

UMPQUA HEALTH ALLIANCE

MIND & BODY

Spring 2025



- ▶ *We believe* that by caring for and investing in our members, patients and community, we improve the overall quality of life where we live.
- ▶ *Our Mission* is to create a local health care system that is responsive to the needs of the community.
- ▶ *Our Purpose* is to improve individual and community health.

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UMPQUA HEALTH

 (541) 229-4842

 umpquahealth.com

 3031 NE Stephens St., Roseburg, OR 97470



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

LANGUAGE SERVICES

Alternative Languages & Formats

This document is available in other languages, large print, braille or formats that suit your needs. You can also request a language interpreter. Please call 888-788-9821 (TTY/TDD 711).

Puede obtener este folleto informativo en otros idiomas, en letra grande, en braille o en el formato que prefiera. También puede solicitar un intérprete. Llame al 541-229-4842 o al TTY 711.



Connect with us:

Monday – Friday,
8:00AM – 5:00PM

Phone: 541-229-4842

Toll free: 866-672-1551

TTY: 541-440-6304 | 711

Email: UHCustomerCare@umpquahealth.com

Website:

www.umpquahealth.com

Address:

3031 NE Stephens Street,
Roseburg, OR 97470

Facebook:

[@UmpquaHealth](https://www.facebook.com/UmpquaHealth)

LinkedIn

[@Umpqua-Health](https://www.linkedin.com/company/Umpqua-Health)

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



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 uhcustomer@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 nkg 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 uhcustomer@umpquahealth.com.

Qhia koj qhov kev paub! Qhia rau peb txog koj lis kev paub dhaug 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 uhcustomer@umpquahealth.com.

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

Ориджинз 건강 보험(Oregon Health Plan, OHP) 가입자 는 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 응무가 있으신가요? UHA 고객센터 (541) 229-4842로 전화하거나 uhcustomer@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? Ureung nyang meututoe dua atawa leubeh basa, geutulöng 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 uhcustomer@umpquahealth.com.

Peudeuh pengalaman droeneuh! Peugah bak kamoe pengalaman droeneuh ngon layanan interpreter ngon cara ne scan kode QR di miyueb nyoe ngon neuget 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 uhcustomer@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.



MEMBER RESOURCES



OREGON HEALTH PLAN

Bridge: Free Health Plans for Adults

OHP Bridge is a free health plan for adults with higher incomes. It started on July 1, 2024, and is part of the Oregon Health Plan (OHP).



Doctor Visits



Mental Health
Care



Dental Care



Transportation to
appointments

**The plan includes most of the same benefits as OHP Plus.*

Who can get OHP Bridge?



You may qualify if...

- Your income is between 138% and 200% of the federal poverty level.
- You are 19 to 64 years old.
- Have a qualifying citizenship or immigration status.
- You don't have affordable health insurance through a job.



Apply Online

[Oregon's ONE System](https://one.oregon.gov/)
<https://one.oregon.gov/>

[HealthCare.gov](https://www.healthcare.gov/)
<https://www.healthcare.gov/>

Need help?

Email [Ayin Health Solutions](mailto:ayin@healthcare.gov)
[uhaenrollmenthelp@](mailto:uhaenrollmenthelp@ayin.com)
ayin.com



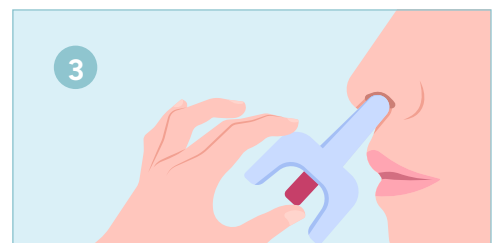
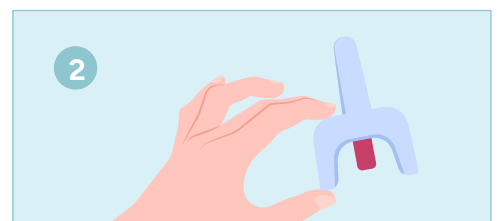
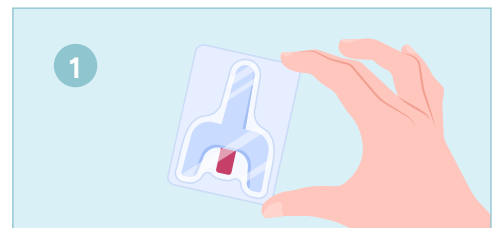
SAVE A LIFE

