

SUMMER EDITION

UHA MIND & BODY



WELCOME TO THE MID-AUGUST EDITION OF UHA MIND & BODY

As the lazy days of summer begin to give way to the exciting prospects of a new school year, we understand the mix of anticipation and preparation that fills the air. Our aim is to support you and your family in gearing up for a healthy, happy return to school.

In this issue, we spotlight Dr. Rodney Todd, a health care provider from Valley Ridge Family Medicine, who shares tips and insights to keep your children thriving.

You can get this letter in other languages, large print, Braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 541-229-4842 or TTY 711.

Puede obtener esta carta en otros idiomas, en letra grande, en braille o en el formato que prefiera. También puede solicitar un intérprete. Esta ayuda es gratuita. Llame al 541-229-4842 o al TTY 711.

We're also bringing you advice on protecting yourself from mistakes and fraud. As we all know, staying informed is the first step to staying safe.

With forest fires affecting air quality in many regions, we've included information on how you may qualify for an air filtration device to ensure your home remains a safe haven from smoke and pollutants.

Lastly, let's make the most of these final weeks of summer with an activity for kids. The Puffy Paint Watermelon project is not only fun but also a creative way for little ones to express themselves.

IN LIEU OF SERVICES (ILOS)

UHA offers services or settings that are medically appropriate alternatives to services covered by OHP. These are called "in lieu of services" (ILOS). They are offered as helpful options for members. UHA has contracted with Oregon Wellness Network (OWN) to offer the following ILOS:

- **DIABETES SELF-MANAGEMENT EDUCATION & SUPPORT (DSMES)**

- These services are designed for members with diabetes. There are two parts to this program:
 - Online training, support, and help given by a trained diabetes educator or lifestyle coach.
 - Individual or group sessions that meet each week for six weeks. These services aim to help you manage your diabetes and promote healthy habits.

- **NATIONAL DIABETES PREVENTION PROGRAM (NATIONAL DPP)**

- A Centers for Disease Control (CDC) recognized online program offered by the National Diabetes Prevention Program (National DPP). This is a year-long program that helps members:
 - Lose weight. Need help? Call 541-229-4842, TTY 541-440-6304 or TTY 711 Or visit www.umpquahealth.com
 - Adopt healthier habits.
 - Help reduce their risk of type 2 diabetes.

If you have any questions about any of the benefits or services above, call Customer Care at 541-229-4842, TTY 541-440-6304 or TTY 711.



PROTECT YOURSELF FROM MISTAKES AND FRAUD

Have you ever been at a store and been charged for something you didn't buy? Maybe an item scanned twice? Maybe the scale was broken and charged you for 10 pounds of bananas when you only bought two pounds. This would be upsetting. You only want to pay for the items that you got.

Incorrect billing isn't just a problem for grocery stores. It can happen at a doctor's office too. Maybe a doctor's office charges for a blood test you didn't get. Maybe they charge for 60 minutes of therapy when you only had 45 minutes. It could just be a mistake. Maybe it's a new employee who doesn't know how to bill. Maybe the office is really busy, and the employee was rushing.

Sometimes, though, it's not an accident. A person tries to collect money for services they know they didn't provide. This is fraud. This wastes Medicaid money. It's also against the law. The people who do this are committing fraud and they get in trouble. That's what happened this year in Burlington, North Carolina when a provider ended up having to pay \$61,000 after being accused of submitting claims for services that weren't actually done.

Umpqua Health is committed to reducing fraud. One of the things we do is randomly reach out to 30 members each quarter. We ask them to verify that what the claim says matches what they had done at the doctor's office. Another thing we do is watch for patterns in the claims that might tell us that fraud is happening.

You too can do your part, as a member, to help stop fraud. If you suspect that your provider is submitting claims for services or items that you haven't received, please let us know! Umpqua Health will investigate and verify the billed services. You can remain anonymous.

HOW TO REPORT FRAUD:

Call (844) 348-4702.

Submit a report online [here](#).



