

# UMPQUA HEALTH CONNECTION

December 2024

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 (541) 229-4842

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

 3031 NE Stephens St.,  
Roseburg, OR 97470



**UMPQUA  
HEALTH**

## Health-Related Service Needs (HRSN) vs. Health-Related Service Requests (HRSF)

Umpqua Health Alliance has simplified its process by combining the Health-Related Services (HRSF) and Health-Related Service Needs (HRSN) forms on its website. Providers and clinic staff may assist members with completing these forms and submitting via:

- Email (*specified on the form*)
- The Unite Us portal

*Members are not required to visit Umpqua Health Newton Creek Clinic to request these services.*



### Health-Related Service Needs (HRSN)

Due to high application volumes, the Oregon Health Authority (OHA) has extended the processing timeline from **14 days to 42 days** through January 2025.

Members should be informed of this extended timeline. Umpqua Health Alliance staff will contact members once the application is processed.

Submit applications via email:

Health-Related Service Needs (HRSN)  
[HRSN@umpquahealth.com](mailto:HRSN@umpquahealth.com)

### Health-Related Service Requests (HRSF)

Processing typically takes **up to 30 days**. However, due to the prioritization of HRSN requests, HRSF requests may take longer than the usual timeline.

Submit applications via email:

Health-Related Service Requests (HRSF)  
[flexpending@umpquahealth.com](mailto:flexpending@umpquahealth.com)

*Avoid delays! Make sure to include all the necessary documents listed on each form. Missing documents will delay your application process.*

### Umpqua Health

*Health Related Services*

Monday – Friday,  
8:00AM – 5:00PM  
Phone: 541-229-4842  
Toll free: 866-672-1551  
TTY: 541-440-6304

Office:  
3031 NE Stephens St.,  
Roseburg, OR 97470

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



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

# PRACTICE TACTICS

## UMPQUA HEALTH ALLIANCE Appeals & Grievances

### Provider Requirements for Submitting an Appeal or Grievance

While providers are encouraged to advocate for members, only the member can request an appeal or grievance. Umpqua Health Alliance requires verbal or written member permission for these submissions.

#### 1. Appealing on Behalf of a Member:

- Submit the OHP 3302 Appeal and Hearing Request Information Form, signed by the member.
- The form is available at [Umpqua Health Appeals and Grievances](#)
- Alternatively, members may call Umpqua Health Alliance to submit an appeal request directly.

Submission methods:

Email: [UHAGrievance@umpquahealth.com](mailto:UHAGrievance@umpquahealth.com)

Fax: 541-677-5881

Mail: Umpqua Health Alliance  
Attn: Grievance and Appeals,  
3031 NE Stephens Street, Roseburg, OR 97470



#### 2. Disputing a Claim Denial

If a claim has been denied and you disagree, contact Umpqua Health Alliance's Claim Support Team. Include the Provider Request for Reconsideration and Claim Dispute Form, found at [Umpqua Health Claims](#), along with supporting documentation via:

CIM portal: directly linked to the claim.

Mail: Umpqua Health Alliance  
Attn: Grievance and Appeals,  
3031 NE Stephens Street, Roseburg, OR 97470

#### 3. Peer-to-Peer Consultation

Request a consultation with Umpqua Health Alliance's medical director to explore the best options.

*Note: Steps #1 or #2 must still be completed to proceed with appeals or grievances.*

**Umpqua Health**  
*Appeals & Grievances*

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](mailto:UHAGrievance@umpquahealth.com)

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



Website:  
[umpquahealth.com/appeals-and-grievances](http://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

## The Legacy Clause: A Path to Traditional Health Worker (THW) Certification

Did you know your organization might already employ someone who qualifies as a Traditional Health Worker (THW)? Even better, there's a certification pathway that doesn't require completing an OHA-approved training program!

Oregon Administrative Rules (OAR 950-060-0060) allows certification and listing in the THW registry using documented hours of experience performing a THW role. This alternative pathway is called the "legacy clause."

### Legacy Clause Requirements

To qualify under the legacy clause, applicants must

- Be at least 18 years old
- Not appear on the Medicaid provider exclusion list
- Pass a background check ([OAR 950-060-0070](#))

Submit the following documentation and a completed application.

At least one letter of recommendation from a previous employer for whom THW services were provided between January 1, 2008, and June 30, 2025.

### Worker-specific Evidence:

For Community Health Workers (CHW), Peer Wellness Specialists (PWS), or Personal Health Navigators (PHN): Proof of **at least 3,000 hours** of work or volunteer service in a similar role during the eligible period.

