

UMPQUA HEALTH CONNECTION

July 2025

IN THIS ISSUE

Practice Tactics

**THW Connections
Corner**

CME for Thee


Clinical Corner

**Community
Announcements**

Network News

Dental Digest



 (541) 229-4842

 umpquahealth.com

 3031 NE Stephens St.,
Roseburg, OR 97470



**UMPQUA
HEALTH**

PRACTICE TACTICS

TRANSITION OF CARE

Supporting Seamless Recovery

Umpqua Health's Care Coordination Department provides Transition of Care (TOC) services to all members to support a safe, coordinated move from the hospital to home.

As a provider, your role is essential in ensuring timely communication and continuity of care.

We work closely with providers to:

- Close care gaps between discharge and follow-up
- Reinforce treatment plans and medication adherence
- Identify and address social and medical barriers
- Help patients stay aligned with their health goals

TOC services include:

- Comprehensive health and social needs assessments
- Medication access, reconciliation and education
- Symptom monitoring and goal setting
- Personalized care planning and follow-up coordination
- Referrals to community resources
- Support for safe and complete hospital discharge

Together, we can reduce readmissions, improve outcomes and provide wraparound support for every patient.

For members with special health care needs (SHCN) or receiving long-term services and supports (LTSS):

Per Oregon Administrative Rules, an interdisciplinary team (IDT) meeting must be conducted within 14 days of hospital admission or discharge from a level-of-care setting.

These meetings include the member's identified care team and are vital to aligning the care plan, addressing risks and coordinating services.

Action requested:

Please notify Umpqua Health's Care Coordination team of hospital admissions, discharges or care transitions involving SHCN or LTSS members as soon as possible.

Early notification helps ensure regulatory compliance and timely support for member needs.

Contact our team to refer a member or coordinate services:



Care Coordination
Umpqua Health
541-229-4842

PRACTICE TACTICS

HEALTH RELATED FLEXIBLE SERVICES

Updates to Flexible Services

Flexible services may be requested by members with medical benefits under CCOA or CCOB.

Incomplete Requests

Requests submitted without all required information and supporting documentation will no longer be reviewed.

Such requests will be dismissed, and the requestor will be notified of the missing components. Members may reapply once all necessary information has been gathered.

Enhanced Clinical Review

All requests will now undergo a more rigorous clinical review process to ensure alignment with objective, evidence-based criteria, as well as federal and state guidelines.

- Umpqua Health Alliance must be the payer of last resort.
- There must be a clearly documented and objective clinical need for the requested flexible service(s).
- Requests for items that are for convenience or that do not improve health outcomes will not be approved.
- For requests such as rent assistance, applicants must demonstrate both financial need and the ability to sustain future payments.

Focus on sustainability and outcomes: *To ensure the long-term sustainability of flexible services, we must demonstrate measurable health-related outcomes. This outcome-focused approach helps us better serve our most vulnerable members and ensures responsible use of resources.*

PRACTICE TACTICS



UMPQUA HEALTH ALLIANCE

Help Members Find the Support They Need

Looking to connect members with support beyond medical care?

Oregon Family Support Network (OFSN) offers resources for mental health, food access, parenting, housing and more.

Together, we can help ensure members get the wraparound services they need to thrive.



Oregon
Family Support
Network

Please share with patients who may benefit from additional support:



Find the Support You Need
Oregon Family Support Network
www.ofsn.org

TRADITIONAL HEALTH WORKERS

Spotlight: Phoenix LeBouef

Meet Phoenix! As an ACT Peer Support Specialist at Adapt Integrated Health Care, Phoenix LeBouef says the most rewarding part of being a Traditional Health Worker is the opportunity to support others in their mental health journey.

In her role, Phoenix draws from her own lived experience to help clients meet personal goals and navigate daily life, whether it's grocery shopping or transportation to appointments.

She identifies stigma around mental health and a lack of public compassion as the biggest barriers clients face. Limited access to timely mental health appointments is another challenge she sees frequently.

Phoenix shared that, through her own recovery, she felt called to become someone others could count on for support and understanding.



