



# UHA Connection

May 2024 Provider Newsletter



## In Good Health

Thank you for reading our Monthly Provider Newsletter, the UHA Connection. We hope this new format will allow you to easily access content and print it out if you would rather read it that way.

In this PDF, you can still click on the links provided throughout the newsletter.

Scroll through to learn more on topical information related to:

- Practice Tactics
- Clinical Corner
- Better Health For All
- CME for Thee
- Network News
- On The Lookout

Your success is critical to our member's health, behavioral and physical. Use this newsletter as a tool to succeed as a provider of Umpqua Health Alliance and resource for important updates. If you have questions or would like to see information on a specific topic in the newsletter please reach out to:

Dr. Douglas Carr at [dcarr@umpquahealth.com](mailto:dcarr@umpquahealth.com)  
and Michelle Torina at  
[mtorina@umpquahealth.com](mailto:mtorina@umpquahealth.com)

Thank you for all that you do to keep our members and patients safe and healthy!



541-229-4842



[umpquahealth.com](http://umpquahealth.com)





## In-Person Health Care Interpreter Training

Interested in becoming a Health Care Interpreter? UHA is excited to offer a free-of-cost in-person training for interpreters motivated to become an Oregon Qualified or Certified Health Care Interpreter.

Bilingual individuals with a high school diploma who work with Douglas County OHP members are encouraged to apply for a spot in the training.

Click [here](#) to register!

### When?

**4-weekends for 60-hours total:**

- 9/16 - 9/17
- 9/28 - 9/29
- 10/12 - 10/13
- 10/26 - 10/27

### Where?

Mercy Medical 2700 NW Stewart Pkwy,  
Roseburg, OR 97471

### Questions? Contact

[UHQualityImprovement@umpquahealth.com](mailto:UHQualityImprovement@umpquahealth.com).

## HCI Training/Proficiency Requirements

- **[How to Become an Oregon Qualified or Certified HCI:](#)** UHA prioritizes connecting OHP members with Qualified or Certified HCIs as outlined by OAR. Use this document as a checklist to keep track of the requirements you have met along your journey to becoming a Qualified or Certified HCI.
- **[Provider Language Proficiency Requirements:](#)** Providers who conduct in-language visits are required to submit proof of language proficiency to CCOs in their service area as outlined by OAR 950-050. You can use this document as a checklist to ensure you have met all the necessary requirements.

## General

- **[Language Access Resource Binder:](#)** The Language Access Resource Binder compiles all the language access resources to provide a one stop view of interpreter services, health care interpreter training requirements, scholarship opportunities, and language proficiency requirements.

We truly appreciate your partnership with connecting OHP members to language access services.

### Questions?

Contact [UHQualityImprovement@umpquahealth.com](mailto:UHQualityImprovement@umpquahealth.com).



## PH TECH to Ayin Brand Transition

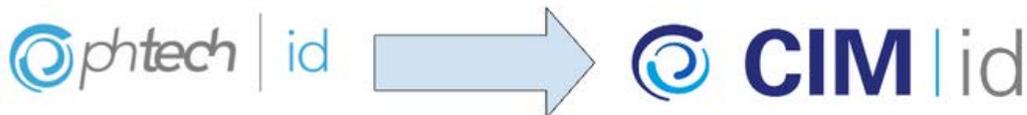
Performance Health Technology (PH TECH) is changing our name to Ayin Health Solutions! As part of our rebranding efforts, we are preparing to update the URLs and branding used in the CIM portal. During the weekend of April 27th 2024 the CIM websites will be transitioning from phtech.com to ayin.com domains and branding within the system will be updated. Our aim is to make this transition as smooth as possible for all CIM users. Please subscribe to alerts from trust.phtech.com for notifications regarding any CIM downtime.

While this change does not impact the services currently being offered to users of the CIM platform, we are excited about the future of Ayin Health Solutions and the new and different ways we will be able to serve the communities we support.