Get Narcan for Free

It's good to have one in case of an emergency!

Narcan is a medicine that can save a life if someone takes too many opioids.

If you take opioids for pain, ask your pharmacist for a free Narcan kit.





Family Nurturing Center
SERVING SOUTHERN OREGON

Fundamentals of Peer Support

March 17-21 8am-5pm

Scholarships Available

**First step for P.S.S & C.R.M
Certifications**

First Methodist Church

1771 W Harvard AVE

Roseburg, OR

40 hour in-person training

**Work Source and Self-sufficiency
for funding**

Family Nurturing Center

Wade Calkins

Training Coordinator

541-613-0177

Wade.Calkins@rvfnc.org

CRISIS SUPPORT



You are not alone. If you're struggling with mental health, stress, or substance use, trained counselors are available 24/7 to help. All conversations are free and private.

988 Lifeline

Phone: 988

Chat: 988

Website: 988lifeline.org



988lifeline.org



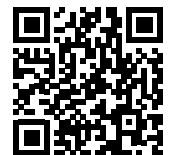
Walk-in help for mental health crises is available Monday through Friday, 8 a.m. to 5 p.m. Crisis counselors are available 24/7 to respond right away, calm situations, and help prevent arrests.

Adapt *Integrated Health Care*

24-Hours: 800-866-9780

Crisis Line: 541-440-4471

Phone: 541-440-3532



adaptoregon.org

UMPQUA HEALTH ALLIANCE

Feeling your Best: The 8 Parts of Wellness



Being healthy is about more than just your body. It's about your whole life! Feeling good means taking care of many things, like your feelings, your friends, your work, and even your money. If one part isn't going well, it can make the other parts harder, too.

For example:

- *If you don't have enough money, you might not be able to buy healthy food.*
- *If you feel sad, it might be harder to take care of your body.*
- *If your home doesn't feel safe, it can make you worry all the time.*

To feel your best, you need to think about all parts of your health. These are called the **8 Parts of Wellness**.

1.	Feelings <i>(Emotional Wellness)</i>	How you feel about yourself and your life.
2.	Your Body <i>(Physical Wellness)</i>	Eating healthy food, staying active, and getting enough sleep.
3.	Work <i>(Occupational Wellness)</i>	What you do for work or how you make money.
4.	Friends <i>(Social Wellness)</i>	Spending time with friends, family, and your community.
5.	Purpose <i>(Spiritual Wellness)</i>	Finding meaning in your life and feeling hopeful.
6.	Learning <i>(Intellectual wellness)</i>	Trying new things and keeping your brain active.
7.	Your Surroundings <i>(Environment Wellness)</i>	Your home, neighborhood, and how safe and clean they are.
8.	Money <i>(Financial Wellness)</i>	Taking care of your money and making good choices.



Some people also think about:

Culture

Knowing and respecting your own culture and learning about others.

Technology

Being careful about how much time you spend on phones or computers.

Traditional health workers (THWs) are people who can help you take care of all these parts of your health. They help when something isn't working and make sure you feel whole again.

If you need help with one of these parts, talk to your doctor.



Learn More:

View the Umpqua Health Alliance Provider Directory to find available Traditional Health Workers (THWs).

Health Provider Directory


portal.umpquahealth.com/ClientApp/facilities





THANK YOU

We want everyone in our communities to stay healthy and strong. We help people in Douglas County get the care they need.



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