For Peer Support Specialists (PSS): Proof of **at least 2,000 hours** of work or volunteer service in a similar role during the eligible period.

For Birth Doulas: Proof of **10 attended births and 500 hours** of community support work during the eligible period.

### Deadline to Apply

**The legacy clause expires on June 30, 2025.**

After this date, certification will only be available through OHA-approved training programs. Applications take 4–8 weeks to process, so plan accordingly and take advantage of this opportunity before it's gone!

### Umpqua Health

Traditional Health Workers Liaison

Andrea Brown

Phone: (541) 464-6255

Email: [abrown@umpquahealth.com](mailto:abrown@umpquahealth.com)

### Oregon Health Authority (OHA)

View the OHA Toolkit for information on scopes of practice for each worker type on the website: [oregon.gov/oha](https://oregon.gov/oha)



[oregon.gov/oha](https://oregon.gov/oha)

# CME FOR THEE

## OREGON ECHO NETWORK (OEN) Register for Winter 2025

The Oregon ECHO Network (OEN) is now accepting registrations for its Winter 2025 programs, commencing in January. These virtual, interactive, case-based sessions are offered at no cost and most provide complimentary continuing medical education credits.

OEN is introducing 12 programs designed to enhance primary care clinicians' capabilities in managing complex conditions. New offerings include:

- Rheumatic and Musculoskeletal Diseases
- Suicide Prevention
- Pharmacologic Weight Management

Additional programs are available to assist Long-Term Care facilities in promoting staff well-being and addressing substance use disorders among residents.

For detailed information and registration, please visit the Oregon ECHO Network Programs page.

*Through the ECHO program, participants enhance their professional development by acquiring new skills and competencies that enable them to effectively manage patients who would otherwise require referral to specialist care.*

Each session consists of a short didactic presentation by an expert followed by case presentations from the participants. Participants are given broad opportunity to interact with each other and provide knowledge that comes from experience.

Participants connect to the ECHO Network through a virtual meeting space. Oregon ECHO Network's IT staff can help make sure that your connection is smooth and provide free-of-charge webcams and microphones if needed.

### For More Information:

Visit: [oregonechonetwork.org](http://oregonechonetwork.org)

### Winter 2025 Echo Programs

See upcoming sessions, the full webinar schedule, register or view previous recordings.



[Oregon ECHO Network](#)



### Should We Still Be Using Albuterol Alone for Asthma?

A recent review in JAMA highlights the growing evidence against using albuterol alone as a rescue inhaler for asthma. The study compared short-acting beta-agonists (SABA) like albuterol with combinations of inhaled corticosteroids (ICS) and SABAs or formoterol/ICS. *David J. Amrol, MD, reviewing Rayner DG et al. JAMA 2024 Oct 28*

The combinations of inhaled steroid/albuterol or inhaled steroid/formoterol clearly are superior to monotherapy for rescue.

Albuterol has been the go-to asthma rescue inhaler for decades, but it does not prevent asthma exacerbations. Guidelines now recommend albuterol plus an inhaled corticosteroid (ICS) as a rescue inhaler and formoterol/ICS as a rescue inhaler or maintenance and reliever therapy.

In a systematic review of 27 randomized trials with more than 50,000 patients, researchers examined asthma outcomes in patients who used short-acting beta-agonists (SABAs; i.e., albuterol, salbutamol, or terbutaline) versus ICS/SABA or ICS/formoterol.

For patients at highest risk, ICS/formoterol lowered relative risk for severe asthma exacerbations by 35%, and ICS/SABA lowered relative risk by 16%, compared with SABA monotherapy. Additionally, moderate evidence suggested that ICS/formoterol was associated with fewer exacerbations than was ICS/SABA among high-risk patients (RR, 0.78). ICS-containing products improved asthma control, with no excess risk for adverse events.



Although current National Asthma Education and Prevention Program guidelines still recommend albuterol for step 1 therapy (*NEJM JW Gen Med Jan 15 2021 and JAMA 2020; 324:2301*), the *Global Initiative for Asthma (GINA) guidelines* have abandoned albuterol in favor of ICS/formoterol for all steps.

Unfortunately, despite these recommendations, U.S. clinicians have been slow on the uptake, in part because of clinician inertia or unfamiliarity with the guidelines — but also because of insurance coverage issues.

If my patient does have adequate insurance coverage, I prescribe budesonide/formoterol as needed for steps 1 and 2 and as a maintenance and reliever therapy for steps 3 to 5, per GINA guidelines.