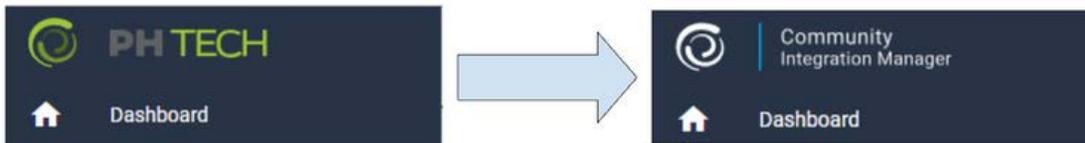
### Branding Changes

As part of this transition there will be several branding changes throughout the system. Many of the changes are simple color variations to match the Ayin branding. Below are a couple of changes that will stand out for users.

**PH TECH | id will now be called CIM | id:**



**Community Integration Manager branding will replace PH TECH in the side menu:**



### What do I need to do?

Once the transition is complete, all users that access CIM will need to update their bookmarks to id.ayin.com (from id.phtech.com).

To minimize any impact to users, id.phtech.com will be automatically redirected to id.ayin.com and users accessing cim.phtech.com will be automatically redirected to cim.ayin.com. We will post additional messaging in the future when this forwarding will be disabled.

URLs that will need to be updated within your documentation and websites:

[Current URL](#)

<https://id.phtech.com>

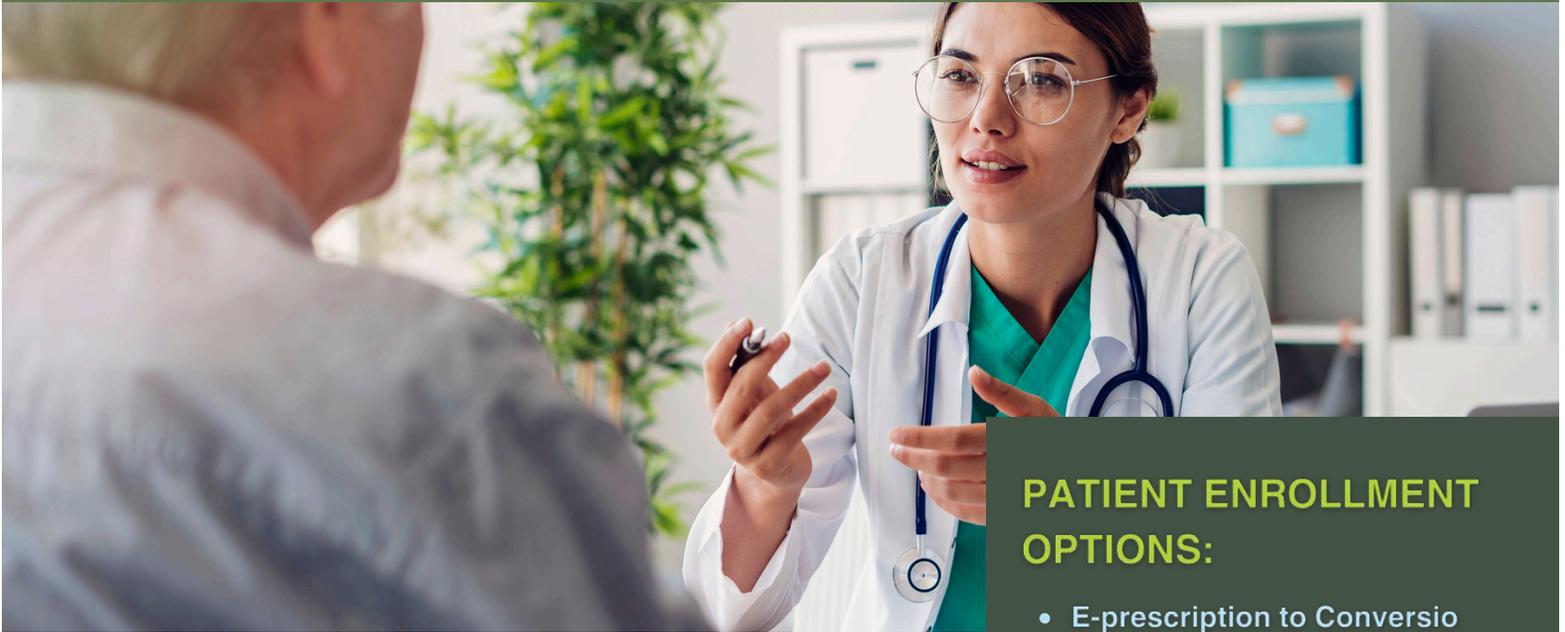
<https://cim1.phtech.com>

[New URL](#)

<https://id.ayin.com>

<https://cim1.ayin.com>

# Clinical Corner



## Conversio Asthma/COPD Support Program Starting May 1st, 2024

UHA in collaboration with Conversio Health has developed an innovative solution to enhance patient adherence, improve outcomes, and increase satisfaction for our members with Asthma and COPD.

