UMPQUA HEALTH
ALLIANCE
3031 NE STEPHENS STREET
ROSEBURG, OREGON 97470

May 15, 2019

Tammy L. Hurst
Oregon Health Authority
635 Capitol Street, NE Room 3
Salem, Oregon 97301

Re: RFA-4690-19 CCO 2.0 Community Letters of Support

Dear RFA SPC,

Please find attached the Community Letters of Support for Umpqua Health Alliance, LLC's submission of RFA-4690-19 CCO 2.0. If you have any questions, please do not hesitate to contact us.

Contact: Michael von Arx
Phone: 541-229-7035
Email: mvonarx@umpquahealth.com

Contact: Nicki Spurlin
Phone: 541-229-7068
Email: nspurlin@umpquahealth.com

Thank you,
Umpqua Health Alliance

DALLAS HEARD
STATE SENATOR
SENATE DISTRICT 1

GARY LEIF
STATE REPRESENTATIVE
HOUSE DISTRICT 2

OREGON STATE LEGISLATURE

Umpqua Health Alliance (UHA) since 2012 has served as Douglas County's Coordinated Care Organization (CCO), connecting more than 26,000 of our local residents to health care services through the Oregon Health Plan (OHP). UHA has consistently delivered exceptional service in connecting our most vulnerable residents, including children and families, to quality integrated physical, behavioral, and dental care. UHA has a long-running record of achieving performance benchmarks set by the state and improving local health outcomes.

UHA has served as an integral partner in transforming health care access and delivery in Douglas County:

- More OHP members today have access to preventative primary care that reduces costly hospitalizations and emergency room visits
- UHA's coordinated care services have reduced barriers OHP members often face in accessing medical and behavioral health care, in addition to local support programs
- New 25,000 square-foot medical clinic opened in 2018 has increased access to local primary care, behavioral health, and urgent care services
- Critical funding from UHA has made possible numerous community-based programs addressing a wide range of social determinants of health, such as food insecurity, transportation, and housing, that negatively impact our communities

Access to quality local health care is vital to the well-being of our residents and vitality of our local communities. We strongly support UHA's application to serve Douglas County's OHA population.

Sincerely,

Dallas Heard
Oregon State Senator
Senate District 1

Gary Leif
Oregon State Representative
House District 1

900 Court St. NE, Salem, OR 97301

Bari Isaacson, M.S.
Licensed Professional Counselor
845 SE Mosher / mail: PO Box 594
Roseburg, OR 97470
PH: 541-492-7222 / fax: 541-492-7221

May 2, 2019

Re: Umpqua Health Alliance - Support for Douglas County 2020-2024 OHP Application

As a Licensed Professional Counselor (L.P.C.) practicing in Roseburg, Oregon for nearly 30 years, I have realized both personally and professionally changes in the area of Behavioral Health. This spans from an increase in clientele, the compromising and often complicated needs and lack of quality providers. Umpqua Health Alliance provides an 'umbrella of care' required in the varied population of Douglas County.

In my private practice I serve teens and adults covered by OHP. I experience first hand the value that Umpqua Health Alliance provides for my clients and the county at large. I am able to refer OHP clients for evaluations and/or treatment in the areas of primary care, pharmaceuticals, and other supportive treatments. I have confidence that the goal is for positive outcomes for this population. My experience with Umpqua Health Alliance is they support a mission to provide quality care in a timely, professional and respectful manner.

Umpqua Health Alliance is a positive and quality resource for our county. I support their application to serve as Douglas County's CCO for the OHP population for 2020-2024.

Bari Isaacson MS LPC

Bari Isaacson, M.S. L.P.C.

Umpqua Health Alliance Support Letter for Douglas County 2020-2024 OHP Application

To Whom It May Concern

As a local ABA therapy provider, Centria Autism has worked with Umpqua Health Alliance since 2017 to work towards servicing OHP clients in Douglas County. The Umpqua Health Alliance (UHA) has served, since becoming the county's coordinated care organization (CCO) in 2012, as a valuable partner in delivering quality care to OHP patients and improving outcomes, while addressing disparities, barriers to access, and social determinants of health through local community-based programs.

UHA has been a great partner in finding solutions for the ABA needs of Douglas County. They have been receptive to finding creative solutions to the barriers of care and have shown a great deal of care and attention to the wellbeing of the community.