AIR FILTRATION DEVICES FOR OHP MEMBERS

With forest fires happening this time of year. Members may qualify for air filtration devices.

HOW DO I KNOW IF I'M ELIGIBLE?

- To qualify for HRSN benefits, you must be a current Oregon Health Plan (OHP) member, and be in one or more of the following groups:
- I am an adult or youth discharged within the past year from mental health or substance use disorder Institution of Mental Disease.
- I am an adult or youth released within the past year from incarceration.
- I have been involved in the child welfare system at some point in my life.
- Within the next three (3) months or past nine (9) months, I am transitioning from Medicaid-only to dual coverage (receiving both Medicaid and Medicare).
- I am houseless or at risk of becoming houseless.
- I am a young adult, aged 19-26, with Special Healthcare Needs (eligible starting in 2025).



FOR CLIMATE BENEFITS, YOU MUST BE EXPERIENCING AT LEAST ONE (1) OF THE REQUIRED BENEFIT SPECIFIC RISK FACTORS. THIS MEANS AT LEAST ONE (1) OF THE FOLLOWING APPLIES TO YOU:

- I am younger than 6 years old.
- I am 65 years old or older.
- I am currently pregnant.
- I have a sensory, physical, intellectual, or developmental disability.
- I need assistance with activities of daily living (ADLs), instrumental activities of daily living (IADLs), or am eligible for long-term services and supports (LTSS).
- I receive in-home hospice care.
- I have complex physical health needs, like a chronic heart or lung condition, kidney disease, diabetes, or a condition that makes me at risk for blood clots or a stroke.
- I have multiple sclerosis.
- I have Parkinson's.
- I have had a spinal cord injury.
- I have schizophrenia.
- I have bipolar disorder.
- I have an alcohol or substance use disorder.
- I have major depressive disorder and have needed crisis services, hospitalization, or residential treatment in the past 12 months.

Visit our [website](#) to find out more information.

OREGON HEALTH PLAN



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. You can also contact UHA's Community Enrollment Specialist if you need help completing the application. You can call us at 541-315-4660 or send an email to uhaenrollmenthelp@ayin.com.

PROVIDER SPOTLIGHT



RODNEY TODD, MD

VALLEY RIDGE FAMILY MEDICINE

What do you find most rewarding about working as a physician?

I think the most rewarding aspect is your relationship established with patients. Patients trust their physician's opinion on health care and want to know what we think about new and emerging treatments as well as getting clarification regarding current recommendations. As a Family Medicine Physician, I enjoy being able to see the complete picture in relation to the care of my patients.

How does your work impact our members, especially during the back-to-school season?

During the back-to-school season, we get a high demand for sports physicals and

catch-up immunizations. During this time, we prioritize to accommodate these type of appointments as we know that families are very busy and generally need to balance their time between work requirements and school registration needs. We allow nurse walk-in visits to get our patients up to date on required immunizations for school.

With school starting soon, what are the top health issues you see in children and how can they be addressed?

We want to enable our children to be active in sports and club activities. Getting their immunizations and sports physicals completed during this time becomes a priority.

Do you have any specific health tips for parents to help children stay healthy and focused?

Healthy routines are key. Children need adequate structure to ensure they are getting plenty of rest/sleep and time to refuel their bodies. Sitting down for dinner as a family also allows time for the children to express how their day went. Keep a outline that allows them time with their parents so they can share their daily experiences and parents can offer guidance. Dinner is a great time to do this.

Why is preventive care important for school-aged children?

Children face a lot of challenges in their day with homework and exercise requirements. Immunizations are a great way to provide them with a defense to common illness that would slow them down. When a child gets sick, the whole family is affected. Parents have to take

take time off to care for them or take them to the doctor's office. Preventative visits are also a great way to ensure your child is growing appropriately, can see as well as they should be, or if they are struggling with mental health issues that may be better shared with a counselor.

Can you recommend any preventive measures or check-ups before the school year begins?