This spring, Conversio will be available to provide the following benefit to UHA CCO or CCOB members:

- Chronic Respiratory Management Program
- Nebulizer Medication and Smart Devices
- Virtual Pulmonary Rehab Program



### PATIENT ENROLLMENT OPTIONS:

- E-prescription to Conversio Health
- Email: [referrals@conversiohealth.com](mailto:referrals@conversiohealth.com)
- Call: (866)-239-3784

### QUESTIONS?

Please contact Conversio Health Pharmacists  
(866) 239-3784 (option 2) or  
[www.conversiohealth.com](http://www.conversiohealth.com)



# Clinical Corner



## UHA'S 90-DAY MEDICATION SUPPLY & MAIL ORDER SOLUTIONS

UHA offers an array of pharmacy solutions aimed at providing convenient access to medications, including a 90-day supply option and in-network mail order services.

### EXTENDED MEDICATION SUPPLIES:

Patients may obtain a 90-day supply of most medications from any contracted retail or mail-order pharmacy. Here are some key points to note:

- Initial fills for new medications are limited to a 30-day supply.
- Please be aware that specialty medications and narcotics are excluded from this option.

### MAIL ORDER PHARMACIES:

#### 1. BirdiRx (Preferred):

- Visit their website at [www.birdirx.com/](http://www.birdirx.com/)
- Call at 1-855-247-3479 or (855) BirdiRx
- Email at [patientcare@birdirx.com](mailto:patientcare@birdirx.com)

#### 2. Postal Prescription Services (PPS) (Preferred):

- Visit their website at [www.ppsrx.com](http://www.ppsrx.com)
- Call at 1-800-552-6694.

#### 3. SortPak Pharmacy:

- Visit their website at [www.sortpak.com](http://www.sortpak.com)
- Call at 1-877-570-7787
- SortPak Highlight: They offer the convenience of synchronized medication refills, allowing patients to receive all their medications together.

### GETTING STARTED:

To take advantage of these pharmacy options, patients can create an online account on the respective websites, providing essential information such as name, address, and insurance details.

Additionally, providers can directly transmit prescriptions to these pharmacies. Once the medications are ready, patients can coordinate their delivery preferences directly with the pharmacy.

### NEED ASSISTANCE?

For any inquiries about our 90-day medication supply or mail order pharmacy service options, please don't hesitate to reach out to our Pharmacy Services team.

- Call us at 541-229-4842
- Email us at [UHAPharmacyServices@UmpquaHealth.com](mailto:UHAPharmacyServices@UmpquaHealth.com)

**We're here to support you and your patients in optimizing their pharmacy experience and ensuring timely access to vital medications.**

# NETWORK NEWS



BR Anesthesia and provider Burke O'Neal MD have joined the UH network, providing pediatric dental anesthesia at the office of Liann Drechsel DMD, 2270 NW Troost St in Roseburg, (541) 672-5535



New DME Performance Modalities Inc dba Performance Home Medical has joined the network, specializing in sleep therapy, home oxygen equipment, respiratory ventilator services, respiratory airway clearance and Continuous Glucose Monitoring, located at 1881 2nd St Ste 201 in Springfield.

They can be reached at (866) 687-4463 or online at [www.performancehomemed.com](http://www.performancehomemed.com)



Urban Health Chiropractic LLC will be opening at their new location in the Harvard Medical Park on April 8, 2024. Ruben Acevedo III DC will be providing nerve conduction studies and standard chiropractic care at 1813 W Harvard Ave Ste 230 in Roseburg, and can be reached at (503) 372-6016 or at [www.urbanhealthpdx.com](http://www.urbanhealthpdx.com)



Clinical medical laboratory National Labs Inc has joined the network, located in Hayward, California, offering a full range of testing and support services.