A second option, albuterol/budesonide (AirSupra) now is U.S. FDA approved and can be used as the sole inhaler for steps 1 and 2 or as an add-on rescue inhaler for steps 3 to 5.

Source: Rayner DG et al. Inhaled reliever therapies for asthma: A systematic review and meta-analysis. *JAMA 2024 Oct 28; [e-pub]. (<https://doi.org/10.1001/jama.2024.22700>)*

## COMMUNITY ANNOUNCEMENTS

### UMPQUA HEALTH ALLIANCE

## Health Care Interpreter *Scholarship*

Umpqua Health Alliance (UHA) is proud to offer scholarships for interpreters aiming 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 associated proficiency exams.

### Eligibility Requirements:

- Must be 18 years or older
- High school graduate or possess a GED equivalent
- Currently serving Umpqua Health Alliance members
- Not listed on the Medicaid Exclusion List
- Demonstrate proficiency in English and the target language



[health care interpreter scholarship application](#)



[health care interpreter check-list](#)

**Umpqua Health**  
Quality Improvement  
Phone: 541-229-4842  
Email: [UHQualityImprovement@umpquahealth.com](mailto:UHQualityImprovement@umpquahealth.com)



# COMMUNITY ANNOUNCEMENTS

## UMPQUA HEALTH ALLIANCE

### Young Children Workforce Development Scholarship Program

Umpqua Health Alliance is dedicated to enhancing screenings, assessments, and therapeutic services for children from birth to age five through its contracted providers. To support this mission, Umpqua Health Alliance offers the Young Children Workforce Development Scholarship Program.

#### Eligibility Criteria:

Providers aiming to expand their expertise in treating children from birth to age five.

Interns on a path-to-hire who will be contracted with Umpqua Health Alliance.

#### Professional Focus Areas:

- Primary Care
- Integrated Behavioral Health
- Specialty Behavioral Health

#### Funding Details:

For 2024: Up to \$1,000 per provider for continuing education.

For 2025: Up to \$500 per provider for continuing education.

#### Incentives:

- \$20 Gift Card
- Swag
- Email Badge Recognition Across the Coordinated Care Organization (CCO) Network

### Apply Now!

1. Review the Professional Focus that interest you and the menu of training options and resources provided by Umpqua Health Alliance.
2. Submit a registration form to proceed with the scholarship application.

### Provider's Professional Focus

[Primary Care](#)

[Integrated Behavioral Health](#)

[Specialty Behavioral Health](#)

### More Information

For questions, contact:  
[behavioralhealthoperations@umpquahealth.com](mailto:behavioralhealthoperations@umpquahealth.com)



Share Your Interest  
Topics of Interest

Your input helps us to gauge interest in these training programs and prioritize opportunities to offer them as a cohort. This format provides collaborative learning and tailored support for providers.

We are seeking feedback on potential presentation training topics, including:

- **Act Early Oregon Presentations** by a Developmental Behavioral Pediatrician
- **Workshops led by Jamie Watson** can include topics of play therapy, parenting and attachment, developmental milestones, transitions in childhood, etc.
- **Play Therapy Topics by George Fox University**

UMPQUA HEALTH ALLIANCE  
Upcoming Training Opportunities

Umpqua Health Alliance is exploring opportunities to offer key training programs in a cohort format for providers interested in enhancing their skills and knowledge in working with young children and families. These programs aim to improve outcomes for children birth to five by fostering advanced competencies in screenings, assessments, therapeutic services, and family interventions.

Proposed  
Training Opportunities

The following training opportunities are being considered:

- SEAM
- ASQ-3 & ASQ-SE
- Attachment and Biobehavioral Catch-Up
- Implementation
- Parent-Child Interaction Therapy (PCIT)
- Child-Parent Psychotherapy (CPP)
- Parent Management Training-Certification (PMT-C)
- Trauma-Informed Cognitive Behavioral Therapy (TF-CBT)
- Basic EMDR

Which training topics are you most interested in?  
Let us know!

Umpqua Health  
Behavioral Health Operations  
[behavioralhealthoperations@umpquahealth.com](http://behavioralhealthoperations@umpquahealth.com)





## UMPQUA HEALTH ALLIANCE

### Meet our Provider Relations Dept

#### CHANDA WELLS

Claims Payment Specialist

Chanda Wells joined the Umpqua Health team in June 2023, bringing with her over 20 years of experience in the healthcare industry, including 17 years of service in Roseburg. Previously part of the Customer Care Department, Chanda built strong relationships with members and providers as a Claims Payment Specialist.

