

UMPQUA HEALTH CONNECTION

November 2024

► *Umpqua Health's purpose is to improve individual and community health.*

IN THIS ISSUE

Practice Tactics

Clinical Corner


CME for Thee


Better Health for All


Network News

Dental Digest



 (541) 229-4842

 umpquahealth.com

 3031 NE Stephens St.,
Roseburg, OR 97470



PRACTICE TACTICS

AMENDING DURABLE MEDICAL EQUIPMENT SUPPLIES PRIOR AUTHORIZATIONS



Umpqua Health’s Utilization Management team does not accept amendment requests to change the quantity or CPT code on durable medical supply prior authorizations. This process was adopted in September 2023 as a means to reduce the incidence of overlapping dates while ensuring seamless claim processing.



1. If a Durable Medical Equipment supply order changes during the authorization dates of a PA, the original prior authorization should be amended to end the request.



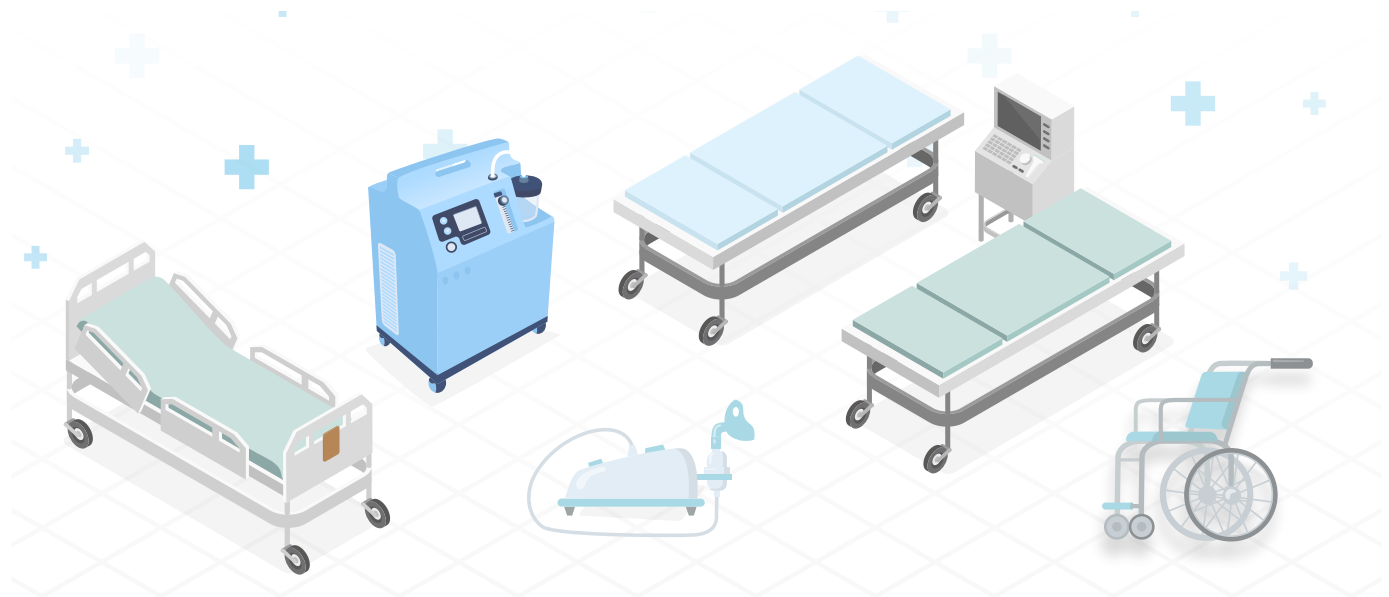
2. The amendment request should include the updated end date of the request as well as the total quantity of supplies dispensed during the allotted period.



3. Amendment requests submitted without updated end date and / or quantities may be dismissed as a duplicate request.



For assistance submitting an amendment, please contact our team; Call (541) 672-1685 + option 2



PRACTICE TACTICS

UMPQUA HEALTH ALLIANCE'S APPEAL AND GRIEVANCE

Oregon Health Authority has clear rules for appeals and grievance processes. UH must receive verbal or written permission for members, only then can request an appeal or grievance.

Appeal & Hearing Process

Written Request:

Form 3302 is a formal request for an Appeal or when a hearing is necessary and can be filled out by a provider, member, or authorized representative but is required to have a valid member signature.