UHA has helped transform healthcare delivery as Douglas County's CCO by building a strong partnership with Centria through open communication and collaboration and exhibiting a great deal of care and dedication to the population that Centria serves. I support UHA's application to continue serving Douglas County's OHP population.

Sincerely,

Matt Hamel
Area Vice President
Centria Autism

NAMI

National Alliance on Mental Illness

Umpqua Health Alliance Support Letter

Mental illness often carries stigma and shame and the fear of being negatively judged. Those who live with mental illness can struggle with isolation and find difficulty in seeking help. Here in Douglas County, chronic mental health issues like depression impact over a quarter of all adult residents. Depression among youth has also steadily increased. Suicide rates in Douglas County are among the highest in Oregon. Umpqua Health Alliance (UHA), as Douglas County's Coordinated Care Organization serving Oregon Health Plan members, has expanded much needed mental health counseling services and programs. Today, thanks to UHA, individuals and families living throughout Douglas County have greater accesses to the critical care and support needed to manage and recover from mental illness.

UHA, in particular, has provided funding to open a new behavioral health services center, the Chadwick Clubhouse, in Roseburg, operated by the Douglas County Chapter of the National Alliance on Mental Illness. The Clubhouse provides psychosocial rehabilitation services on a day treatment basis for up to 10-15 members a day, who are learning to manage serious chronic mental illness and return to daily life activities. The Clubhouse is staffed by a manager that oversees onsite operations that include ongoing life skills training, educational needs, housing assistance, rehabilitation, wellness and social support activities. There are also plans to add transitional job placement services this year to aid Clubhouse members in returning to work in part-time or full-time positions.

Over the last five years, UHA has served as an active community partner in helping raise greater awareness about mental illness as a major issue impacting so many individuals and families in Douglas County. UHA's local involvement has greatly enriched and expanded our community-based programs that give hope and provide a road to recovery for those who otherwise generally struggle in isolation. We fully support UHA's application to the Oregon Health Authority to continue serving as Douglas County's Coordinated Care Organization.

Sincerely,

Coleen Roberts

Coleen Roberts
Chadwick Clubhouse Director
Douglas County Chapter of the National Alliance on Mental Illness

Umpqua Health Alliance Support Letter for Douglas County 2020-2024 OHP Application

As a local behavioral health provider, I have served Medicaid beneficiaries on the Oregon Health Plan in the Roseburg area within Douglas County for the last 4 years. The Umpqua Health Alliance (UHA) has served since becoming the county's coordinated care organization (CCO) in 2012 as a valuable partner in delivering quality care to OHP patients and improving outcomes, while addressing disparities, barriers to access, and social determinants of health through local community-based programs.

Umpqua Health has been an advocate for member health and access to behavioral health services by expanding the provider panel in Douglas County from one provider organization to multiple providers. Timeliness and continuity improved because of this choice by Umpqua Health. This decision also gave consumers choice. They are now able to choose from an array of providers which is especially important for behavioral health. More members now are able to access services and I am often told by consumers having choice is important to them especially if they did not have a positive experience with another provider.

Umpqua Health has also demonstrated competent leadership and investment in behavioral health providers by hosting regular provider luncheons where training, education and coordination occur.

UHA has helped transform healthcare delivery as Douglas County's CCO by improving behavioral health services. I support UHA's application to continue serving Douglas County's OHP population.

Sincerely,

Matt Newey, LPC

Matt Newey, LPC

Roseburg
Anesthesiology
Specialists, PC

May 1, 2019

To Whom It May Concern:

My name is Bart Bruns, MD, and I am writing this letter in support of Umpqua Health Alliance(UHA), the CCO for Douglas County, Oregon. I have lived and practiced as an anesthesiologist in Roseburg for 20 years now. Roughly 30 percent of the patients I care for during surgery and nearly 70% percent of the patients I care for on Labor & Delivery are members of UHA. Since UHA became our local CCO, myself and other providers in our community have benefited from our relationship with UHA. They provide our physicians with clear communication regarding prior authorizations, treat members with respect, provide easy access to primary care and specialty care for OHP members, and offer a very useful help line where members can easily communicate their needs for medical services.

UHA has also been a very reliable partner for our physicians when trying to get UHA patients in to see providers for mental health as well as substance abuse disorders. Even our group of anesthesiologists can easily make a referral for a patient who needs these services. UHA has simplified the process of access to care for all of our OHP patients.

Our group of physicians is proud to have a productive relationship with our CCO, and we certainly hope that UHA continues to serve the Douglas County OHP members and the physicians in our community in the future.