In her current role as Claims Payment Specialist in the Provider Relations Department, Chanda serves as the primary contact for claims payment inquiries. She is committed to addressing your questions or concerns efficiently and thoroughly.

#### **Chanda Wells**

*Claims Payment Specialist*

*Umpqua Health*

*Provider Relations*

Phone: 541-229-7048

Email: [cwells@umpquahealth.com](mailto:cwells@umpquahealth.com)

General Claims: [UHAclaims@umpquahealth.com](mailto:UHAclaims@umpquahealth.com)

#### MCKENNA BURNS

Provider Relations Coordinator

McKenna Burns joined Umpqua Health as a Provider Relations Coordinator, bringing with her over 20 years of experience in the medical field. Having worked extensively with healthcare providers, McKenna brings valuable expertise and a deep understanding of the industry to her role.

McKenna is eager to support the Provider Relations network and looks forward to fostering strong partnerships. She is your go-to contact for any questions or concerns related to the provider network.

#### **McKenna Burns**

*Provider Relations Coordinator*

*Umpqua Health*

*Provider Relations*

Phone: 541-229-7080

Email: [mburns@umpquahealth.com](mailto:mburns@umpquahealth.com)

# NETWORK NEWS

## Network Changes: Additions

- Ashley R. Staninger, LPN  
Adapt Integrated Health Care SUD  
(Roseburg) – 10/21/2024
- Chelsea N. Jones, CRM  
Adapt Integrated Health Care SUD  
(Roseburg) – 11/11/2024
- Clayton Daniel Hoffmeister, QMHP-R  
Cow Creek Behavioral Health –  
12/01/2024
- Douglas L. Walton, QMHA-R  
Adapt Integrated Health Care  
Behavioral Health (Roseburg) –  
12/3/2024
- Erick F. Neely, CRM  
Adapt Integrated Health Care SUD  
(Roseburg) – 10/21/2024
- Haley R. Danskey Huse, FNP  
Adapt Integrated Health Care Primary  
Care (Roseburg Madrone) – 11/4/2024
- Jessica I. Bull, QMHA-R  
Adapt Integrated Health Care  
Behavioral Health (Roseburg) –  
10/28/2024
- Jordan M. Vian, CRM  
Adapt Integrated Health Care  
Behavioral Health (Roseburg) –  
10/15/2024
- Karen M. Darnell, PA-C  
Adapt Integrated Health Care Primary  
Care (Roseburg Madrone) – 11/18/2024
- Karin A. Donnelly-Smith, QMHP-C  
Adapt Integrated Health Care  
Behavioral Health (Brookings) –  
11/18/2024
- Kayla R. Barcklay, CRM  
Adapt Integrated Health Care (North  
Bend) – 11/4/2024
- Lakia B. Burnside-Atkinson, QMHA-R  
– Adapt Integrated Health Care  
Behavioral Health (Roseburg) –  
10/22/2024
- Molly Cathleen Collins, MSW, LCSW  
– Roseburg Therapy LLC (Stronger  
Oregon) – 11/04/2024
- Nathan R. Thompson, CADC II – Adapt  
Integrated Health Care SUD (Grants  
Pass) – 11/6/2024
- Reginald R. Richardson, CRM – Adapt  
Integrated Health Care SUD (Roseburg)  
– 09/09/2024
- Stephanie M. Stringham, CRM –  
Adapt Integrated Health Care SUD  
(Brookings) – 10/15/2024
- William B. Palmer, PSS – Adapt  
Integrated Health Care SUD (Gold  
Beach) – 11/5/2024

# NETWORK NEWS

## Network Changes: Termed

The following providers have been removed from the Umpqua Health Alliance network as of the dates listed:

- Brittney N. Gardner, RN  
Adapt Integrated Health Care SUD (Roseburg) – 11/1/2024
- Chanel Chandler, CADC I  
Adapt Integrated Health Care SUD (Roseburg) – 10/10/2024
- Dawn M. Keast, QMHA  
Adapt Integrated Health Care Behavioral Health (Roseburg) – 10/31/2024
- Jordyn M. Gerfen-Cox, CRM – Adapt Integrated Health Care SUD (Grants Pass) – 11/1/2024
- Lillian M. Rogers, CRM  
Adapt Integrated Health Care SUD (North Bend) – 10/25/2024
- Sheri L. Webster, PSS  
Adapt Integrated Health Care SUD (Brookings) – 10/30/2024
- Teresa L. Emery, LPC (Program Director)  
Adapt Integrated Health Care Adult Behavioral Health Services – 11/18/2024
- William Carney, QMHP  
Adapt Integrated Health Care Behavioral Health (Roseburg) – 10/31/2024