- Appeal requests can be emailed, faxed, mailed or hand delivered to Umpqua Health.
- Hearing requests (once the appeal process has been exhausted) can be emailed, faxed, mailed or hand delivered to the Oregon Health Authority.

Verbal Request:

The member may call UH to provide a verbal request of an appeal. This can occur at the beginning of the Appeal process, or once it has been requested by the provider without the member signature.

- A request received by UH from a provider or representative without members permission, will prompt the Appeal process to start and a letter is sent to the members address on file.

Letter sent states the appeal is invalid without the members permission and the process cannot start.

For More Information:
UHA Customer Care Team
Monday – Friday,
8:00AM – 5:00PM
Phone: 541-229-4842
Toll free: 866-672-1551
TTY: 541-440-6304
Fax: 541-677-5881
Email: UHAGrievance@umpquahealth.com

Write:
Attn: Grievance & Appeals,
3031 NE Stephens Street,
Roseburg, OR 97470

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



OHP Client Services Unit
Phone: 800-273-0557

OHA's Ombudsperson
Phone: 503-947-2346
Toll Free: 877-642 -0450

Under Review:

When the appeal is received with member permission or at their request, the original decision will be reviewed by a clinical expert; examining medical records and service requests to ensure rules were followed correctly.

The member can provide any additional information that might assist in making the decision.

Decision Notice:

Once the review is complete, a decision notice will be sent in writing. This notice is referred to as a Notice of Appeal Resolution. A hearing request form will also be attached in case the member does not agree with the outcome.

- The member has 60 days from the date of the Denial-of-Service notice to file an appeal. Upon receiving the request, a decision for a standard appeal will be made within 16 days.

If additional time is needed the timeframe can be extended by 14 days and efforts will be made to inform the member orally. A written notice will be sent to explain the reason for the extension and the member has the right to file a grievance if they disagree.

Appeal Timeframes

Expedited Appeals:

A fast or “expedited” appeal can be requested if the member or their provider believes that waiting for a standard appeal could seriously harm the member’s health.

A decision will be made as quickly as their health requires, and it will take no longer than 72 hours from the time the appeal request is received.

Efforts will be made to contact both the member and their provider by phone to communicate the decision and a written decision will be provided.

If additional time is needed the timeframe can be extended by 14 days and efforts will be made to inform the member orally. A written notice will be sent to explain the reason for the extension and the member has the right to file a grievance if they disagree.

- Appeal requests can be emailed, faxed, mailed or hand delivered to Umpqua Health.
- Hearing requests (once the appeal process has been exhausted) can be emailed, faxed, mailed or hand delivered to the Oregon Health Authority.

Grievance Timelines

Grievances:

If a member is unhappy with their care and they feel were not treated with respect or did not receive the quality of care they deserve, they can bring this to our attention by filing a complaint.

**With the exception to denied service cases.*

- The member will be asked to provide additional information and we will reach out to those involved in the complaint.

It is helpful for providers to document in their patient records. These notations can be the difference between an overturned appeal and an upheld appeal.

1. Alternative treatments tried
2. How the condition impacts their ADLs, home or work life
3. The effect of the denial on their health outcomes

Efforts will be made to gather all the relevant facts regarding the issue and resolve within five working days. If a grievance requires expedited review, and meets criteria, a resolution will be provided within 72 hours.

Ultimately, we will work to resolve the complaint within 30 days. We will attempt to communicate the resolution to the member by both phone and mail. If the member is not satisfied with how their grievance was handled, they can contact OHP Client Services or an OHA Ombudsperson at the provided numbers.

For More Information:

UHA Customer Care Team

Monday – Friday,
8:00AM – 5:00PM

Phone: 541-229-4842

Toll free: 866-672-1551

TTY: 541-440-6304

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Phone: 800-273-0557

OHA’s Ombudsperson

Phone: 503-947-2346

Toll Free: 877-642-0450

PRACTICE TACTICS

HOW DO I SCHEDULE INTERPRETER SERVICES?

Umpqua Health Alliance strongly advises pre-scheduling interpreter services to ensure the availability of an Oregon Qualified or Certified interpreter. Inperson interpreters are available upon request, contingent on pre-scheduling.

Schedule interpreter services with a contracted UHA vendor to have services seamlessly billed and reported to UHA.