Schedule a yearly well child care visit with your PCP. Multiple screenings are done at these visits to ensure there are no underlying physical, mental health, or social determinants of health that may impact their learning opportunities. Take advantage of these services. Medical offices have implemented work routines to ensure these screenings take place and that appropriate follow-up care can be ordered if necessary. Its much more difficulty to learn and to participate in sports if you have a distracting health care issue that may be addressed.

What resources or support does your organization offer that could be particularly helpful for families during this time?

Our organization offers our patients all routine immunizations on site, well child care visits once per year, and will do vision, mental health, and social determinants of health screening during these visits. We also complete sports physical forms for our patients so that they can participate in sports activities.

How can parents be more proactive in their children's health care?

Monitor your child's activities. Pay close attention to what and how they say things. Know where their sources of information are

coming from. Parents have more resources and experiences than their children. Children learn very quickly, but parents have experience to draw from. Routines, Routines, Routines....create a routine in the house that allows your child to be successful. If they are provided the time to do homework with a parent nearby, have a healthy meal with the family, and get plenty of rest, then they can be prepared to be the most successful that they can be. Sometimes it is difficulty to build these routines and it may take time. No one particular way fits all, so adapt as necessary, but keep the child's needs in mind and talk to their PCP about healthy habits and healthy foods.

How do you prepare your own family or loved ones for the school year?

Every year for the past 12 years in Roseburg, we have ensured that our children received their required immunizations as well as a flu shot. We also make sure that they have an organized schedule that allows them to complete required academics, but also do a sport or two. Generally, you can also find the back-to-school sales to ensure they have all the supplies the school recommends.

Can you share a memorable moment from your practice related to helping a child or family during the school transition?

On several occasions we will book a family with 2 or more children that need to get their sports physicals completed. Generally, these are done in the same room and it gets quite chaotic and challenging. Young

children can only tolerate a small exam room for so long. I sometimes think the parent would rather be herding cats than maintaining discipline for more than 20 minutes while they wait. We eventually get through the physicals and the parents let out a sigh of relief when its all done. These are quite memorable.

WHAT IS A CATARACT?

Cataracts are a normal part of the aging process. Cataracts are when the lens of the eye(s) become cloudy. The lens is normally clear. As our eyes age, proteins build up in the lens. The buildup makes the lens cloudy. The cloudiness keeps rays of light from passing through the lens of the eye. This results in your vision becoming blurry. It often makes driving at night and reading difficult. As cataracts grow larger, they can eventually lead to blindness. Surgery is the only way to get rid of cataracts.

The good news is cataracts can be easily treated. An ophthalmologist is the best doctor for cataract surgery. This is because they specialize in treating conditions of the eye. Cataract surgery involves removing the cloudy lens and replacing it with a clear lens implant. The length of surgery depends on the severity of the cataract. Most of the time, surgery takes less than hour to complete.

Umpqua Health Alliance (UHA) will pay for cataract surgery when criteria are met. After cataract surgery, new glasses are covered within 120 days from your surgery date.

If you believe you have this condition and are interested in treatment please make an appointment with your Primary Care Provider (PCP) and request a referral to an eye specialist.

UHA OFFERS CARE COORDINATION TO ALL MEMBERS

What is Care Coordination?

It's like having someone who looks out for you and helps you manage your health.

We assist with finding local resources, navigating the health care system, setting up doctor appointments, understanding health conditions, getting a ride to medical appointments, and much more!

Get Started: Call 541-229-4842 and ask for Care Coordination. Learn more at www.umpquahealth.com/casemanagement.



MEMBER RESOURCES CORNER



988 SUICIDE & CRISIS LIFELINE: Immediate Help Available

If you or someone you know needs support now, call or text 988 or chat at 988lifeline.org for caring, compassionate support from trained crisis counselors.

Get Help Now: Call or Text 988

Adapt Integrated Health Care: Crisis Support Available 24/7

For immediate crisis support, call the 24-hour crisis line at 1-800-866-9780. Same-day walk-in access to behavioral health crisis services is available from 8 AM to 5 PM. Mobile Crisis Counselors can respond with 911 to help de-escalate situations and prevent arrest.

