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PRACTICE TACTICS



LANGUAGE ACCESS RESOURCE BINDER

The Meaningful Language Access to Culturally Responsive Health Care Services (Language Access) incentive measure was created to connect Oregon Health Plan (OHP) members who communicate in languages other than English or who are hard of hearing with Certified and Qualified Health Care Interpreter (HCI) services. Historically, OHP members who communicate in languages other than English or who are hard of hearing have faced barriers to accessing health services, received lower quality care relative to patients whose preferred language is English, and have been at higher risk for medical errors. To combat the impact of these health disparities, Umpqua Health Alliance (UHA) places a heightened emphasis on increasing the number of Qualified and Certified HCIs in Douglas County. The Language Access Resource Binder provides guidance on requesting interpreter services, health care interpreter training requirements, scholarship opportunities, language proficiency requirements, and patient resources. Have questions? Contact UHQualityImprovement@umpquahealth.com.



PRACTICE TACTICS



AUTH TYPE REVIEW: OUTPATIENT SURGERY / SERVICES

Umpqua Health Alliance's (UHA) Utilization Management team reviews prior authorization requests according to the Auth Type. The Auth Type of a prior authorization ensures the highest quality review by routing the request to clinical staff with specialized expertise.



The Outpatient Surgery / Services Auth Type is reserved for all services and treatments delivered

in a hospital or surgery center. This Auth Type is almost exclusively used for outpatient surgeries. When selecting the Outpatient Surgery / Services Auth Type, the Delivering Provider should always be the name of the hospital or surgery center.

If a specialty provider is performing a minor in-office procedure, such as excising a mole or conducting microsurgery, then the Auth Type would be the specialty of the provider. For example, if a dermatologist is excising a mole, then the Auth Type of the prior authorization would be Dermatology. In the case of microsurgery performed in an orthopedic clinic, the Auth Type would be Orthopedics. When submitting a prior authorization for a minor in-office procedure, the Delivering Provider should always be the name of the specialty provider performing the treatment.

Submitting a prior authorization request with the correct Auth Type ensures speedy processing of the request. If you have any additional questions, please contact UHA's Utilization Management team at priorauthorizations@umpquahealth.com.

PRACTICE TACTICS



SUPPORTING DOCUMENTATION REQUIREMENTS FOR HEALTH RELATED SERVICES – FLEX SPENDING (HRSF)

HRSF requests are for non-covered services offered to supplement covered benefits for Umpqua Health Alliance (UHA) members. While the Utilization Management team strives to review HRSF requests within 30 days of receipt, this timeline is dependent on all supporting documentation being submitted with the form. Missing or incomplete supporting documentation may cause a delayed review of these requests, as we are unable to determine the need.

HRSF supporting documentation requirements are listed on our website at <https://www.umpquahealth.com/hrsflex/>. Specific requests may require additional supporting documentation, and these instances are listed under the “Request Specific Criteria” section of our website. These requirements are also available on page 7 of the Assistance Request Form.

TIMELY DETERMINATIONS

NON-COVERED SERVICES

SUPPORTING DOCUMENTATION

Contact Us for Support

We appreciate your support in submitting complete requests for timely determinations. If you have any questions or need assistance in completing the form, please don't hesitate to contact our team at FlexSpending@umpquahealth.com. We are here to help ensure that all members receive the services they need for improved health and well-being.

CLINICAL CORNER

IMPORTANT UPDATES FROM PHARMACY & THERAPEUTICS COMMITTEE MEETING

Criteria updates:

- Glucagon-Like Peptide-1 (GLP-1) Receptor Agonists PA Criteria — We have added the secondary cardiovascular (CV) prevention indication recommended by the FDA for members who are overweight/obese (with BMIs of 27 or greater) and removed the ongoing lifestyle or nutrition support requirement for GLP-1 renewals. The lifestyle and nutrition support component remains a requirement for GLP-1 therapy initiation.