▶ ASL patients contact UH to schedule a Listening Device Tablet.

Sign Language



Linguava

(503) 265-8515
sales@linguava.com

All Hands

(541) 729-7111

Umpqua Health

(541) 229-4842
UHCustomerCare@umpquahealth.com

Spoken Language



Linguava

(503) 265-8515
sales@linguava.com

Spanish Interpreter

(541) 537-2553
anavazquez1980@gmail.com

Umpqua Health

(541) 229-4842
UHCustomerCare@umpquahealth.com

Resources

Oregon Health Care Interpreter Registry

<https://hciregistry.dhsoha.state.or.us/>



In-Language Visit

[Provider Language Proficiency Requirements](#)



How Do I Schedule Interpreter Services?

Los miembros del Plan de Salud de Oregon (OHP) tienen derecho a un intérprete gratuito.

¿Qué es un intérprete? Una persona que habla dos o más idiomas y ayuda al paciente a comunicarse y entender al médico y al personal médico.

¿Necesita un intérprete? Informe al consultorio de su médico que necesita un intérprete para sus citas médicas.

¿Tiene preguntas o inquietudes? Comuníquese con el Servicio de Atención al Cliente de UHA al (541) 229-4842 o en uhcustomercare@umpquahealth.com.

¡Comparta su experiencia! Cuéntenos su experiencia con los servicios de interpretación escaneando el siguiente código QR y respondiendo a una encuesta.

Oregon Health Plan (OHP) cov tswv cuab muaj cai rau ib tug neeg txhais lus dawb-ntawm-tus nqi.

Tus neeg txhais lus yog dab tsi? Tus neeg uas hais ob hom lus los sis ntau hom lus thiab pab tus neeg mob sib txuas lus thiab nkag siab lawv tus kws kho mob thiab cov neeg ua hauj lwm kho mob.

Koj puas xav tau tus neeg txhais lus? Qhia rau koj tus kws kho mob qhov chaw hauj lwm tias koj xav tau tus neeg txhais lus rau koj qhov kev teem caij kho mob.

Cov lus nug los sis kev txhawj xeeb? Hu rau UHA's Lub Chaw Saib Xyuas Tus Neeg Qhua ntawm (541) 229-4842 los sis uhcustomercare@umpquahealth.com.

Qhia koj qhov kev paub! Qhia rau peb txog koj lis kev paub dhau los nrog kev pab cuam tus neeg txhais lus los ntawm kev luam theej daim duab QR hauv qab no thiab ua daim ntawv ntsuam xyuas.

Участники программы Oregon Health Plan (OHP) имеют право на бесплатного переводчика.

Что представляет собой переводчик? Это человек, говорящий на двух или более языках и помогающий пациенту общаться и понимать своего врача и медицинский персонал.

Вам нужен переводчик? Сообщите в кабинете врача, что для медицинской консультации вы нуждаетесь в переводчике.

Вопросы или проблемы? Свяжитесь с отделом по работе с клиентами UHA по телефону (541) 229-4842 или uhcustomercare@umpquahealth.com.

Поделитесь своим опытом! Расскажите нам о своем опыте использования услуг переводчика, отсканировав приведенный ниже QR-код и пройдя опрос.

Оригинул 건강 보험(Oregon Health Plan, OHP) 가입자는 무료 통역사 서비스를 이용할 수 있습니다.

통역사는 어떤 일을 하나요? 두 가지 이상의 언어를 구사하여 환자와 의사 및 의료진 간 의사소통을 돕는 일을 합니다.

통역사가 필요하신가요? 진료 예약을 위해 통역사가 필요하다고 병원에 말해 주세요.

문의 사항이나 기타 용무가 있으신가요? UHA 고객센터 (541) 229-4842로 전화하거나 uhcustomercare@umpquahealth.com을 통해 문의하세요.

여러분의 후기를 들려주세요! 아래 QR 코드를 스캔하고 설문조사를 작성하여 통역사 서비스 이용 경험을 들려주세요.

Anggota Oregon Health Plan (OHP) na hak keu interpreter hana biaya.

Peue nyan interpreter? Ureueung nyang meutotoe dua atawa leubeh basa, geutulông pasien peugah haba ngon meuphom dokter ngon staf medis.

DNeupeulee awak interpreter? Peugah bak kanto dokter bahwa Droeneuh perle interpreter untuk janji medis droeneuh.