They can be reached at (800) 800-6060 or online at [www.nationallabs.com](http://www.nationallabs.com)

## COMMUNITY ANNOUNCEMENTS

# LPN Career Fair



## Attention Local Providers!



Are you looking to connect with future LPNs? Here's your chance to engage with the next generation of healthcare professionals.

We're inviting you to share insights and employment opportunities with first-year nursing students at Umpqua Community College. Did you know that UCC nursing students are eligible to sit for their PN-NCLEX after their first year of study?

Your presentation could be the spark that ignites their career path! Let's collaborate to inspire, inform, and empower our future nurses.

**Presentations will be on Thursday, June 6th 2024 from 9:00-11:00.**

Each community partner will be allotted 10 minutes for presentations. Table space will also be provided for promotional materials and to connect with nursing students after the presentations. Interested? Great, we would love to have you!

Please contact Rivka Spain Butler at [rivka.spainbutler@umpqua.edu](mailto:rivka.spainbutler@umpqua.edu)



## Immunization Affinity Group

UHA and Douglas Public Health Network (DPHN) invite you to join the launch of the Immunization Affinity Group. The group provides a venue for healthcare professionals to share knowledge, discuss challenges, and enhance immunization practices in the community.

### When?

Wednesday, May 22nd, 2024

12 pm – 1pm

Lunch will be provided

### Where?

UHA Conference Room

3031 NE Stephens St.

Roseburg, OR 97470



Questions? Contact DPHN's Public Health Detailer, Kendra Murray, at [kendra@douglaspublichealthnetwork.org](mailto:kendra@douglaspublichealthnetwork.org) or (541) 733-4626.

## HEALTH ALERT - MEASLES



### Communities At Risk

The Centers for Disease Control and Prevention (CDC) issued a health alert on March 18th, 2024, urging doctors to be vigilant and increase awareness of measles outbreaks, especially for families planning overseas travel.

With the approaching spring and summer travel season, many countries frequented by American tourists, such as Austria, the Philippines, Romania, and the United Kingdom, are experiencing significant measles outbreaks.

Additionally, the CDC highlighted concerning trends in vaccination rates across 36 U.S. states, where fewer than 95% of kindergarteners have received the measles vaccine.

This places communities at risk of falling below the threshold required for herd immunity, which is essential for preventing the spread of the infection.

In Oregon, about 1 in 4 schools is below that threshold.

Oregon also has one of the highest rates in the country for kindergarteners with vaccine exemptions at 7%.



### Resurgence

Measles, identified by its high fever, distinct rash, cough, and conjunctivitis, was once considered eliminated from the U.S. in 2000, thanks to the effectiveness of vaccines.

However, recent developments have shown a resurgence of the disease, particularly concerning the international spread.

# ON THE LOOKOUT CONT.



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## Highly Contagious

“Vaccine-preventable diseases can be highly contagious, with several cases of measles recently taking place in the Pacific Northwest and across the U.S.,” said Stacy de Assis Matthews of the Oregon Health Authority in a press release.

“Immunizations remain the best way to stop that spread, keeping kids and school communities healthy and safe.

” Measles is one of the most contagious of all infectious diseases, with >90% attack rates among susceptible close contacts.

Persons infected with measles are infectious 4 days before rash onset through 4 days after rash onset.



## Vaccine Hesitancy

In response to vaccine hesitancy, experts stress the importance of trust-building efforts and access to reliable information.

Heidi Larson, director of the Vaccine Confidence Project, highlighted the need for increased investment from public health institutions to bridge the gap between official information and public perception.

Furthermore, health care providers must approach patient concerns with empathy and effectively address misinformation to ensure informed decision-making.



