

UHA CONNECTION

July 2024

IN THIS NEWSLETTER

- Practice Tactics 2-3
- Community Announcements 4
- Better Health for All 5-6
- CME for Thee 7
- Network News 8
- On the Lookout 9-10

PRACTICE TACTICS

Your Guide to Imaging Prior Authorizations & PA Grid Updates

We have a PA Grid for Imaging CPT codes available on our website. This PA Grid is a great tool to determine if prior authorization is required for your requested imaging study. In most cases, prior authorization is not required for x-rays and CT scans. Accessing the Imaging PA Grid on our website will help save you time by only submitting prior authorizations where required. The [PA Grid](#) is at the Prior Authorizations page under Providers and Health Plan Services.



Important Code Group Reminder: Stay Compliant

UHA offers multiple CPT / Procedure Code Groups for ease of billing and to save you time. They ease in billing by allowing you to request one CPT / Procedure from the group but then you are able to bill for another code in the same code group without having to request a new prior authorization. For example, you receive a Prior Authorization Approval for a 15-minute New Patient Office visit but the visit actually runs long and you want to bill for a 45-minute visit; no worries! You may still submit your claim under the original PA approval since both codes are in the same group.

We offer code groups for:

- Evaluation and Management (E & M) Office Visits
- Chiropractic Treatment
- Physical Therapy
- Incontinence Supplies
- Among Others

Please contact our team at priorauthorizations@umpqahealth.com or by calling 541-672-1685 for more information.



PRACTICE TACTICS



UHA Health Care Interpreter Scholarship

Umpqua Health Alliance (UHA) is excited to offer scholarships to interpreters motivated to become Oregon Qualified or Certified Health Care Interpreters (HCIs). The scholarship covers the cost of the Oregon Health Care Interpreter Association (OHCIA) 60-hour training program and proficiency exams.

Click [here](#) to apply!

Scholarship Prerequisites:

- 18 years or older
- Graduated from high school (or GED equivalent)
- Serve UHA members
- Absent from Medicaid Exclusion List
- Proof of English and target language proficiency



Questions: Contact UHQualityImprovement@umpquahealth.com.

COMMUNITY ANNOUNCEMENTS

Seeking Participants: Help Improve Language Access

Contact: Sarah Wetherson (Sarah.E.Wetherson@oha.oregon.gov) or 503-793-1920

The Transformation Center and Equity & Inclusion Division of the Oregon Health Authority (OHA) want to understand what technical assistance providers need to deliver quality interpretation services to people who prefer a language other than English and persons who are Deaf or hard of hearing.

OHA is looking for clinicians, front-line office staff and others who deliver physical, behavioral, or dental health care services to Oregon Health Plan members to talk with them for 25 minutes sometime in late June or July.

Conversation topics will include:

- What state law requires regarding interpretation services
- What happens in your office when interpretation services are requested
- What works well and what challenges you face providing interpretation services
- How the quality of interpretation services affects patient visits
- How you bill for interpretation services
- What specific resources or consultants you would recommend

To find out if your clinic qualifies to help with this needs assessment, please fill out this [form](#), which should take two minutes to complete.

Welcome Our New Interpreter: Enhancing Language Services

Umpqua Health Alliance (UHA) is excited to introduce our newly contracted interpreter, Ana Garcia! Ana is an Oregon Certified Spanish Health Care Interpreter and is eager to provide in-person interpreter services to your Spanish-speaking UHA patients. Ana is a part of the Roseburg community, actively engages at community events, and has previously worked at Aviva and Douglas Public Health Network (DPHN).

Start scheduling Spanish interpreter services with Ana today at (541) 537-2553 or anavazquez1980@gmail.com.

For Language Access-related questions, please contact:

UHQualityImprovement@umpquahealth.com.



BETTER HEALTH FOR ALL

Addressing Health-Related Social Needs in Our Community

UHA offers Health Related Social Needs (HRSN) for member who are meet the rules. HRSN are social and economic needs that affect a persons ability to maintain health and well-being. These benefits are for members facing life certain life challenges. These services are to help members stay healthy during times of greater need. These interventions have been found to improve health outcomes and health inequities and decrease health care costs.