Pertanyaan atawa Kebimbangan? Hubungi UHA's Customer Care bak (541) 229-4842 atawa uhcustomercare@umpquahealth.com.

Peudeuh pengalaman droeneuh! Peugah bak kamoe pengalaman droeneuh ngon layanan interpreter ngon cara ne scan kode QR di miyueb nyoe ngon neugeet survei.

May karapatan sa isang interpreter ang mga miyembro ng Planong Pangkalusugan ng Oregon (Oregon Health Plan, OHP) nang walang bayad.

Ano ang isa interpreter? Isang taong nagsasalita ng dalawa o higit pang wika at tumutulong sa pasyente na makipag-usap at maunawaan ang kanilang doktor at mga medikal na tauhan.

Kailangan mo ba ng isang interpreter? Sabihin sa tanggapan ng iyong doktor na kailangan mo ng interpreter para sa iyong mga medikal na appointment.

Mga tanong at alalahanin? Makipag-ugnayan sa Customer Care ng UHA sa (541) 229-4842 o uhcustomercare@umpquahealth.com.

Ibahagi ang iyong karanasan! Sabihin sa amin ang iyong karanasan sa mga serbisyo ng interpreter sa pamamagitan ng pag-scan ng QR code sa ibaba at paglahok sa survey.



For More Information:

Contact us to receive a print out of this poster to hang up and let OHP members know how to request an interpreter!

UHQualityImprovement@umpquahealth.com




CLINICAL CORNER

PARTNERSHIP BETWEEN UMPQUA HEALTH ALLIANCE & CONVERSIO HEALTH

Umpqua Health 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.



Ways to enroll patients:

-  Submit e-prescription to Conversio Health
-  Email referrals@conversiohealth.com
[Patient referral form](#)
-  Call (866) 239-3784

Questions?

Contact Conversio Health Pharmacists at (866) 239-3784, option two, or online at conversiohealth.com

Learn More:

[Conversio Health + Umpqua Health Partnership](#)



How Conversio Health is a Partner in Care:



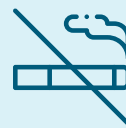
High-touch Chronic Respiratory Management Program

Helps providers improve outcomes of high-risk Asthma/COPD patients.



Nebulizer Medications

Available across each drug class and shipped to patient homes along with Smart Devices (*no patient copay*)



Virtual Pulmonary Rehab Program

Exercises, breathing techniques, health education, and smoking cessation for patients with COPD.



Support, coordination, & remote monitoring

Clinical Pharmacists, Respiratory Therapists, and Health Coaches ready to assist.



CME FOR THEE

CULTURAL RESPONSIVENESS OF WORKFORCE -STANDARD 6.E

Friday, November 15th | 12 - 1 PM

A patient’s background, culture, identity, and social circumstances can significantly impact their health related priorities, trust for their medical home, and overall experiences with primary care.

In this session, PCPCH Program staff will review the brand new **Standard 6.E** under the 2025 model which includes a must-pass measure focused on training of primary care providers, and an optional measure focused on partnering with traditional health workers.

Community Health Workers, Personal Health Navigators, Birth Doulas, Peer Support Specialists (including Family Support Specialists, Youth Support Specialists, Recovery Peers, and Mental Health Peers), and Peer Wellness Specialists.



In January of 2025, all practices applying or re-applying for PCPCH recognition will need to do so under the 2025 PCPCH Recognition Criteria. Program staff are hosting a webinar series to help practices understand some of the revisions and additions under the new model. This is a great opportunity to familiarize yourself with the new model and ask questions about specific standards!



For More Information:
Contact the PCPCH program at pcpch@oha.oregon.gov

[2025 PCPCH Recognition Criteria](#)

See upcoming sessions, the full webinar schedule, register or view previous recordings:
[PCPCH Standard](#)



BETTER HEALTH FOR ALL



► HERO Kids does not offer training or guidance to EMS on managing complex medical or behavioral health needs in an emergency.

(HERO) HEALTH EMERGENCY READY OREGON

HERO Kids Registry is a voluntary, no-cost system that lets Oregon families share critical health information about their child or young adult (ages 0-26) before an emergency. The information can be quickly and easily accessed by emergency medical services (EMS) and hospital emergency department (ED) providers to give a head start on understanding their child's medical history and unique needs.

