aligned with the Social Determinants of Health (SDoH) metric, which measures the percentage of CCO members screened using an Oregon Health Authority–approved tool and referred, as needed, for services in housing, food and transportation.

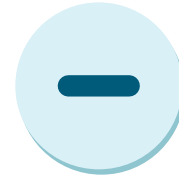
Network Changes

The following providers have been added or removed from the Umpqua Health Alliance network:



Additions

- Humberto J. Villalvazo Camacho, MD – Evergreen Family Medicine Edenbower | May 1, 2025
- Ashley Davis, NP – PeaceHealth Cottage Grove | March 28, 2025
- Melissa Defreest, MD – PeaceHealth Cottage Grove | March 28, 2025
- Heidi Doud, SLP – Explore Engage Enjoy | March 3, 2025
- Tyler Dearing, PharmD – Dahisse Inc. dba Myrtle Drugs | March 3, 2025



Termed

- Lisa Darlene Cook, QMHA-I – Adapt | March 27, 2025
- Denis Ingeman, RN – Adapt | April 17, 2025
- Salina Rene Gonzalez, QMHA-I – Adapt | March 19, 2025
- Kristine Lynn Fitts, CSWA – Adapt | April 3, 2025
- Kristina Marie Munoz, QMHA-I – Adapt | April 3, 2025
- Garrett John Shannon, QMHA-R – Adapt | April 20, 2025
- Ulrike Elisabeth Ottenbreit, CADC II – Adapt | April 16, 2025
- William Bradley Payne, QMHP, CADC-R – Adapt | April 22, 2025
- Clayton Hoffmeister, QMHP-R – Cow Creek | March 28, 2025
- Aaron Drees, CRNA – PeaceHealth | April 21, 2025
- Stewart Mones, MD – PeaceHealth | April 18, 2025

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 ucancap.org/referral/
- Email or Fax a CORE form to 1-541-804-7234
- Call 541-440-3622



DISEASE SPOTLIGHT

Measles Outbreak Update

Measles is one of the most contagious of all infectious diseases, with a 90% attack rate among susceptible close contacts. This virus is spread by respiratory droplets. Symptoms generally include a generalized maculopapular rash, fever, cough, runny nose, red watery eyes, and Koplik spots, which are small white spots on the inside of the cheeks opposite the upper molar teeth.

The average incubation period is 11-12 days, with the onset of a rash usually occurring at 14 days. The infectious period is 4 days prior to the rash onset through 4 days after the rash onset. While symptoms usually resolve in a few weeks, measles can have severe complications.

For every 1,000 children who get measles, 200 will need to be hospitalized, 100 will get ear infections with potential permanent hearing loss, 50 will get pneumonia, and 1-3 will die.

Measles can cause brain swelling, leaving lasting damage including blindness, deafness and intellectual disabilities. The virus also can cause “immune amnesia”, leaving patients more susceptible to other pathogens for years after.

The MMR (measles, mumps & rubella) vaccine is 97% effective at preventing measles when two doses are given, and 93% effective when one dose is given. The vaccine is typically given to children in 2 doses, the first between 12 and 15 months old and the second between 4 and 6 years old.

Earlier vaccination is available to children who will be traveling in an area with a known measles outbreak. Children can be vaccinated as early as 6 months old, and the second dose can be administered as early as 28 days after their first. Vaccination rates must be at least 95% to reach herd immunity levels to prevent outbreaks in a community.

Typically, outbreaks of measles in the United States occur when international travelers bring home the virus from abroad, to communities with low vaccination rates.

As of today, 4/22/2025, there have been 800 confirmed cases of measles identified in the US in 24 states. Most of these cases have been among children who did not receive the MMR vaccine. Of those, 624 are related to an ongoing outbreak in West Texas.

This outbreak has largely spread within a community of Mennonites in Gaines County, who historically have lower vaccination rates and often avoid interacting with the health care system.

So far there have been 3 deaths: one in New Mexico and one in Texas. The Centers for Disease Control and Prevention (CDC) issued a Health Alert Network (HAN) Health Advisory for this region. The epi curve for this outbreak has not peaked and cases continue to grow.



ADVANTAGE DENTAL

Freshen Your Breath with Tongue Scraping

While cleaning your tongue with a scraper or toothbrush isn't necessary for good oral hygiene, it's a great way to get that 'clean mouth' feeling after you brush. There's no proof that tongue scraping will prevent bad breath or halitosis (chronic bad breath). Some people believe that scraping the tongue removes harmful bacteria that can cause gingivitis, cavities, and mouth ulcers. Unfortunately, any removed oral bacteria will quickly redevelop.

What is Tongue Scraping?

The process of using a toothbrush or a tongue scraper to remove tongue coating and residue.

What to Do:

Brush and floss your teeth before cleaning your tongue.

What to Use:

Toothbrushes clean tooth enamel but can't effectively clean the tongue's uneven surface, which harbors bacteria. A tongue scraper is more effective for this purpose.

How to Scrape Your Tongue

1. After brushing and flossing, open your mouth and place the scraper or toothbrush on the back of the tongue, avoiding the gag reflex.
2. Apply light pressure to scrape from the back to the tip of the tongue, making only one pass.
3. Rinse the tool in warm water and scrape again if necessary.
4. Rinse your mouth and spit out.
5. Clean the tool with soap and water, and store it properly.
6. Repeat the process twice a day to remove oral bacteria and sulfur compounds.

Advantage Dental+



For More Information:
advantagedental.com
(866) 268-9631

Read the full article:
advantagedental.com/blog/freshen-your-breath-with-tongue-scraping



THANK YOU

Thank you for reading our Monthly Provider Newsletter. Utilize this as a resource — your success is vital to the health and well-being of our members.



Questions and suggestions regarding a specific topic:
Contact, **Dr. Douglas Carr** at dcarr@umpquahealth.com

More information about the newsletter:
Contact, **Alexis Cole** at acole@umpquahealth.com