The HRSN benefits include:

- **Climate Supports - Effective March 2024**

- Payment for devices that maintain healthy temperatures and clean air, including air conditioners, heaters and air filters
- Mini refrigerators to keep medications cold during a power outage
- Portable power supplies to keep medical devices running during a power outage

- **Housing Supports - Effective November 2024**

- Rental assistance or temporary housing (e.g., rental payments, deposits, utility assistance) for up to 6 months
- Home modifications (e.g., ramps, handrails, environmental remediation)
- Pre-tenancy and tenancy support services (e.g., housing application, moving support, eviction prevention)
- Housing-focused navigation and/or case manager

- **Nutrition Supports - Effective January 2025**

- Links to community-based food resources (e.g., application support for Supplemental Nutrition Assistance Program (SNAP)/Special Supplemental Nutrition Program for Women, Infants and Children (WIC)
- Nutrition and cooking education
- Fruit and vegetable prescriptions (for up to 6 months, also known as VeggieRX) and healthy food boxes/meals
- Medically tailored meal delivery

- **Outreach and Engagement - Effective March 2024**

- Engaging OHP members who may be eligible for HRSN climate-related services
- Verifying the member's coordinated care organization (CCO) or open card enrollment
- For CCO members, verifying the member's CCO
- Sending the HRSN request to the member's CCO or to Oregon Health Authority (OHA) for open card members.
- Providing members with information and support to connect with other services they need. Other services include medical, peer, social, educational or legal services.

For more information on requesting these services or determining if a person is eligible, please visit our [website](#). Our website also outlines how to become a HRSN Service Provider.

BETTER HEALTH FOR ALL

Health Care Coverage for Higher Income Adult

OHP Bridge is a new Oregon Health Plan (OHP) benefit package that covers adults with higher incomes, starting July 1, 2024. Members who qualify will still have most of the same benefits as traditional Medicaid (OHP Plus) members. This includes access to medical, behavioral health, dental, transportation and health related services benefits. Just like OHP, there is no cost to members!

To be eligible for OHP Bridge, members must:

- Have income between 138-200% of the federal poverty level
- Be 19-64 years old
- Have an eligible citizenship or immigration status to qualify
- Not have access to other affordable health insurance

What is affordable insurance?

In 2024, a job-based health plan is considered "affordable" if your share of the monthly premium in the lowest-cost plan offered by the employer is less than 8.39% of your household income.

- The lowest-cost plan must also meet the minimum value standard.
- If you're the employee, affordability is based on only the premium you'd pay for self-only (individual) coverage.
- For coverage starting January 1, if you're offered job-based coverage through a household member's job, affordability is based on the premium amount to cover everyone in the household.
- Total household income includes incomes from everybody in the household who's required to file a tax return.

If the premiums aren't considered affordable for the employee and the household, they may qualify for savings in a Marketplace plan. But, if the premium is considered affordable for the employee, but not for other members of the household, then only the other household members may qualify for savings.

How to apply?

Go to Oregon's ONE system to apply. You can also go to [HealthCare.gov](https://www.healthcare.gov). You can also contact UHA's Community Enrollment Specialist if you need help completing the application. You can call us at [541-315-4660](tel:541-315-4660) or send an email to uhaenrollmenthelp@ayin.com.

CME FOR THEE



TIONNEWS



Spring and Summer Trainings and Events

Trauma Informed Workforce Wellness

Join TIO as they explore different topics that contribute to well-being in the workplace.

Empathy and Inclusivity in Well-Being

July 10, 2024, 10:00am PT

[Register for July's Workforce Wellness](#)

Growth Mindset and Resilience

August 7, 2024, 10:00am PT

[Register for August's Workforce Wellness](#)

Trauma Informed Oregon Open House Listening Session

TIO wants to hear from the community! Please join for a casual conversation about what's happening with trauma informed practices across the state and come prepared with feedback for TIO leadership so we can continue to best serve Oregon.