Sincerely,

Bart Bruns, MD
President, Roseburg Anesthesiology Specialists, PC

Scheduling: (541) 677-2443 • Billing: 1-800-275-8752 • PMB-19D • 444 NE Winchester • Roseburg, Oregon 97470

SERENITY LANE
Alcohol & Drug Treatment Services

May 7, 2019

Attn: Karen Wright

Network Management Provider Relations

3031 NE Stephens St Rsbg OR

RE: UHA support for application

As a local SUD agency, our agency has served hundreds of patients that meet DSM-5 use disorder criteria in the Douglas County region over the past year or so. Within that are a large percentage of patients that are covered under the UHA umbrella of coverage. Having this relationship has enabled us to save lives and restore families to well over a 100 patients in the past couple of years. Without UHA as a participating CCO we would not have been in a position to provide treatment. Accessibility to care is one of the main roadblocks to entering our programming and having a contract with UHA has allowed us to assess and treat as many at 5 or 6 prospective patients every week that would otherwise be faced increasingly larger blocks to treatment.

Our experience with interacting with UHA personnel has been nothing but outstanding and to a person has been rewarding and helpful. We see them as a true partner in our efforts to assist in the drug and alcohol issues facing Douglas County. Our success stories with joint clients have been numerous and it is a joy to see people reconnected with family as well as gaining a strong foothold in our community.

Please consider this a resounding recommendation of support for UHA's application to continue serving as Douglas County's CCO as we see first hand the benefits of UHA delivering exceptional services our CCO.

Sincerely,

Tony Haynes

Program Manager, Roseburg Branch Office

BS CADC II

StillPointe

Stillpointe Counseling Services, LLC
1490 NW Valley View Drive
Roseburg, OR 97471
PH: 541-236-4647
Fax: 855-236-2116
stillpointe@outlook.com

May 1, 2019

To Whom it may concern,

I have been a local Mental Health provider in Douglas County for the past 8 years. I worked 5 of those years in an agency setting serving the OHP population and the last 3 years as a Private Practice Provider. My case load now consists of about 40% OHP and 60% other insurers. Over the past five years, I have been excited about the potential for local CCO's to create a more seamless continuum of care for the OHP population across various disciplines and agencies. Umpqua Health Alliance (UHA) has endeavored to bring quality care to OHP patients through improving outcomes, reducing barriers to access, and developing a more holistic approach to wellness through creating and implementing local community-based programs for the common good.

When I was in an agency setting, it was often a challenge for one agency to be solely responsible to provide all the resources and services needed for our OHP population. UHA's efforts over the past 5 years to expand service accessibility beyond a single agency entity by creating a panel of licensed community mental health providers, as well as expanding mental health care into local health clinics has greatly improved people's access to care and given them more of a say in their healthcare services.

Finally, I would note that UHA has worked to maintain standards of care for all providers in their various settings, streamlined the reimbursement system and provides psychoeducation opportunities both to the community and for professional development. As a result of these efforts, I support UHA's application to continue serving Douglas County's OHP population.

Sincerely,

Mick Williams, MA, LMFT

Trillium
FAMILY SERVICES℠

May 1, 2019

To Whom it May Concern,

As Oregon's largest provider of mental and behavioral healthcare services, Trillium Family Services has served children and adolescents on the Oregon Health Plan in the Portland-Metro and Mid-Willamette Valley regions for numerous years. Since becoming Douglas County's coordinated care organization (CCO) in 2012, the Umpqua Health Alliance (UHA) has served as a valuable partner in delivering quality care to OHP patients and improving outcomes, while addressing disparities, barriers to access, and social determinants of health through local community-based programs.

Among the child and adolescent OHP patients Trillium serves, UHA has worked to reduce barriers to access and improve patient outcomes. Today, improved patient outcomes are highlighted by shorter lengths of stay and increased patient success upon return to the community.

UHA has helped transform healthcare delivery as Douglas County's CCO through their efforts to deliver quality care and improve patient outcomes. Trillium Family Services supports UHA's application to continue serving Douglas County's OHP population.