Phoenix LeBouef

ACT Peer Support Specialist
Adapt Integrated Health Care

Her advice for new or aspiring THWs:

“Prioritize boundaries, and never lose your compassion or empathy for the people you serve.”

THW CONNECTIONS CORNER

TRADITIONAL HEALTH WORKERS

Legacy Clause Update

When certification pathways were created for Traditional Health Workers (THWs), the legacy clause was added to Oregon Administrative Rules to provide a path to certification for individuals who had already been doing this work in the community.

The initial plan was to eventually sunset the legacy clause. However, the Oregon Health Authority has now decided to extend it indefinitely.

A temporary emergency rule has been enacted to continue the legacy clause beyond June 30, 2025. In addition, updates will be made to clarify the requirements to apply under and qualify for the legacy clause.



UMPQUA HEALTH ALLIANCE

Addictions Peer Support Specialist Training

Umpqua Community College (UCC) is offering an Addictions Peer Support Specialist training this summer.

This is a credit course designed for individuals interested in peer support roles within addiction treatment settings.

- Course begins the second week of July
- Held Tuesdays and Thursdays on Zoom, plus all-day Saturdays for four weeks
- Scholarships available (short essay required on how you plan to support under served groups; payment option of \$500 also available)

For questions, registration, or accommodations:

Alex Olsen
Umpqua Community College
541-440-7844
Alex.Olsen@umpqua.edu



Led by Umpqua Community College
Addictions Peer Support Specialist
Umpqua Community College

July 7 - Aug 9 (4 weeks)

**Tuesdays,
Thursdays
Saturdays**
(Virtual Meeting)

** Course begins the second Tuesday of July and continues for four weeks. We hope to see you there!*

Those interested will need to complete UCC's standard credit course registration steps.



[Human Services Courses](#)
Umpqua Community College
www.umpqua.edu

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

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.



Led by Ariel Singer

Principal Consultant

Waterwheel Health Consulting

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

Aviva Health

Columbia Conference Center
150 NE Kenneth Ford Drive,
Roseburg, OR. 97470

Parking available at Lower-lot
(upper lot is reserved for Aviva patients)



[Register & Reserve Your Spot!](#)

Umpqua Health Alliance

umpquahealth.com

waterwheelhealth.com

For more information:

Umpqua Health Alliance

Quality Improvement

UHQualityImprovement@umpquahealth.com

MENTAL HEALTH FIRST AID

Learning Collaborative

Do you need CEUs to maintain your certification/ license? Are you looking to expand your skill set? Register for this **FREE** Mental Health First Aid training!

Registration is limited to 20.
7.5 CEUs available.
Must attend both sessions in their entirety .



Tuesday, July 29
Wednesday, July 30
12:00-4:00



Aviva Conference Center
150 Kenneth Ford Dr.
ROSEBURG, OR



Location details

South Umpqua Room
Second floor
Stairs/ elevator to left inside
main entrance
Park in lower lots




What to Expect


Gender neutral/
accessible bathrooms
Snacks provided or you
can bring a sack lunch



A Health System Learning Collaborative Event


Questions: **Andrea Brown. THW Liaison, abrown@umpquahealth.com**






**A SPACE TO CULTIVATE
MOTIVATIONAL INTERVIEWING
FROM BEGINNER TO ADVANCED**

FLEXIBLE TOPICS




SKILLS PRACTICE

- OARS
- DARN/CATS
- Change vs sustain




SHARE EXPERIENCES

- MI wins
- Group feedback
- Open discussion



RESOURCES

- Online resources
- Books
- Trainings




GROUP EXERCISES

- Breakouts
- Focused topics
- Community

**2025
MOTIVATIONAL
MONDAYS**


**12 - 1:00
pm**

HOSTED BY:




**DOUGLAS
PUBLIC HEALTH
NETWORK**

Register for
any or all
virtual
sessions:



FUTURE DATES: JUN 2, 9, 16, 30, JUL 7, 14, 21, 28, AUG 4, 11, 18, 25



DOUGLAS COUNTY IMMUNIZATION AFFINITY GROUP

A venue for healthcare professionals to share knowledge, discuss challenges, and enhance immunization practices in Douglas County.