July 31, 2024, 1:00pm PT

[Register for July's Open House](#)

October 30, 2024, 1:00pm PT

[Register for October's Open House](#)

NETWORK NEWS

National Seating & Mobility Inc.

National Seating & Mobility Inc, providing mobility solutions ranging from simple to complex, has opened a new location in Springfield. The new store is open Monday – Friday from 8:00 – 5:00 and is located at 5250 Highbanks Rd, Ste 600 in Springfield. They can be reached at 541-359-0153 or online at www.nsm-seating.com.



Advantage Dental

The two existing Advantage Dental offices in Roseburg are consolidating and moving to a larger location in July. The clinics located at 2530 NW Medical Park Dr and 1729 W Harvard Ave Ste 2 will both be closing on July 15, and opening at a single location on July 22, at 2365 NW Stewart Parkway.



ON THE LOOKOUT



Protecting Patients from Foodborne Illnesses

Overview

With summer in full swing, we can expect an influx of foodborne illnesses that accompanies the warmer weather.

Current Trends

- **Pathogens Encountered::** Shigella, paralytic shellfish poisoning, Hepatitis A, Cryptosporidium, among others.
- **Rising Cases:** Compared to the same period last year, there is an increase in
 - * Campylobacter
 - * Shiga toxin-producing Escherichia coli (STEC)
 - * Salmonella
 - * Yersinia

Historically in Douglas County

- **The most frequently identified foodborne illnesses:**
 - * Campylobacter
 - * Salmonella
 - * E. coli (STEC)
- **Reporting Requirement:** Laboratories are mandated by law to report positive results of these diseases to local public health departments within one business day.



ON THE LOOKOUT

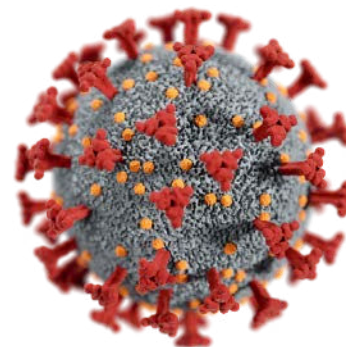
Protecting Patients from Foodborne Illnesses (cont.)

Diagnostic Recommendations

- **PCR Panel Usage:** Often used by providers to accurately diagnose foodborne illnesses.
- **Recommended Panel:** Biofire Filmarray Gastrointestinal (GI) panel.

- * **Tests for 22 of the most common pathogens, including**

- Campylobacter
- Shigella
- E. coli (ETEC & STEC)
- Salmonella
- Cryptosporidium
- Cyclospora
- Norovirus
- Various other bacteria, parasites, and viruses



Local Investigations

- **Collaboration:** Douglas Public Health Network works in conjunction with County Environmental health to investigate illnesses in various settings like daycares and restaurants.

- * **Investigation Methods:**

- Environmental assessments
- Interviews affected individuals
- Sample collection for laboratory analysis

Role in Food Recalls

- **Surveillance and Interviews:** DPHN is involved in food recalls, tracking down those affected by contaminated products.

- * **Notable Recalls:**

- Uncured meats sold at Costco and Sam's Club, associated with 47 cases of Salmonella.
- Organic frozen strawberries sold at Costco, contaminated with Hepatitis A, resulting in 9 outbreaks across California, Oregon, and Washington.

Thank You to Providers and Laboratories

- **Key Role:** Diagnoses by local providers and laboratories are essentials for these investigations.
- **Reporting Encouragement:** For more information about foodborne pathogens and reporting procedures, please contact Emily Porter, our Communicable Disease Epidemiologist at Douglas Public Health Network, at [541-677-5814](tel:541-677-5814).



Thank you for reading our Monthly Provider Newsletter, the UHA Connection. We hope this 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.

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 and Alexis Cole at acole@umpquahealth.com.

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



www.umpquahealth.com