New drugs added to formulary:

- Vonoprazan (Voquezna) — part of a new class of medications, Potassium Competitive Acid Blockers (PCAB); indicated for healing and maintenance of erosive esophagitis, treatment of H. pylori, and relief of heartburn associated with non-erosive Gastroesophageal Reflux Disease (GERD); added to formulary with restriction.
- mResvia — mRNA RSV vaccine; indicated for prevention of RSV in all adults aged 75 years or older and adults aged 60–74 years who are at increased risk for severe RSV disease as a one-time dose; added to formulary.
- Neffy — epinephrine 2mg nasal spray indicated for treatment of anaphylactic type 1 reactions; added to formulary.
- Ear wax 6.5% drops — added to formulary.



FORMULARY

CME FOR THEE



OPPORTUNITIES FROM OUR PARTNERS

Join a Developmental Pediatrics ECHO

Project ECHO Nevada invites you to their upcoming 5-session free series of the Developmental Pediatrics ECHO.

This module-based ECHO program will empower pediatric healthcare providers through clinical tools and knowledge to evaluate and care for pediatric patients with additional developmental needs.

MODULE 1: DEVELOPMENTAL DISORDERS OF INFANTS AND TODDLERS - AGE 0-3

Module 1: Developmental Disorders of Infants and Toddlers - Age 0-3

- Session #1: Orientation & Introduction
- Session #2: Speech and Language Disorders of Infants and Toddlers
- Session #3: Fine and Gross Motor Disorders of Infants and Toddlers
- Session #4: Cognitive and Social Disorders of Infants and Toddlers
- Session #5: Post-Hospital Care of the NICU Infant

The sessions are free and continuing education credits are available. For more information and to register, go to: med.unr.edu/echo/programs/developmental-pediatrics

BETTER HEALTH FOR ALL

ADDRESSING HEALTH-RELATED SOCIAL NEEDS IN OUR COMMUNITY

UHA offers Health Related Social Needs (HRSN) for members who meet the rules. HRSN are social and economic needs that affect a person's ability to maintain health and well-being. These benefits are for members facing 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 the 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 an 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 service benefits. Just like OHP, there is no cost for 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 an 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 income 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 email to uhaenrollmenthelp@ayin.com.

NETWORK NEWS

PROVIDER RELATIONS NEW TEAM MEMBERS

Kammy Martindale, MHA, has recently joined Umpqua Health as the Provider Relations Coordinator. With over ten years of experience in healthcare operations within both hospital and clinic environments, she brings a wealth of knowledge to support the provider network. In her role, Kammy will focus on training and providing support for healthcare providers,



ensuring they have the resources needed for success. She is enthusiastic about collaborating with team members and is committed to being a valuable resource for addressing any issues that may arise. Her expertise and proactive approach will help enhance the provider experience at Umpqua Health.

NEW MEMBER ROSTER DASHBOARD AND UPDATES TO PATIENT ASSIGNMENT STRATEGY

We are excited to share some important updates that Umpqua Health is implementing to improve both our reporting and patient assignment processes.

Starting the week of October 7th, we will be launching a new Member Roster Dashboard within the Umpqua Health Business Intelligence (UHBI) portal. This is the same platform you currently use to track your quality metrics. The new dashboard will display your clinic's patient assignments and provide an easy way to identify members from various programs, including the Bridge Health Plan, Healthier Oregon Program (HOP), Cover All Kids (CAC), and OHP Medicaid.

The member roster can be customized with over 20 options, including demographic details, member numbers, metric gaps, risk scores, interpreter needs, foster care status, date assigned to the clinic, and much more. This enhancement is designed to give you greater visibility and flexibility in managing your patient population.

In addition, another key upcoming initiative is to transition member assignments from the provider level to the clinic level. This change will allow clinics to manage assignments internally, giving you the freedom to assign patients to providers based on your own criteria. Furthermore, Umpqua Health is working on the ability to monitor member visits to other primary care locations, which will streamline the reassignment process and eliminate the need for manual reassignment rosters.

NETWORK NEWS

These updates aim to decrease your administrative workload, and we will provide more information as these initiatives progress. If you have any questions, please contact UHNProviderServices@UmpquaHealth.com.

Thank you for your continued partnership and commitment to providing quality care.