Call 1-800-866-9780

UHA: Medical Transportation and Mileage Reimbursement

UHA provides Non-Emergent Medical Transportation (NEMT) through Bay Cities Brokage (BCB). You can get mileage reimbursement for driving yourself or having a friend or family member drive you to approved medical appointments? For instructions and forms, contact BCB at 877-324-8109 (TTY 711) or UHA Customer Care at 541-229-4842. More details are available in the UHA Member Handbook or on our website.

Contact BCB or UHA

UHA Dental Benefits: Oral Exams Coverage

Did you know that oral exams are regular check-ups for your teeth and mouth with your Primary Care Dentist (PCD)? UHA members with dental coverage under CCOA, CCOG, or CCOF plans are eligible. Members under 19 can receive exams twice a year, while others can have one annual exam. No referral or preapproval needed if using your PCD.

Schedule Your Oral Exam!

UHA Offers YMCA Gym Membership for a Healthier You

UHA offers YMCA gym memberships to enrich your life with a healthy outlet. If interested, contact the YMCA at YMCA at 541-229-4842 or visit 1151 NW Stewart Pkwy, Roseburg, Oregon 97471.

Join the YMCA Today!

COMPLAINTS, GRIEVANCES, APPEALS AND FAIR HEARINGS



UHA makes sure all members have access to a grievance system (complaints, grievances, appeals and hearings). We try to make it easy for members to file a complaint, grievance, or appeal and get info on how to file a hearing with the Oregon Health Authority. Let us know if you need help with any part of the complaint, grievance, appeal, and/or



hearings process. We can also give you more information about how we handle complaints/grievances and appeals. Copies of our notice templates are also available.

IF YOU NEED HELP OR WOULD LIKE MORE INFORMATION BEYOND WHAT IS IN THE HANDBOOK CONTACT US AT:

- **Call our Customer Care team**

Monday – Friday, 8:00AM – 5:00PM

Phone: 541-229-4842

Toll free: 866-672-1551

TTY: 541-440-6304 or TTY 711

- **Website:** www.umpquahealth.com/appeals-and-grievances/

- **Write or email**

Umpqua Health Alliance

Attn: Grievance and Appeals

3031 NE Stephens St

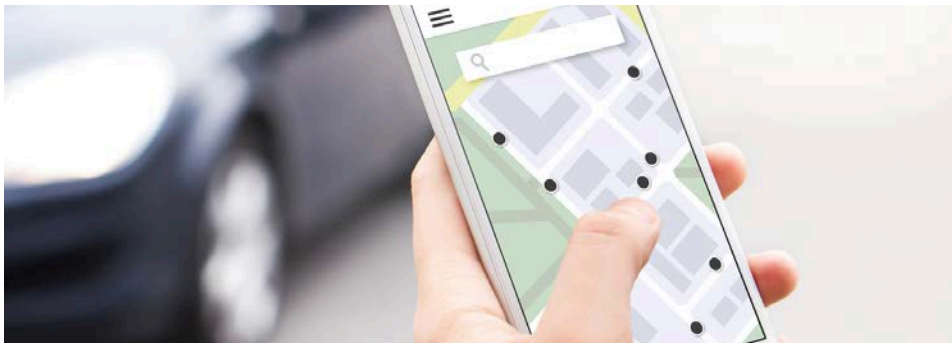
Roseburg, OR 97470

UHAGrievance@umpquahealth.com



We will provide you with help to complete forms and other steps needed to file a grievance (complaint), appeal, or hearing. This could be:

- Help from a qualified community health worker (i.e., peer specialist or personal navigator) or care coordination services.
- Interpreter services or auxiliary (added help or support) aids and services.
- A letter in a different language or format.
- You may also find a complaint form on our [website](#).



You can file a complaint about any matter other than a denial for service or benefits and at any time orally or in writing. If you file a complaint with OHA, it will be forwarded to UHA.