The information is helpful for medically complex children and young adults who experience chronic health conditions, developmental disabilities and/or mental or behavioral health conditions and may help them provide care or comfort, such as avoiding flashing lights that may cause seizures.

The Registry is a secure, HIPAA-compliant database operated by HERO Kids Registry staff. Only parents, legal guardians, and young adults aged 15-26 can create, change or cancel a registration.



For More Information:

www.herokidsregistry.org

herokids@ohsu.edu

(833) 770-4376

HOW-TO-HERO:

Information:

Gather diagnoses, current medications, allergies, emergency protocol letter, and history of recent procedures.

Registration:

Online (*computer or tablet only*) at herokidsregistry.org

Paper alternative available through email request at, herokids@ohsu.edu

Activation:

HERO Kids Registry staff activate the registration. *If there is a problem, they will contact the parent or legal guardian.*

Confirmation:

Family gets a confirmation packet in the mail with a welcome letter, Registry ID stickers and a backpack tag with ID number on it.

In an Emergency:

The person calling 911 provides HERO Kids Registry ID number, or indicates that the child is registered.

EMS and ED providers access key health information through a confidential provider line or from the Emergency Department Information Exchange (EDIE). Information is relayed by phone or secure fax in less than 90 seconds.

NETWORK NEWS

TRADITIONAL HEALTH WORKERS AND TAXONOMIES

Do you know what taxonomy is attached to your worker type?

We have found several outdated or incorrect taxonomies assigned to providers in our system related to Traditional Health Workers and other worker types like QMHAs.

When this happens, claims can be submitted under the wrong taxonomy and it can affect the rate at which you are paid. We recommend checking NPPES annually to ensure the correct taxonomies are in their system and updating them as soon as there has been a change.

Traditional Health Worker taxonomy codes:

- Community Health Workers 172V00000X
- Peer Support Specialists/
Peer Wellness Specialists 175T00000X
CRMs uses this taxonomy
- Doulas 374J00000X

If you are using one of these taxonomies and you are not a THW, check with NPPES or your supervisor for the most appropriate worker type taxonomy.



UHA TOWNHALL

We invite you to the upcoming UHA Townhall on **November 20th from 3:00 to 4:00 PM**. During this session, we will cover several important topics related to UHA's ongoing initiatives and strategies.

Meeting Topics:

- UHA Strategy for Member Assignment
- UHBI Member Roster
- Traditional Health Workers
- Compliance Updates
- And much more!

There will also be an opportunity for a Q&A session at the end of the meeting to address any questions or concerns you may have. A link to the meeting and the agenda will be sent out via email in the near future to clinic contacts.

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



THW Liaison, Umpqua Health

Andrea Brown
(541) 464-6255
abrown@umpquahealth.com

NETWORK NEWS

NETWORK CHANGES: ADDITIONS

- James B. Wells, CRM| Adapt Integrated Health Care (SUD 621 W Madrone) |10/08/24|
- Jillian N. Valdez, QMHA-R| Adapt Integrated (Mental Health Brookings) |09/04/24|
- Garrett J. Shannon, QMHA-R| Adapt Integrated (Mental Health Gold Beach) |10/07/24|
- Reginald R. Richardson, CRM |Adapt Integrated (SUD 621 W Madrone) |09/09/2024|
- Beatrice M. May, PMHNP |Adapt Integrated (Mental Health 621 W Madrone) |10/01/24|
- Robert A. Esquerra, CRM | Adapt Integrated (SUD 621 W Madrone) | 09/24/24|
- Jennifer D. Eichlin, QMHP-R |Adapt Mental Health Forensic Psychology (Brookings)| 08/19/24|
- Richard L. Allard, CADC I | Adapt SUD 406 NW Winchester St “OTP Clinic” |09/23/24|
- Zachary A. Ferris, LPC | Evergreen Family Medicine BH (North Sutherlin) | 11/01/24|
- Devan B. Fors, FNP | Evergreen Family Medicine UC (Edenbower) |11/01/24|
- Derek J. Wiseman, MD | Evergreen Primary Care (Harvard)| 8/26/2024|
- Elise A. Lippincott, MD | Evergreen Pediatrics (Harvard)| 08/26/24|
- Heather N. Hernandez, PAC | Evergreen Family Medicine (Edenbower) | 09/01/24|
- Tersea R. Cox, PMHNP |Bridges Community Health Inc. | 11/5/24|
- Bronwen Flores, PMHNP | Bridges Community Health Inc.|11/5/24|
- Libby M. Sparks, THW, CADC-I | Cow Creek Health & Wellness Center Roseburg | 09/03/24|
- Charity B. McSperitt, LCSW | Avid Counseling Services (Telehealth Services Only) | 09/03/24|
- Jeffrey Eric Stagg, MD | Oregon Urology Institute PC| 09/03/24|
- Megan Rose Bradway, MSN, FNP | Aviva Health Center Roseburg| 09/03/24|
- Alena Moore, MA, QMHP | Second Wind Mental Health | 10/07/24|
- Erin M Frazier Maskiell, LPC | Alive Holistic Counseling | 09/03/24|
- Christina Lee Jacobs, M.A, SLP | Explore Engage Enjoy | 10/07/24|
- Sarah A. Holmes, MEd, ABA | Positive Behavior Supports Corp| 10/07/24|
- Taylor A. Menendez, MS, ABA | Positive Behavior Supports Corp | 10/07/24|
- Amanda L. Polk, MS, ABA | Positive Behavior Supports Corp | 10/07/24|
- Cristina Maria Vieira, MSW, CSWA | Valley View Mental Health Services| 10/07/24|
- Tristan D Adrian, MSW, LCSW | Roseburg Therapy LLC dba Stronger Oregon| 10/07/24|