NETWORK CHANGES

TERMED

Cheyenne Nieblas, CSWA - Valley View Mental Health Services, Inc | 07/25/24 |

Jennifer A. Frost, FNP- Cow Creek Health & Wellness Center | 08/15/24 |

Britnee N Case, CADC-R- OSLC Developments, Inc. | 09/01/23 |

Anna E. Braddock, PA-C- Oregon Urology Institute, PC | 07/12/24 |

Courtney R. Virgilio, MD- Centennial Medical Group, Inc. | 07/21/24 |

Gerald W. Engstrom, Jr., MD- Centennial Medical Group, Inc. | 06/30/24 |

Ibrahim Osman, MD- Centennial Medical Group, Inc | 08/24/24 |

ADDITIONS

Susan Hohmann, LPC- Gentle Breeze Counseling | 08/05/24

Lacey Foster, FNP- Adapt Primary care Winston | 07/08/24 |

Jedanndrilla Bushnell, QMHP-R- Douglas Cares | 08/05/24 |

Buirge S Jones, LPC- Douglas Cares | 08/05/24 |

Samantha B Griffin, FNP- Centennial Gastroenterology Associates | 08/05/24 |

Hilaire L Schenk, LMFT- Hilaire Schenk MA LMFT LLC | 08/05/24 |

Susan Hohmann, LPC- Gentle Breeze Counseling | 08/05/24 |

Lina Dorfmeister, CRNA NSPM-C- North Bend Medical Group | 08/05/24 |

Joy Turner, LPC- Joyful Living Behavioral Health | 08/05/24 |

Brenton G Sherwood, MD- Oregon Urology Institute PC | 08/05/24 |

Christopher Hurt, MD- Roseburg Radiologists PC | 08/05/24 |

Scott R. Kerns, MD- Roseburg Radiologists PC | 08/05/24 |

Lisa M. Scales, MD- Roseburg Radiologists PC | 08/05/24 |

Scott Richard Gerst, MD- Roseburg Radiologists PC | 08/05/24 |

NETWORK NEWS

ADDITIONS

SJay Haigh Donohoo, MD- Roseburg Radiologists PC | 08/05/24 |

Rhonda M. Darling, LCSW- Roseburg Therapy LLC dba Stronger Oregon | 08/08/24 |

Ronald Bustamante, CSWA- Second Wind Mental Health | 08/05/24 |

Mariah Lynne Ramirez Beltran, PhD- Avid Counseling Servies (Telehealth Only) | 08/05/24 |

Nicole R. Stafford, CSWA, MSW- Aviva Health Center Roseburg | 08/05/24 |

Nicole Marie Engler, FNP- Tougas Therapy, LLC | 08/05/24 |

Kimerly J. Stevens, FNP- Cow Creek Health & Wellness Center | 08/05/24 |

Joan E. Harvey, NP- Oregon Urology Institute, PC | 08/05/24 |

Heather Kelly, FNP- Boulder Care Provider Group PA | 08/05/24 |

Jey E Jang, LPCA -Avid Counseling Services (Telehealth Services Only) | 08/05/24 |

Tyson J Dahl, PA- ENT Associates of Roseburg | 08/05/24 |

Rita J Barry, MD- Aviva Health Center Roseburg | 08/05/24 |

ACCESS TO CARE SURVEYS

Access to care surveys play a crucial role in enhancing the quality of health services provided by Umpqua Health and its network of providers. Umpqua Health sends out quarterly surveys. These mandatory surveys for all providers ensure a consistent flow of information about the accessibility of healthcare services. By gathering feedback, the surveys help identify gaps in care and promote effective communication between Umpqua Health and its provider network. These important surveys were sent out on September 25th and are due back by October 15th.



FEEDBACK

NETWORK NEWS



DOUGLAS COUNTY PROVIDER **SUMMIT 2024**

A Provider
EXCLUSIVE
Networking
Event



17TH OCTOBER
5:30 - 8:00 pm



**Evergreen
Family Medicine**
1937 W Harvard Ave,
Roseburg, OR 97471

EVENING AGENDA

5:30 pm Social Hour
Wine & Appetizers
6:30 pm Provider Presentation
Panel Discussion

OUR FEATURED TOPICS

- Prostatic Artery Embolization, Kyphoplasty & Genicular Artery Embolization
Dana Safavian, MD Interventional Cardiology
- Opioid Treatment Panel Discussion
Samuel Denney, RN, MSN
Heather Surgeon, OTP Clinical Supervisor of Adapt