Aviva Health
Conference Room
150 Kenneth Ford Dr
2nd Floor
or join us
on Zoom

July 16, 2025
Noon - 1:30 pm

Lunch is
provided



WHY SHOULD I ATTEND?

- Networking opportunities with other vaccinators
- Collaborative problem solving
- Learn about quality improvement practices and resources
- Latest info on vaccine metrics



WHO SHOULD JOIN

- Vaccinators
- School nurses
- Clinicians working w/VFC
- Pharmacy staff



WHAT TO EXPECT

- Quarterly meetings
- Guest speakers
- Resource sharing
- Metrics updates



HOW TO JOIN

Scan the QR code:



or email: kendra@douglaspublichealthnetwork.org

UMPQUA HEALTH ALLIANCE

Pharmacy & Therapeutics Update

| Formulary Update: | + Added |
|--------------------------------------|--|
| Clobetasol Propionate 0.05% Solution | Used to treat skin and scalp conditions. |
| Clotrimazole 1% Solution | Used to treat fungal skin infections. |
| Memantine Tablets | Used to treat Alzheimer’s disease. |
| Ritonavir & Isentress | Both are used to treat HIV. |
| Simethicone 125 mg Chewable Tablets | Used to treat symptoms of gas. * Additional dosing options are available on the formulary: 80 mg chewable tablets and 125 mg capsules. |
| Ferric Citrate | Used to treat anemia in adults with chronic kidney disease on dialysis. |
| Leqvio | This injection is administered by a health care provider every six months after two initial doses to help reduce LDL cholesterol. * Added as non formulary, with prior authorization required. |
| Mesalamine Suppository | Used to treat certain inflammatory bowel diseases. *Step therapy requirement removed. |
| Criteria Update: | + Added |
| Zepbound | Used for treatment of moderate to severe obstructive sleep apnea (OSA) in adults with obesity. *Prior authorization criteria have been updated to allow coverage. |

BEYOND PRESCRIPTIONS

The Value of Southern Oregon Independent Pharmacies

Independent pharmacies offer more than just prescription fulfillment. They provide personalized care, community engagement and critical access to health care in under served areas.

In Southern Oregon, these pharmacies are deeply embedded in their communities, delivering tailored advice, medication management and health coaching that address specific patient needs.

In addition to patient care, many Southern Oregon independent pharmacies have:

- Achieved legislative wins
- Established clinical programs
- Secured provider status with most medical insurers
- Integrated documentation platforms to support medical billing
- Built robust revenue cycle processes to ensure reimbursement

These efforts have resulted in profitable programs that improve access and patient outcomes.

Despite challenges from national chains, independent pharmacies continue to play a vital role in the health care system. Patient awareness remains limited.

Many individuals are still unaware of the full clinical value pharmacists offer. From immunizations to chronic disease support, pharmacists deliver a broad range of services that can make a measurable difference in patient health.

Local pharmacies are more than medication dispensaries. They are accessible, trusted health care hubs. Let's help amplify their impact.

The Cascadia Pharmacy Group is working to increase public awareness of pharmacy clinical services and has produced a short video:

[“Beyond Prescriptions: How Independent Pharmacies Are Fighting to Survive.”](#)

Feel free to share the video with colleagues, friends and patients to encourage participation in these important pharmacy programs.



COMMUNITY ANNOUNCEMENTS

UMPQUA HEALTH ALLIANCE

Health Care Interpreter Registry

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



[Interpreter Registry](https://hciregistry.dhsoha.state.or.us)
Oregon Health Authority
hciregistry.dhsoha.state.or.us



UMPQUA HEALTH ALLIANCE

Network Changes

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



Need Help?
 For Providers
 Umpqua Health Alliance
 umpquahealth.com/providers

+ Added

- Natasha V. Allen-Halvorson, MEd, LPC – Cow Creek Health and Wellness Center, Canyonville | March 7, 2025
- Travis Eurick, MD – PeaceHealth Peace Harbor Medical Center | June 10, 2025
- Solange Marcel, NP – PeaceHealth Cottage Grove Community Medical Center | June 4, 2025
- Michelle Brown, DO – PeaceHealth Peace Harbor Medical Center | June 20, 2025