Sincerely,

Jamie Vandergon
President
Trillium Family Services

Portland Metro Region
3415 SE Powell Boulevard
Portland, Oregon 97202
T 503-234-9591 F 503-205-0188

Mid-Willamette Valley Region
4455 NE Highway 20
Corvallis, Oregon 97330
T 541-757-1852 F 541-750-1120

S·O·N·C

Southern Oregon Neuropsychological Clinic

Michael R. Villanueva, PsyD, ABPP-CN
Diplomate -- American Board of Professional Psychology -- Clinical Neuropsychology

May 7, 2019

To Whom it May Concern;

I am pleased to support the UHA in its application to remain the CCO serving Douglas county. As a specialist clinic (neuropsychology), we find it challenging to serve the needs of our communities in part because insurers and related entities do not have an accurate grasp of the services we offer, the codes we have to use, and the ways that our practice is different from standard psychological practice. As a neuropsychological clinic, we offer diagnostic assessment to assist in the diagnosis of conditions such as dementia, head injury, multiple sclerosis, Parkinson's, etc., with the goal of helping these patients with accurate identification of their conditions and with recommendations for management. The UHA has spent time and focused energy to better understand the process of neuropsychological assessment and has worked with our billing manager to simplify the preauthorization process. The priority that UHA placed on the process that in turn allows us to serve Douglas county patients with specialty assessment has been personally and professionally fulfilling and in turn benefits UHA stakeholders.

I would be happy to answer questions regarding our experience with UHA.

Michael R Villanueva, PsyD, ABPP-CN
Clinical Neuropsychologist

837 Alder Creek Drive, Medford, OR 97504
Phone: 541.608.3878 | 800.567.4146 | Fax: 541.608.3880

ORegon
SURGERY CENTER
A division of Mercy Medical Center
2801 NW Mercy Drive, Ste. 200
Roseburg, OR 97471

Phone (541) 677-2800
Fax (541) 677-2820

May 6, 2019

To Whom It may Concern:

Re: UMPQUA HEALTH ALLIANCE's
Douglas County 2020-2014 OHP Application

Distinguished Committee Members & Administrators
Oregon Health Authority

I have practiced medicine in Douglas County since 1991, essentially for 28 years and still very much committed to serving this community for many more years.

In my specialty of anesthesia, I serve young OHP patients who are having tonsillectomies to senior OHP who are very ill. I also serve as Medical Director and Clinical Administrator for the Surgical Services Department of Mercy Medical Center. The Douglas County OHP program has provided access to much needed medical care to this at risk patient population.

In my experience, Umpqua Health Alliance has successfully managed the coordination of care by addressing disease management, nurse follow-up after discharge from a hospitalization or emergency room, socioeconomic barriers to achieving a healthcare goal.
Umpqua Health Alliance has sponsored many community programs such as Smoking Cessation, Smoking Cessation before elective major surgery, Colon Cancer Screening, Vaccinations and Dental Care. For example now all patients, whether OHP or with any other health insurances, will have stopped smoking for at least 30 days prior to elective scheduled total joint replacement. This has resulted in a significant reduction in infections after this type of surgery.

I strongly support Umpqua Health Alliance's application to serve as Douglas County's CCO. They have produced results and will continue to positively serve Douglas County's OHP population.

Sincerely,

Vanessa Vu MD

Vanessa Vu, MD, PhD, CASC
Clinical Administrator, Surgical Services
Mercy Medical Center
E:mail: vanessavu@catholichealth.net
Phone: 541. 677.2800
Fax: 541. 677.2820

Battered Persons' Advocacy
PO BOX 1942, Roseburg, OR 97470
T: (541) 957-0288 | F: (541) 672-8140
www.peaceathome.com

April 24, 2019

Tammy Hurst OCAC, OPBC, SPC
635 Capitol Street, NE Room 350
Salem, OR 97301

RE: Letter of Support for CCO 2.0 Umpqua Health Alliance (UHA)

Dear Ms. Hurst:

Battered Persons' Advocacy (BPA) is the only victim services agency in Douglas County that provides 24/7 access to services for survivors of family violence, sexual assault, stalking and human trafficking. BPA advocates have developed relationships with UHA providers, made referrals to UHA clinics and membership services, and have accompanied patients to appointments since 2012. We have been impressed with the access to integrated physical and mental health services within UHA Clinics – I have personally witnessed this coordination of care and responsive approach save lives. I also have been a proud member of the UHA Community Advisory Council since 2012. In my role I feel that I have been able to share the perspectives and experiences of the most vulnerable populations of our community. I have felt that my voice has been heard and UHA is meeting the community's needs, non-emergent transportation is just one example.