Use our quick registration QR code



Thank You Community Partners



ON THE LOOKOUT

VIRTUAL LUNCH AND LEARN OPPORTUNITY ARTS ON PRESCRIPTION: DR. TASHA GOLDEN, INTERNATIONAL SPEAKER AND RESEARCHER



ART AS MEDICINE LUNCH & LEARN



REGISTER HERE

October 9, 2024
12:00 PM - 1:00 PM



FREE VIRTUAL EVENT

Dr. Tasha Golden, PhD
Behavioral Scientist, Songwriter, Poet, & International Speaker



Harness the science of creativity and its connection to improving wellness in your patients. Dr. Tasha Golden, with Johns Hopkins School of Medicine International Arts + Mind Lab and the University of Florida's Center for Arts in Medicine, will be speaking at a free virtual event on October 9th. Dr. Golden will be presenting her research on creating programs that formally integrate arts, culture and nature resources to local health and social care systems. Dr. Golden will be discussing her Arts on Prescription field guide for providers to "prescribe" arts activities, cultural experiences and time in nature to support their patients' health, wellbeing and quality of life. She will present four ways that arts can influence wellbeing and offer new, research-based insights, into reframing our definitions of health and wellbeing.

Dr. Golden is an international speaker and consultant, career singer and songwriter and PhD scientist. The free virtual event will be October 9th, 12:00-1:00 and is sponsored by Douglas Public Health Network and Thrive Umpqua.

DENTAL DIGEST



CREEPY DENTAL CHRONICLES: THE SPOOKY HISTORY AND MODERN FACTS ABOUT TEETH AND ORAL HEALTH

Advantage Dental+

It's that time of year again when spooky tales and ghostly legends fill the air. But did you know that even your teeth have a rich and eerie history? Join us on this chilling journey through the mysterious world of dental folklore and modern-day dental facts that might just send shivers down your spine.

The Tooth Fairy's Dark Origins

We've all heard of the Tooth Fairy, the benevolent creature that exchanges lost baby teeth for a coin. However, the origins of this enchanting character are far from innocent. In European folklore, teeth were often buried or burned to prevent witches from using them to cast spells. The Tooth Fairy, in its modern form, emerged to make the tooth-disposing process less frightening for children.

Vampire Myths and Dental Horror

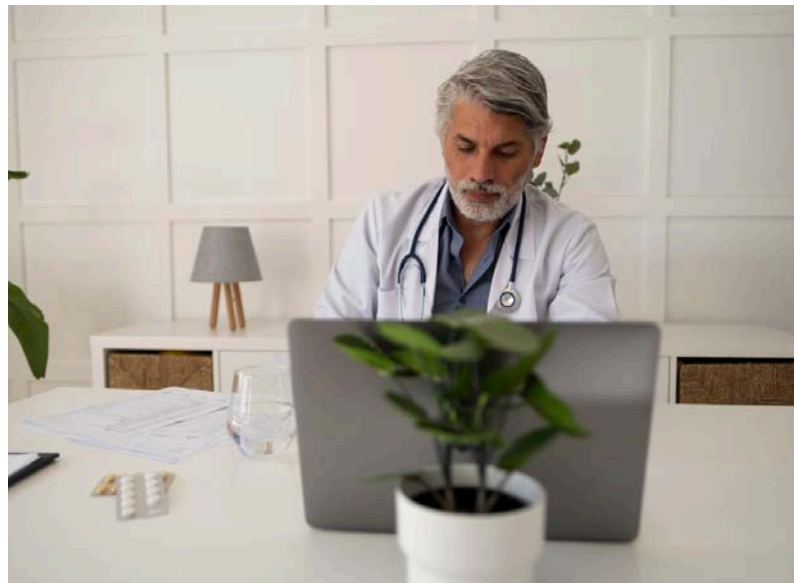
Vampires have long been associated with sharp fangs, but their dental connection goes deeper. In many vampire legends, these supernatural creatures are known for their flawless teeth, often used to charm and attack their victims. The connection between vampires and oral health has left a lasting mark on pop culture, with modern vampires sporting impossibly white, sharp teeth.

Want to know more about the spooky past and fascinating advancements in oral health? Read the full blog post on our website [here](#).

TOOTH
DECAY

ORAL
HEALTH





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