

Coordinated Care Organization

(CCO) Enrollment: Most people with OHP benefits are enrolled in a CCO. Your CCO pays for your health care. For most people, the CCO pays for medical, dental, and behavioral health (mental health and substance use disorder treatment) services. Your OHP coverage letter and UHA ID Card lists the type of care your CCO covers. Below is a list of coverage types UHA offers:

- CCOA: Medical, dental, and behavioral.
- CCOB: Medical and behavioral health care. OHP pays for dental care.
- CCOG: Dental and behavioral health care. OHP pays for medical care.
- CCOE: Behavioral health care only. OHP pays for medical and dental care.
- CCOF: Dental care only.

Get this information in any language or format for free. All interpretation services are free. Call 541-229-4842 (TTY 711).

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OHP-UHA-23-010



Umpqua Health Alliance
Customer Care
Caring for our Community
Trusted healthcare in Douglas County

Who is UHA?

Umpqua Health Alliance is a Coordinated Care Organization (CCO) located in Douglas County. It is one of 16 CCOs in Oregon approved by the Oregon Health Authority to improve health care and make it more affordable for the population being served through the Oregon Health Plan.

How Does UHA Customer Care Help?

Customer Care is able to help in many ways. They can help you change your Primary Care Provider and give you updates on referrals and prior authorizations. Lose your Member ID card? We can provide replacement cards!



FAQ's

Am I still eligible with UHA/OHP?

Customer Care can check and see if someone has past or current coverage. We cannot answer questions about future eligibility.

How do I apply/reapply for UHA/ OHP?

All applications must be done directly by the state or a Community Assistor. Mercy is a Community Assistor and can help with the application process, the number to their enrollment department is 541-677-2225. You can also call OHP Client Services at 1-800-273-0557 or 1-800-699-9075 or use your online account at [ONE.Oregon.gov](https://www.oregon.gov/ONE).

Who is my Primary Care Provider (PCP)?

Your UHA Member ID Card has your PCP listed along with their phone number. If you do not have your card, call Customer Care to get a new copy.

Can I change my doctor?

Yes, UHA members do not have a limit to how many PCP changes they can make.

Who is my dentist?

To find out who your dentist is, you need to contact your Dental Care Group (DCG) directly. Please call Advantage Dental at 866-268-9631. Customer Care will help you connect with your DCG.

Can I get a ride to my doctor appointment?

We offer Non-Emergent Medical Transportation (NEMT). To set up your ride, contact Medical Transportation Management at 855-735-1188 at least 24 hours in advance, during the hours of 8:00 am—5:00pm Monday—Friday.