It is increasingly recognized that intimate partner violence can result in serious, and often long-term, effects that are costly for both the individual and the healthcare system. In 2013, our organization along with community partners like UHA supported the Safer Futures Project which still exists and thrives today. The program is designed to improve the health and well-being of mothers and their new born after intimate partner violence has occurred through the intervention of a trained, certified advocate. Because many social determinants of health are outside the institutional healthcare system, the strategy for improving health requires that work be done in collaboration with non-profit sectors like BPA. The Safer Futures Program is able to provide in areas such as increasing income, legal support, accessing housing, food, clothing, providing transportation, and offering educational support groups. UHA has provided significant financial investment to sustain and measure the success of this program. UHA's funding has also served as a match for over $300,000 to hire an additional 2 Healthcare Advocates, who function much like Community Health Workers.

In 2016-17, UHA supported Phase I & II of the Creating Community Resilience Collaborative project. Efforts increased foundational awareness and knowledge related to Adverse Childhood Experiences (ACEs) and the impact on health across the lifespan. The project included training over 700 healthcare and early childhood professionals. Phase II was to improve social and clinical determinants of health and healthcare outcomes by integrating Adverse Childhood Experiences (ACEs) science and assisting three organizations across sectors in becoming trauma informed organizations. Cow Creek Health & Wellness, Phoenix Charter School and BPA have begun the implementation of The Sanctuary® Model, a blueprint for organizational, clinical, or community change which at its core, promotes safety and recovery from adversity through the active creation of a trauma-responsive community. With the support of UHA and the Community Advisory Council the Creating Community Resilience (CCR) Initiative has continued community training efforts including hosting Dr. Ken Ginsberg, giving over 400 professionals the tools to better reach teens and build on community partnerships. UHA has been open to community involvement which has provided CCR's members and many other community members to provide input into the Community Health Assessment and Community Health Improvement Plan processes.

We urge you to give UHA's 2.0 proposal your full consideration. Please feel free to reach out to me if you have questions or would like additional information.

Sincerely,

Melanie Taylor Prummer, Executive Director
Battered Persons' Advocacy
Email: melanie@peaceathome.com

CC' Brent Eichman, Chief Executive Officer of Umpqua Health

Canyonville Farmers' Market

May 2, 2019

To Whom it may concern,

UHA has provided an opportunity for good health in the underserved area of Southern Douglas County. The Canyonville Farmers' Market serves a large percentage of lower income citizens who don't have easy access to fresh fruits and vegetables. It is proven that eating more fresh fruits and vegetables improves and maintains better health.
By providing a grant to offer incentives for customers to buy fresh fruits and vegetables at the Canyonville Farmers Market UHA is helping us increase our number of customers who will choose healthy foods. The help I received in writing the grant is very important to me. I had never written a grant and UHA provided the support I needed to get through the process.

The fact UHA realizes the importance of healthy eating habits for good health is encouraging. It is expected improved health will mean fewer visits to a health care professional for acute health problems.

Yes, UHA is having a positive impact on the citizens of Canyonville, Days Creek, Tiller, Riddle, Glendale, etc.

Thank you!

Sincerely,

Joanne Gordon
Board Chair Canyonville Farmers' Market

DOUGLAS COUNTY

DOUGLAS COUNTY
BOARD OF COMMISSIONERS

CHRIS BOICE TIM FREEMAN TOM KRESS

1036 SE Douglas Ave., Room 217 ✦ Roseburg, Oregon 97470

April 8, 2019

Please accept this letter of support for Umpqua Health Alliance's application to serve our area's Medicaid population.

Douglas County has greatly benefitted from Umpqua Health Alliance's presence. UHA has provided exceptional care for its members, but UHA's community impact goes beyond the high-quality care provided to its more than 26,000 members. Umpqua Health Alliance employs hundreds of people, representing tens of millions of dollars in labor income and output to Douglas County's economy. UHA also recently finished construction on a nearly 25,000 square foot state-of-the-art medical clinic that not only fulfilled a promise to increase access to care, but supported industries outside of healthcare through its construction.

Our region has benefited greatly from Umpqua Health Alliance's collaboration with community partners to provide readily available, high-quality medical care, and we look forward to continuing this partnership.

Sincerely,

DOUGLAS COUNTY BOARD OF COMMISSIONERS

Tim Freeman, Chair

Chris Boice, Commissioner

Tom Kress, Commissioner

✦ Information (541) 440-4201 ✦ Fax (541) 440-4391

Douglas
C.A.R.E.S.