- Termed

- Edward Pierre, QMHA-I – Adapt Integrated Health Care | June 24, 2025
- Kristie Ann Norris, CADC-R – Adapt Integrated Health Care | June 17, 2025
- Crystal Arlene Moan, CADC-I – Adapt Integrated Health Care | June 6, 2025
- Abigail R. Watson, CADC-II – Adapt Integrated Health Care | June 9, 2025
- Aaron Holmes, MD – PeaceHealth | May 25, 2025
- Vincent Huntsberger, MD – PeaceHealth | May 31, 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 inter-personal 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/
- Email or Fax a CORE form to 1-541-804-7234
- Call 541-440-3622



NETWORK NEWS

UMPQUA HEALTH ALLIANCE

Social Determinants of Health Clinical & Community Partner Collaborative

Umpqua Health Alliance (UHA) invites clinical and community partners to participate in our Biannual Social Determinants of Health (SDoH) Clinical and Community Partner Collaborative.

This interactive virtual event brings together teams involved in social needs screening and referral processes. It's an opportunity to share insights, strengthen partnerships and develop strategies to improve SDoH outcomes across the region.

We encourage organizations to attend as teams. Group participation supports workflow alignment, shared learning, and more effective implementation of SDoH initiatives.



Led by Umpqua Health Alliance
Social Determinants of Health (SDoH)

Thursday, Nov. 6 | 12 PM - 1:30 PM
(Virtual Meeting)



[Register & Reserve Your Spot!](#)

Umpqua Health Alliance
umpquahealth.com

For more information:

Umpqua Health Alliance
Quality Improvement

UHQualityImprovement@umpquahealth.com

UMPQUA HEALTH ALLIANCE

Provider Handbook and Policy Updates

The Provider Handbook has been updated, specifically section 4.6.3, which outlines the corrective action process for failure to meet network access standards.

In addition, updates have been made to the following policies:

- PN6
- PN7
- PN8
- PN9
- PN11

The latest versions of the handbook and policies are available on the Umpqua Health Alliance website.



For Providers

Umpqua Health Alliance

umpquahealth.com/services

For more information:

Umpqua Health Alliance

Provider Relations

UHPProviderServices@umpquahealth.com



ADVANTAGE DENTAL

How To Make a Dentist Visits Less Stressful

If the thought of sitting in a dental chair makes your heart race or palms sweat, you're not alone. Dental anxiety affects millions of Americans, both children and adults.

Whether it's from a past uncomfortable experience, fear of pain or simply the unknown, feeling nervous before a dental visit is common. And it's something that should be taken very seriously.

What is Dental Anxiety?

Dental anxiety refers to feelings of fear, stress or unease associated with visiting the dentist. It can range from mild nervousness before a routine exam to a more severe phobia that causes people to avoid dental care altogether.

As isolating as this can feel, up to 36% of the population experiences some form of dental anxiety, and roughly 12% suffer from extreme dental fear, or dentophobia.

Ignoring dental anxiety can lead to missed appointments and untreated dental issues, which often escalate into more serious and costly problems. At Advantage Dental+, we believe that no one should feel ashamed or alone in their fear.

Read the full article:

<https://www.advantagedental.com/blog/dental-anxiety>

What Causes Dental Anxiety?

There are many potential causes of dental anxiety, including:

- Past negative experiences with dentists or procedures.
- Fear of pain or side effects from treatment.
- Feelings of helplessness or loss of control in the dental chair.
- Embarrassment about the condition of one's teeth or oral hygiene.
- Sensory sensitivities, like the sounds of dental tools or bright lights.
- Negative stories or media portrayals that influence public perception.

Children may also become fearful simply because the environment is unfamiliar or they've absorbed anxiety from parents or caregivers.

Coping Tips for Managing Dental Anxiety

Here are some techniques you can use before and during your appointment:

- Deep breathing or guided meditation before your visit.
- Visualization techniques like imagining yourself in a calm, happy place of your choice.
- Schedule visits at a time you feel most relaxed, such as early morning.
- Agree on a sign with your dentist to pause treatment if needed; the more informed and in control you feel, the easier it is to manage dental anxiety.



For more information:

Advantage Dental

(866) 268-9631

[advantagedental.com](https://www.advantagedental.com)



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



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