EXAMPLES OF REASONS YOU MAY FILE A COMPLAINT ARE:

- Problems making appointments or getting a ride
- Problems finding a provider near where you live
- Not feeling respected or understood by providers, provider staff, drivers or UHA
- Care you were not sure about, but got anyway
- Bills for services you did not agree to pay
- Disputes on UHA extension proposals to make approval decisions
- Driver or vehicle safety
- Quality of the service you received

A representative or your provider may make (file) a complaint on your behalf, with your written permission to do so. We will look into your complaint and let you know what can be done as quickly as your health requires. This will be done within 5 business days from the day we got your complaint. If we need more time, we will send you a letter within 5 business days. We will tell you why we need more time. We will only ask for more time if it's in your best interest. All letters will be written in your preferred language. We will send you a letter within 30 days of when we got the complaint explaining how we will handle it. If you are unhappy with how we handled your complaint, you can share that with OHP Client Services Unit at 1-800-273-0557 or please reach out to the OHA Ombuds Program. The Ombuds are advocates for OHP members and they will do their best to help you. Please email OHA.OmbudsOffice@odhsoha.oregon.gov or leave a message at 877-642-0450.

UHA, ITS CONTRACTORS, SUBCONTRACTORS, AND PARTICIPATING PROVIDERS CANNOT:

- Stop a member from using any part of the complaint and appeal system process or take punitive action against a provider who ask for an expedited result or supports a member's appeal.
- Encourage the withdrawal of a complaint, appeal, or hearing already filed; or
- Use the filing or result of a complaint, appeal, or hearing as a reason to react against a member or to request member disenrollment.



UPCOMING EVENTS AND WORKSHOPS

DOUGLAS COUNTY CALENDAR OF EVENTS

They offer events such as Children Summer programs, Teen volunteer hours, Storytime at the Library, Story Walk at Eastwood, Grab and go craft kits, Online book group, Silent book group, and more.

UH NEWTON CREEK BACK TO SCHOOL DAY

AUGUST 19, 2024

Join Umpqua Health Newton Creek for Back to School Day on August 19th, 10 AM - 7 PM. Get free immunizations, sports physicals, enjoy snow cones, and enter our backpack and gift card raffle.

2024 UMPQUA PLEIN AIR

AUGUST 19 - 23, 2024

Every year, UVA hosts plein air painters from around the Pacific Northwest and beyond for a special event celebrating the landscapes of the Umpqua Valley. Each Summer, artists connect with nature and fellow creatives for a week of outdoor painting to capture these beautiful landscapes, with a special exhibition showcasing the culmination of their work

PAINT-OUT EVENT: AUGUST 19TH-23RD

OPENING RECEPTION: AUGUST 24TH FROM 4PM-7PM

COMMUNITY SPOTLIGHT

Umpqua Valley Art's Young Artist Studio is an after-school opportunity for youth in the community to meet once a week with a professional artist to learn new artistic skills and vocabulary, practice these skills, connect with other teens, and more! This is a **FREE** opportunity for all Douglas County Youth.

Beyond learning and practicing new skills, students will have opportunities to take their creative ideas to the next level! Young artists that participate in the Young Artist Studio will be offered opportunities for their work to be shown in UVA's Student Gallery and more.

Open to ages 12-18.

REGISTRATION COMING FALL 2024

UPCOMING EVENTS AND WORKSHOPS

LONGEST TABLE

AUGUST 24, 2024

Residents are invited to gather for a farm-to-table dinner, crafted by local chefs, at the scenic Stewart Park Green Bridge. This free community event will provide a unique space for residents to share ideas and get to know one another.

LOCATION: STEWART PARK GREEN BRIDGE AT STEWART PARK DRIVE, ROSEBURG

TIME: 5:30-7:30PM

ACTIVITIES: FREE DINNER, COMMUNITY DISCUSSION

UHA PHARMACY 90-DAY SUPPLY

GET YOUR MEDICINES CONVENIENTLY WITH UHA PHARMACY



Get a 90-day supply of most medications at any contracted retail or mail-order pharmacy.