545 W Umpqua St, Ste 1 • Roseburg, OR 97471
Phone: 541-957-5646 Fax: 541-957-0191

Kat Cooper
Umpqua Health
3031 NE Stephens Street
Roseburg, Oregon 97470

Dear Ms. Cooper:

I understand that Umpqua Health is going through the process of applying for continuation of serving as the Coordinate Care Organization in Douglas County.

I am writing this letter of support as the Executive Director of Douglas County Children's Center Inc. dba: Douglas CARES (Child Abuse Response and Evaluation Services).

Douglas CARES has been in existence since 1994 and serves the children of Douglas County who have been sexually or physically abused or neglected.

Our agency has been working with Umpqua Health since 2014 when we began to panel our therapists and conduct all Mental Health and CANS assessments for the children taken into foster care through the Department of Human Services (DHS).

UH further aided our agency by helping to build a business plan and to obtain a larger building to house our growing agency. We have gone from four employees to fifteen and opened a second office in South County to better serve that client population.

Umpqua Health has been not only instrumental in our growth, but our ability to serve the ever growing mental health population of Douglas County. A therapist and skills trainer is now placed at the alternative school for the county and is dealing with a population that is in dire need of mental health services.

Our agency supports the efforts of Umpqua Health to better serve the citizens of Douglas County, and also for its endeavors to promote better health and life skills.

You may contact me for any additional information I can provide.

MJ Nores

Michael Nores, Executive Director
Douglas CARES

Douglas

Public Health Network

Tammy Hurst
635 Capitol Street NE #350
Salem, OR 97301

May 2, 2019

Dear Ms. Hurst;

Douglas Public Health Network is writing to offer support for Umpqua Health Alliance's application to continue serving as the CCO in Douglas County.

Umpqua Health Alliance is a strong ally to public health, partnering with Douglas Public Health Network on important health initiatives such as the Oral Health for Pregnant Women Project and Root Causes: Childhood Immunization Program. UHA is a member of the Southwest Regional Health Collaborative Advisory Group, a group of local county health departments, tribes, and CCOs providing guidance for the public health modernization program, and is an active member of the Assessment, Feedback, Incentives, and Exchange program hosted by DPHN. This program works to improve the rate of fully immunized children and to improve the quality of immunization services provided. Its membership includes representatives from many Douglas County clinics providing childhood vaccines. UHA is a fellow member of the Blue Zones Tobacco Policy Committee, committed to driving high-level policy changes to decrease the rates of smoking as well as to decrease the rates of vaping and smoking initiation among the youth in Douglas County.

Additionally, Umpqua Health Alliance has for several years led the development of Douglas County's Community Health Assessment, a snapshot of the health and wellbeing of the population. The document is a useful tool to help the whole community understand public health issues and allows us to improve the health status of the community. Finally, UHA sits on the board of DPHN, allowing our organizations to collaborate on important public health and general health programs for our community.

Umpqua Health Alliance has been an outstanding community partner and Douglas Public Health Network looks forward to continuing to work with them in the future to improve the health of our Douglas County communities.

Sincerely,

Douglas Public Health Network
621 West Madrone | Roseburg, OR 97470
541.440.3571 | mail@douglaspublichealthnetwork.org

May 6, 2019

To Whom It May Concern:

I am writing to express Meals on Wheels Roseburg's support of Umpqua Health Alliance. This organization has had the pleasure of working with UHA for the past two years, through their provision of greatly needed funding that ensures our clients continue to receive an essential service.

Meals on Wheels Roseburg is a non-profit and the program relies on funding from grantors and client donations. Because more than 80% of the seniors and adults with disabilities we serve live well below the federal poverty level, the program receives approximately .30 cents per meal in donations. The support from UHA makes it possible for the program to remain in operation, providing nearly 200 hot, nutritious meals to Roseburg residents, five days per week.

Sincerely,

Inger Boyd-Miller

Director, Meals on Wheels Roseburg

1771 W. Harvard Ave.

Roseburg, OR 97471

541-673-5929

info@friendlykitchen.org

Phoenix School
3131 NE Diamond Lake Blvd, Roseburg, OR 97470
phone: 541-673-3036 / fax: 541-957-5906 / web: www.roseburgphoenix.com

May 8, 2019

Oregon Health Authority
500 Summer Street, NE, E-20
Salem, OR 97301-1097

RE: Umpqua Health Alliance CCO 2.0 Contract Application

Greetings:

The Phoenix School is writing in strong support of Umpqua Health Alliance's application to the CCO 2.0 contract opportunity to continue their presence in our community as the coordinated care organization. Our organization has been working in partnership with Umpqua Health Alliance (UHA) for the past year to reach the needs of our population of students with diverse backgrounds and needs. Our experience has been their agency is working with community partners to help patients with the factors that influence health outside the doctor's office and do so in manner with strong concerns for issues associated with equity of our students. We look forward to their continued leadership to implement the Oregon Health Plan in Douglas County until 2024.

