UMPQUA HEALTH ALLIANCE

Complaint Form

As a Umpqua Health Alliance member, you can file a complaint at any time by phone or in writing. This can be about any part of your care under the Oregon Health Plan. You may do this yourself, or if you give written permission, someone else can do it for you. If you would like to file a complaint, you can write a letter and/or fill out this form below and send it back to: 3031 NE Stephens St, Roseburg, OR 97470

Umpqua Health Alliance Member Information

Legal Name: OHP ID# or Date of Birth:

Name (if you are not the member):

Phone Number: OK to leave voicemail

What happened? When did it happen? Who was involved?
(Attach any documents such as notice, denials of service, doctor's bills, etc. messages between the member and others such as DHS/OHA or the CCO, which might help us research the complaint. If you need more space write on the back, or attach another piece of paper).

Narrative:

What do you want us to do about this?

Narrative:

Phone: 541-229-4842
Fax: 541-229-8180

Email:
UHCustomerCare @umpquahealth.com

Website:
www.umpquahealth.com

Address:
3031 NE Stephens Street, Roseburg, OR 97470

Oregon Health Plan / Medicaid

Language Access

LANGUAGE SERVICES

Alternative Languages

You can get this document in other languages, large print, braille or a format you prefer. You can also ask for an interpreter. This help is free. You can get help from a certified or qualified health care interpreter. Call 888-788-9821 or TTY #711#. We accept relay calls.

SERVICIOS DE IDIOMAS

Idiomas Alternativos

Usted puede obtener este documento en otros idiomas, en letra grande, braille o en el formato que prefiera. Puede obtener ayuda de un intérprete certificado o calificado en atención de salud. También puede recibir los servicios de un intérprete. Esta ayuda es gratuita. Llame al servicio de atención al cliente 541-229-4852 o TTY #711#. Aceptamos todas las llamadas de retransmisión.

Learn More

umpquahealth.com/language-access/

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

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