

Substance Use Resources & Referral Guidance

Umpqua Health Alliance (UHA) partners with local behavioral health, community and culturally specific programs to make substance use treatment easier to access for members across Douglas County.

When to Refer

Refer members who:

- Want to reduce or stop substance use
- Need help connecting to treatment, detox or recovery services
- Have barriers to transportation, follow-up or care coordination
- Are being discharged after a substance-related emergency department or hospital visit

Who to Refer

This guidance supports referrals for Umpqua Health Alliance members.

While some programs also serve youth, HEDIS IET measures apply to members age 18 and older.

Timely referral helps members begin recovery sooner and reduces avoidable emergency department and crisis visits.

How to Refer



Member *already* has a UHA Care Coordinator: contact coordinator directly via email.



Provide the member with the *Help, Hope, & Support for Substance Use* flyer.



Member *doesn't have* a Care Coordinator: call UHA Customer Care Services.



Document the referral in the EMR or care note to support follow-up and continuity.

Phone: 541-229-4842
TTY: 541-440-6304 | 711

Quick Start

Member ready or unsure about treatment: Refer to Adapt Rapid Access

Ongoing support needed: Notify or connect to UHA care coordination

Emergency: Call 911

Overdose Risk:

Call 800-866-9780

Adapt 24-hour Crisis Line

Interpreter Services

Umpqua Health Alliance partners with Oregon-qualified and certified health care interpreters.

Interpreters are trained for clinical settings and provide professional services at no cost to members with limited English proficiency.

To request interpreter services or care coordination support, contact UHA Member Services at 541-229-4842

Every referral helps close the gap between readiness and recovery. Your action today supports better outcomes across Douglas County. These referral pathways support HEDIS Initiation and Engagement of Substance Use Disorder Treatment measures.

Rapid Access (Same-Day Screening)

Members seeking SUD treatment, for adults and youth.

Adapt Rapid Access Clinic

621 W. Madrone St.,
Roseburg, OR 97470
Phone: 541-492-0222

- Walk-in access for members
- Same-day screening for detox, outpatient and residential services
- Members may self-refer or be referred by clinic staff

Outpatient & Culturally Responsive Services

These programs accept tribal and nontribal members and provide culturally informed outpatient and peer-based recovery services.

Cow Creek Health and Wellness

2589 NW Edenbower Blvd.
Roseburg, OR 97471
Phone: 541-672-8533

Painted Horse Recovery

1941 NE Stephens St.,
Roseburg, OR 97470
Phone: 971-509-2391

Detox & Residential Treatment

Residential treatment available to adults, youth, and adult members with children. Pre-admission assessment required.

Detox services available to adult members needing stabilization with 24-hour nursing care.

Adapt

(via Rapid Access Clinic)

Adult Residential Treatment

3099 NE Diamond Lake Blvd.,
Roseburg, OR 97470
Phone: 541-492-0206

Youth Residential Treatment

(Phoenix School Extension)
Phone: 541-673-5119

Serenity Lane

Adult Residential Treatment
1 Serenity Lane,
Coburg, OR 97408
Phone: 800-543-9905

Willamette Family

Family co-residency for adult members with children age six and younger.

Adult Residential Treatment

1050 High St.,
Eugene, OR 97401
Phone: 541-762-4300