## Telehealth Service Recommendations for Dental Health



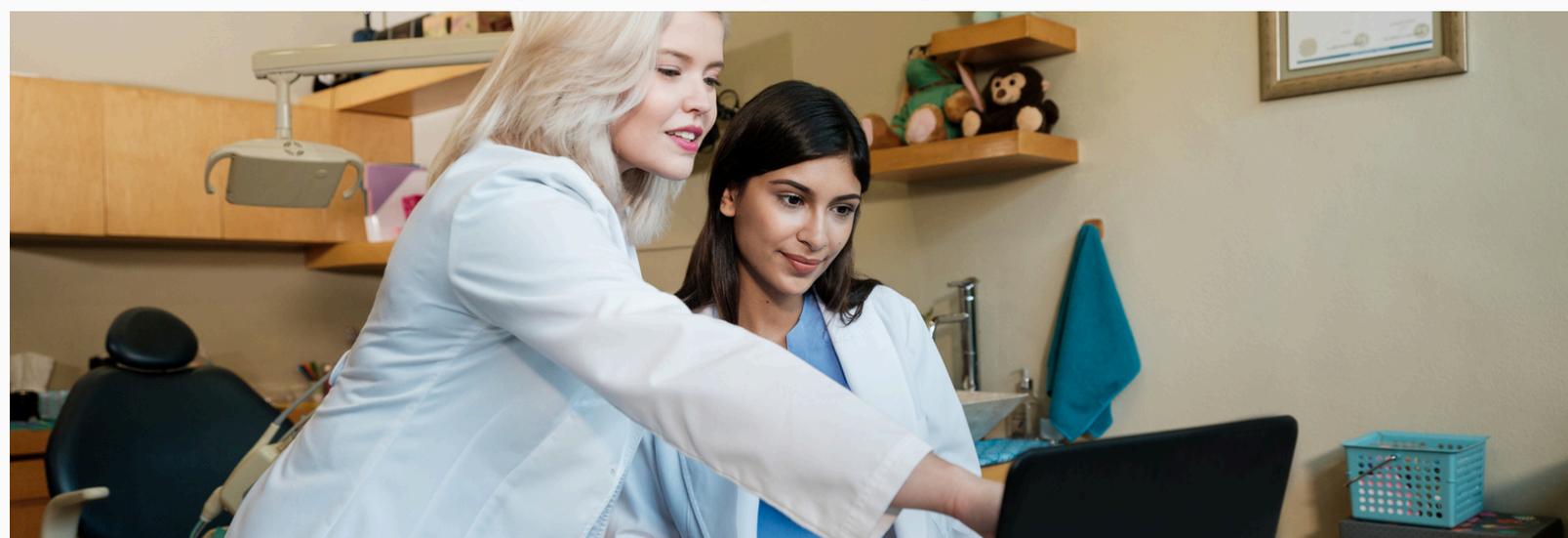
The Oregon Health Leadership Council just released their publication :  
Telehealth Service Recommendations for Dental Health ([click here to access](#)).

This document was developed through the collaborative efforts of providers and clinical experts on Oregon Health Leadership Council’s (OHLC) Best Practice Committee and associated Telehealth Workgroup. It serves as a complement to their Telehealth Service Recommendations for Adult Primary Care, Pediatric Primary Care, and Behavioral Health.

**Please share these recommendations with your colleagues, organization, and/or network.**

These recommendations are meant to provide supplementary guidance to dental health providers and primary care providers in determining whether a patient’s condition is clinically appropriate for telehealth care, which telehealth modality might be the most beneficial, and tips on how to effectively implement telehealth into their practice.

The use of telehealth has increased significantly over the last several years, and clinicians, as well as patients, have experienced the value and efficiency that remote care delivery can provide. But questions have also arisen about how to ensure that high quality and safety standards are maintained, and that care is equitable and accessible to all patients. The hope is that these recommendations assist providers to develop and refine their telehealth practice standards in conjunction with their own clinical judgement and their organization’s guidelines.





## YOUTH MENTAL HEALTH FIRST AID

### WHO SHOULD KNOW MENTAL HEALTH FIRST AID?

- Teachers
- School Staff
- Coaches
- Camp Counselors
- Youth Group Leaders
- Parents
- Adults who Work with Youth

### WHY YOUTH MENTAL HEALTH FIRST AID?

Youth Mental Health First Aid teaches you how to identify, understand and respond to signs of mental health and substance use challenges among children and adolescents ages 12-18.