NETWORK NEWS

NETWORK CHANGES: TERMED

- Lilian M. Rogers, CRM | Adapt Integrated Health Care | 10/25/2024|
- Dawnya L. Guyette, CRM | Adapt (SUD North Bend) |09/26/24|
- William L Carney II, QMHP-R | Adapt Integrated Health Care | 10/31/24|
- Stacie L. Haight, CRM | Adapt (SUD North Bend) |09/16/24|
- Dillon H. Larkin, QMHP |Adapt Mental Health (548 SE Jackson St) |09/25/24|
- Sheri Louise Webster, CRM | Adapt SUD (Brookings) | 10/30/24|
- Dawn Marie Keast, QMHA-R| Adapt Mental Health (548 SE Jackson St) |10/31/24|
- Jordyn Michelle Gerfen Cox, CRM| Adapt SUD Grants Pass| 11/01/24|
- Brittney Nicole Gardner, RN | Adapt SUD 406 Winchester St “OTP Clinic” | 11/01/24|
- Nicole Marie Engler, NP| Tougas Therapy, LLC | 08/15/24|

DENTAL DIGEST

BREAK THE HABIT OF THUMB-SUCKING



As parents, it's important to be able to strike the right balance for our children when it comes to thumb-sucking or pacifier habits. Forcing them to stop too early can bring them unnecessary stress, but allowing them to continue sucking that thumb too long can cause significant problems for their oral health.

- **Benefits**

Sucking on things, thumbs or pacifiers is a reflex babies develop before birth to help them feel safe, comforted and happy in their earliest years of life. This habit can help them sleep, keep calm and reduce the risk of sudden infant death syndrome (SIDS).

- **Time to Stop**

Most children stop sucking their thumbs on their own by age four, and when they begin school. If they don't stop on their own around kindergarten age, this is when it's important to intervene. Once the permanent teeth start coming in, vigorous thumb-sucking can lead to changes in the shape of the palate and an open bite between the upper and lower teeth, which will mean expensive orthodontic treatment down the line.

BREAK THE HABIT:

These strategies are best for kindergarten-age and older children, not toddlers! Toddlers are too young to understand why you want them to stop sucking their thumb, so attempts at encouraging them to stop will only upset them.

Praise Success:

Avoid scolding them for continuing to suck their thumb.

Reward Chart:

Show the progress and what they're working for.

Keep Busy:

Keep their hands and minds occupied with activities and avoid boredom.



Advantage Dental+



For More Information:
advantagedental.com
(866) 268-9631



THANK YOU

Thank you for reading our Monthly Provider Newsletter, use this as a tool and resource to succeed! Your success is critical to our member's health, behavioral and physical.



Questions and suggestions regarding a specific topic:
Contact, **Dr. Douglas Carr** at dcarr@umpquahealth.com

More information about the newsletter:
Contact, **Alexis Cole** at acole@umpquahealth.com