Start with a 30-day supply, then switch to 90 days. Excludes specialty meds and narcotics.

HOW TO BEGIN:

1. Create an online account.
2. Share your info (name, address, insurance).
3. Provide medication details or have your provider send prescriptions.

NEED HELP? CALL 541-229-4842 OR EMAIL UHAPharmacyServices@UmpquaHealth.com

Our team can assist you in setting up your account or working with your provider to ensure you get your 90-day medication supply. Enjoy the convenience of fewer pharmacy trips with UHA!

MAIL ORDER PHARMACIES

CONVENIENT MEDICATION DELIVERY WITH UHA'S PREFERRED MAIL ORDER PHARMACIES!



BIRDIRX: www.birdirx.com, 1-855-247-3479
patientcare@birdirx.com

POSTAL PRESCRIPTION SERVICES:
www.ppsrx.com, 1-800-552-6694

SORTPAK PHARMACY: www.sortpak.com,
1-877-570-7787

HOW TO BEGIN:

1. Create an online account.
2. Share your info (name, address, insurance).
3. Provide medication details or have your provider send prescriptions.
4. Set up delivery.

NEED HELP? CALL 541-229-4842 OR EMAIL UHAPharmacyServices@UmpquaHealth.com

APPEALS AND FAIR HEARINGS

You can ask us to change a decision we made. This is called an appeal. You can call, write a letter or fill out a form that explains why the plan should change its decision about a service. If we deny, stop, or reduce a medical, dental or behavioral health service, we will send you a denial letter that tells you about our decision. This denial letter is also called a Notice of Adverse Benefit Determination (NOABD). We will also let your provider know about our decision. If you disagree with our decision, you have the right to ask us to change it. This is called an appeal because you are appealing our decision. You must get a denial letter before you can ask for an appeal. If you did not receive a letter, or your provider says you cannot have a service or that you will have to pay for a service, you can ask UHA for a denial letter (NOABD). Once you have the denial letter, you can ask for an appeal.

TO SUPPORT YOUR APPEAL, YOU HAVE THE RIGHT TO:

- Give information and testimony in person or in writing.
- Make legal and factual arguments in person or in writing.

APPEAL PROCESS

Step 1

• HOW MUCH TIME TO I HAVE TO APPEAL A DENIAL?

- You must ask within 60 days of the date of the denial letter (NOABD). Call us 541-229-4842, TTY 541-440-6304 or TTY 711 or use the Request to Review a Health Care Decision form. The form will be sent with the denial letter. You can mail the form or written request to UHA at the address above. You can also fax the form or written request to 541-677-5881. If you have questions, you can email us at UHAGrievance@umpquahealth.com.

• WHO CAN ASK FOR AN APPEAL?

- You or someone with written permission to speak for you. That could be your doctor or an authorized representative.

Step 2

- Wait for our reply. Once we get your request, we will look at the original decision. A new doctor will look at your medical records and the service request to see if we followed the rules correctly. You can give us any more information you think would help us review the decision.
- **TO SUPPORT YOUR APPEAL, YOU HAVE THE RIGHT TO:**
 - Give information and testimony in person or in writing.
 - Make legal and factual arguments in person or in writing.
 - You must do these things within appeal timeframes listed below.
- **HOW LONG DO YOU GET TO REVIEW MY APPEAL?**
 - We have 16 days to review your request and reply. If we need more time, we will send you a letter. We have up to 14 more days to reply.
- **WHAT IF I NEED A FASTER REPLY?**
 - You can ask for a fast appeal. This is also called an expedited appeal. Call us or fax the

APPEALS AND FAIR HEARINGS

request form. The form will be sent with the denial letter. Ask for a fast appeal if waiting for the regular appeal could put your life, health, or ability to function in danger. We will call you and send you a letter, within 1 business day, to let you know we have received your request for a fast appeal.

