

## **Provider Relations Team at Umpqua Health**

*Supporting Providers. Strengthening Partnerships.*

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### **Who We Are**

The Provider Relations team at Umpqua Health is committed to building strong, collaborative relationships with our provider network. We offer guidance, support, and resources to help providers deliver high-quality care.

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### **What We Do**

- Assist with onboarding and training
- Serve as a point of contact for questions and support
- Communicate updates and policy changes
- Collaborate across teams to resolve issues
- Advocate for provider needs and experience

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### **Meet the Team**



**Kammy Fegles** – *Manager, Provider Relations*

Leads the team with a focus on consistency, collaboration, and service excellence to ensure a positive provider experience.



**Chanda Wells** – *Provider Relations Specialist*

Delivers responsive, knowledgeable support for provider claim inquiries, ensuring timely and accurate resolutions.




**Joy Kimbrough** – *Provider Relations Specialist*

Brings a solution-focused, provider-first approach to every interaction, emphasizing thoughtful and effective service.



**Nick Rogers** – *Provider Relations Coordinator*

Responsible for managing provider data entry and maintenance, ensuring timely updates and precision in records, while upholding the integrity and quality of the Provider Directory.



**Jenn Johnston**- *Provider Relations Representative (HRSN)*

Supports providers engaged in HRSN, providing training and guidance in a complex and evolving area of care.

**McKenna Burns** – *Provider Relations Representative*

Provides attentive support to both new and established providers, building strong relationships through consistent communication.

**Sarah Jergens**- *Provider Relations Representative (Behavioral Health)*

Supports consistent and collaborative partnerships with our behavioral health network-supporting onboarding, training and answering questions.

**Keeley Clark**- *Provider Relations Representative*



Reliable liaison offering education, addressing provider inquiries and coordinating solutions with internal teams.

**Cheyenne Roy**- *Provider Relations Representative (Dental Network)*

Fosters strong, collaborative partnerships with our dental provider network-supporting access requirements, facilitating communication and serving as a trusted resource for questions and issue resolution.

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**Contact Us:**

-  **General Provider Services:**  
[UHNProviderServices@umpquahealth.com](mailto:UHNProviderServices@umpquahealth.com)
-  **Claims Inquiries:**  
[UHAclaims@umpquahealth.com](mailto:UHAclaims@umpquahealth.com)
- **Phone: 541-229-4842**