## New Facilities/Clinics

- 211info – Case Manager/Care Coordinator – Added 11/1/2024
- Affect Therapeutics, Inc. Mental Health – Added 11/1/2024
- HIV Alliance – Added 11/1/2024
- Peace at Home Advocacy Center – Added 11/1/2024
- United Community Action Network (UCAN) – Added 11/1/2024

## DISEASE SPOTLIGHT

### Perinatal Hepatitis B Prevention

Hepatitis B is a highly contagious virus that causes liver inflammation. It can cause both acute and chronic disease and is spread through infected blood or other bodily fluids. While most adults exposed to hepatitis B recover fully, infants and children are more likely to develop a chronic, long-lasting hepatitis B infection.

An important program in public health is the prevention of perinatal transmission of hepatitis B. Children who are exposed to HBV during infancy have an 80%–90% chance of becoming chronically infected. Up to 25% of those chronic carriers will die prematurely from cirrhosis or liver cancer. The CDC recommends hepatitis B testing for every pregnancy, ideally in the first trimester. All positive cases are reported to local public health authorities. To prevent infection, public health case managers ensure that these infants:

- Receive hepatitis B immunoglobulin and the hepatitis B vaccine within 12 hours of birth
- Complete their hepatitis B vaccine series by 6 months of age
- Receive post-vaccination serologic testing between 9 to 12 months of age to ensure that transmission has not occurred and that the vaccine was effective in mounting an immune response

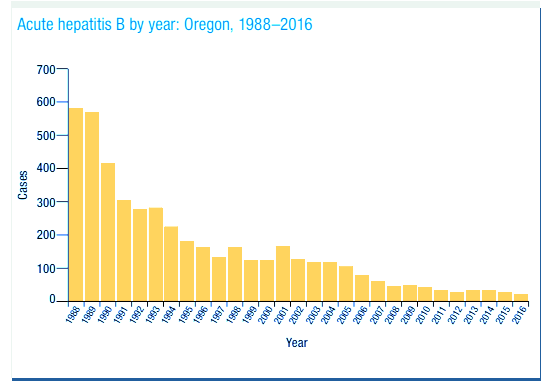


**For More Information:**

[Douglas Public Health Network](#)

[Acute hepatitis B](#)

[CDC Hepatitis Statistics](#)



*The hepatitis B vaccine was introduced in 1981. Thanks to vaccinations, improving blood and injection safety, increasing access to testing and antiviral treatment, and harm reduction measures among persons who use drugs: hepatitis B case rates have steadily decreased significantly.*



## 4 Dental Professionals You'll Meet at a Dental Practice

Dental practices are staffed by a variety of professionals, each playing a crucial role in maintaining and improving patients' oral health. Here's an overview of the four primary dental professionals you may encounter during your visit.



### Dental Receptionist

The first to greet you, schedule your appointments, and assist with insurance paperwork while ensure the office runs smoothly and the environment remains welcoming.



### Dental Assistant

Works closely with the dentist, prepare instruments, take x-rays, assist during procedures, help patients feel at ease and educate about after-care and oral hygiene practices.



### Dental Hygienist

Specialists in preventive care, hygienists focus on cleaning teeth, applying protective treatments, and assessing oral health through screenings and charting. They're also instrumental in educating patients about maintaining a healthy smile.



### Dentist

As the leaders of the dental care team, dentists diagnose and treat oral conditions, perform restorative procedures, offer guidance on maintaining oral and overall health.

To read the full blog and dive deeper into the essential roles these professionals play, visit the [Advantage Dental website](#).



Regular dental visits are essential, as they allow dentists to identify issues early, including oral cancer and systemic diseases. Dentists complete rigorous training that consists of an undergraduate degree followed by four years at dental school, culminating in a DDS or DMD degree. This extensive education ensures that they are well-equipped to provide high-quality care and protect your oral health.



**Advantage Dental+**



**For More Information:**

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

(866) 268-9631



# THANK YOU

Thank you for reading our Monthly Provider Newsletter. Utilize this as a resource — your success is vital to the health and well-being of our members.



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

More information about the newsletter:  
Contact, **Alexis Cole** at [acole@umpquahealth.com](mailto:acole@umpquahealth.com)