**10.2%**  
of youth will be diagnosed with a substance use disorder in their lifetime.  
*Source: Youth Mental Health First Aid\*\**

**1 IN 5**  
teens and young adults lives with a mental health condition.  
*Source: National Alliance for Mental Illness\**

**50%**  
of all mental illnesses begin by age 14, and 75% by the mid-20s.  
*Source: Archives of General Psychiatry\*\*\**

#### Sources

\* National Alliance on Mental Illness. (n.d.). Kids. <https://www.nami.org/Your-Journey/Kids-Teens-and-Young-Adults/Kids>  
 \*\* Mental Health First Aid. (2020). *Mental Health First Aid USA* for adults assisting children and youth. National Council for Mental Wellbeing.  
 \*\*\* Kessler, R., Berglund, P., Demler, O., Jin, R., Merikangas, K.R., Walters, E.E. (2005, June). Lifetime prevalence and age-of-onset distributions of DSM-IV disorders in the National Comorbidity Survey Replication. *Archives of General Psychiatry*. 62(6); 593-602. doi: 10.1001/archpsyc.62.6.593

## 7-hour Certification Course

**Date and Time:** May 17, 2024 8:00am – 4:00pm

**Delivery Format:** In-Person

**Location:** Roseburg Public Library/Douglas ESD  
Deer Creek Room  
1409 NE Diamond Lake Blvd. Roseburg, OR 97470

**To Register:** Email: [heidil@coos-bay.k12.or.us](mailto:heidil@coos-bay.k12.or.us) or  
Call: 541-267-1336

**Cost:** No Charge

**Sign-In:** 7:45am    **Lunch:** On Your Own – 45 Min. Break

The course will teach you how to apply the MHFA Action Plan (ALGEE):

- **A**ssess for risk of suicide or harm.
- **L**isten nonjudgmentally.
  - **G**ive reassurance and information.
- **E**ncourage appropriate professional help.
- **E**ncourage self-help and other support strategies.

## CME FOR THEE



# Children's Social Emotional Health: Training Spotlight Trauma-Focused Cognitive Behavioral Therapy (TF-CBT)

TF-CBT is well-supported, evidence-based treatment<sup>1</sup> that helps children and adolescents across many cultures to recover after trauma, that has been evaluated and refined during the past 25 years. Research shows that TF-CBT successfully resolves a broad array of emotional and behavioral difficulties associated with trauma experiences such as physical or sexual abuse, domestic violence, community violence, an unexpected death of a loved one, natural disasters and war. TF-CBT is for children or youth 3-18 years of age, and their parent or other caregiver. Average length of treatment is 12-14 sessions provided in an outpatient setting or via telehealth. Click here for more [information about TF-CBT](#) & here for [Culture-Specific information about TF-CBT](#).

For 2023-2025, the Oregon Health Authority has funded full training toward certification for 240 additional outpatient mental health therapists who serve Medicaid-eligible clients statewide.

### [Register to participate in the upcoming free, OHA-sponsored TF-CBT training](#)

a virtual, intermediate-level course designed for Oregon master's level mental health professionals who work directly with children who have experienced trauma. The training includes up to 20 hours of training and up to one year of consultation with up to 13 Continuing Education Credits available for participants.

Participants are responsible for pre-training expenses of approximately \$75 and post-training certification expenses.

- Training dates: June 6 and 7, 2024, from 9 a.m. to 5 p.m.

### TRAINING PREREQUISITES

- Complete the TFCBT web course [here](#)
- The web course costs \$35 and offers 11 CEs
- Completion certificates must be uploaded below *prior* to the start of the 2-day training.

## CME FOR THEE

# Suicide Prevention workshop in the Latine Community: offered in Spanish

Raíces de Bienestar will be hosting Spanish-language suicide prevention trainings this spring. **These workshops are completely free and will be offered in Spanish.**

Traditional health workers (THWs) and community leaders are invited to attend. They will use popular education methods to create a fun, dynamic, and intentional learning environment. Cultural adaptations to the training and to the curriculum will reinforce skills and interventions for preventing suicide among Latines.

Please share the flyers in [Spanish](#) and in [English](#) with your networks.

These trainings are eligible for continuing education units (CEUs) for THWs, fulfilling the requirement for suicide prevention education for recertification.

Both sessions will be from 9:00 a.m. to 12:30 p.m.

- The first session will occur virtually (via Zoom), on March 13.
- The second session will be in-person on May 22 at the Beaverton Resource Center.

Anyone interested in attending should contact their promotora Yemaly Alexander at (971)471-9100.