- **HOW LONG DOES A FAST APPEAL TAKE?**

- If you get a fast appeal, we will make our decision as quickly as your health requires, no more than 72 hours from when the fast appeal request was received. We will do our best to reach you and your provider by phone to let you know our decision. You will also get a letter.
- At your request or if we need more time, we may extend the timeframe for up to 14 days.
- If a fast appeal is denied or more time is needed, we will call you and you will receive written notice within two days. A denied fast appeal request will become a standard appeal and needs to be resolved in 16 days or possibly be extended 14 more days.
- If you don't agree with a decision to extend the appeal time frame or if a fast appeal is denied, you have the right to file a complaint.

Step 3

- Read our decision. We will send you a letter with our appeal decision. This appeal decision letter is also called a Notice of Appeal Resolution (NOAR). If you agree with the decision, you do not have to do anything.

Step 4

- **STILL DON'T AGREE?**

- Ask for a hearing. You have the right to ask the state to review the appeal decision. This is called asking for a hearing. You must ask for a hearing within 120 days of the date of the appeal decision letter (NOAR).

- **WHAT IF I NEED A FASTER HEARING?**

- You can ask for a fast hearing. This is also called an expedited hearing. Use the online hearing form to ask for a normal hearing or a faster hearing. You can also call the state at 800-273-0557 (TTY 711) or use the request form that will be sent with the letter. You can send the form to the address below. The state will decide if you can have a fast hearing 2 working days after getting your request.

OHA MEDICAL HEARINGS

500 Summer St NE E49
Salem, OR 97301
Fax: 503-945-6035

- **WHO CAN ASK FOR A HEARING?**

- You or someone with written permission to speak for you. That could be your doctor or an authorized representative.

- **WHAT HAPPENS AT A HEARING?**

- At the hearing, you can tell the Oregon Administrative Law judge why you do not agree with our decision about your appeal. The judge will make the final decision.

Puffy Paint WATERMELON

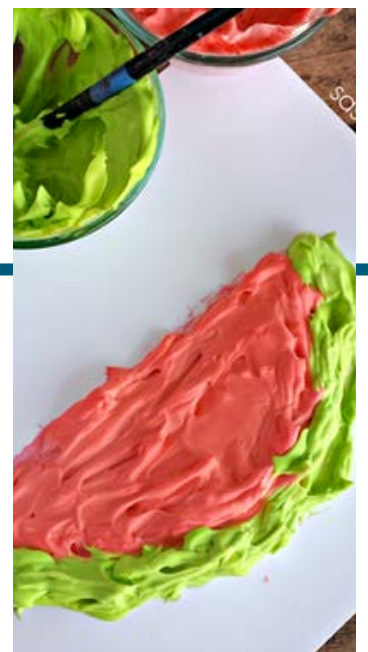
Puffy Paint Watermelons are easy to make and have a super cool texture when they dry.

First, gather **Barbasol shaving cream, Elmer's glue, food coloring (red and green), black paint, a paintbrush and a piece of paper**. In a bowl, mix equal parts of glue and shaving cream until you get stiff peaks. Add red food coloring to one portion and green to stirring well.



Paint the inside of the watermelon with the red puffy paint and the rind with the green. Then, dip your paintbrush in black paint and dot the seeds. When the puffy paint watermelon dries, the colors will darken, giving it a vibrant look.

Visit the [website](#) for full details and more fun crafts. Tag Umpqua Health Alliance in your creation photos on Facebook. Happy painting!





Get connected with US

-  **Address:** 3031 NE Stephens Street, Roseburg, OR 97470
-  **Zoom Meeting:** <https://www.umpquahealth.com/face-to-faceorientation/>
-  **Phone:** 541-229-4842, TOLL FREE 866-672-1551
TTY 541-440-6304 | 711, FAX 541-677-6038
-  **Website:** www.UmpquaHealth.com | @UmpquaHealth
-  **Email:** UHCustomerCare@UmpquaHealth.com