Phoenix School (Oregon's Charter School of the Year 2010) is the primary secondary school option for Opportunity Youth from thirteen Douglas County communities to receive wrap around support services in a school environment. We have been engaged with UHA's community health assessment activities and planning. Our agency has been an active partner working to increase domains of integration as we seek to enhance our school-based mental health clinic; a fully integrated care model to offer student mental health services and skills training with our partner Douglas CARES. The Community Advisory Committee has funded our key initiative to adopting a trauma-informed approach to education and services with our project Rise Up Resilience.

We anticipate this program to provide a model for regional schools to develop this capacity to meet on-site leads to timely interventions otherwise lost with delays or off-site services. The project, Rise Up Resilience, will develop a more trauma capable school staff and site where youth break victim-victimizer cycles of violence, stay in school, and graduate with established pathways to careers and college. If students build resilience through their connections with others and their future, the likelihood of student success immeasurably increase. We very much look forward to working more closely with Umpqua Health Alliance toward this aim.

It is with great pleasure that we offer commitment our partner, Umpqua Health Alliance.

Sincerely,

Thomas McGregor
Executive Director
Phoenix School
tmcgregor@roseburgphoenix.com

SOUTH-CENTRAL EARLY LEARNING HUB
SERVING DOUGLAS, KLAMATH & LAKE COUNTIES
1871 NE Stephens St, Roseburg, OR 97470
Phone: (541) 440-4774 • Fax: (541) 440-4771
Email: ehubinfo@douglasesd.k12.or.us

May 8, 2019

Oregon Health Authority Partners,

The South-Central Early Learning Hub appreciates Umpqua Health's coordinator for New Day and New Beginnings joining the Hub's Community Uplift partners to use the closed loop information and referral system including the Hub's Family Resource Facilitators and database. It would also be beneficial to children and families for the Hub to work with Umpqua Alliance to brainstorm solutions with medical providers for behavioral and health issues for Preschool Promise and other early childhood providers in Douglas County. We all are committed to focusing on the social determinants of health.

Umpqua Health has appointed medical representatives (decision makers with medical expertise) to the Douglas Community Governance Council in the past. Unfortunately, because of organizational changes at Umpqua Health, the Hub's Douglas Community Governance Council currently does not have a representative on the Douglas Community Governance Council after having three different representatives (decision makers with medical expertise) from Umpqua Health for short intervals of time. The Hub hopes with the initiation of CCO 2.0, that we can successfully collaborate with Umpqua Health as we have with Cascade Health Alliance (CHA) partnership to ultimately meet the mutual Early Learning Hubs/CCOs goals.

In the last year, the Oregon Early Learning Council worked closely with the Oregon Health Authority, Early Learning Hubs and other partners to create the "Raise Up Oregon: A Statewide Early Learning System Plan for 2019-2023," including strategies and goals that align with CCO 2.0 and Early Learning Hubs. A few examples of the multiple shared system goals and strategies are on pages 13 and 18 of the Plan:

System Goal 1: Children arrive ready for kindergarten:

Objective 4: Early childhood physical and social-emotional health promotion and prevention is increased (page 13).

Strategy 4.1 Ensure prenatal-to-age-five health care services are comprehensive, accessible, high quality, and culturally and linguistically responsive.

Improve access to patient-centered primary care homes for all young children.

Strengthen the early childhood focus of Coordinated Care Organizations (CCOs) by adding Early Learning Hub representation on CCOs' governing boards or using other tools to improve relationships and coordination.

Increase the integration of physical, behavioral and oral health for young children.

Incentivize high-quality, evidence-based pediatric care, including rural communities.

System Goal 2: Children are raised in healthy, stable, and attached families:

Objective 8: All families with infants have opportunities for connection (page 18).

Strategy 8.1 Create a universal connection point for families with newborns.

Build, in partnership with local communities, Early Learning Hubs, Coordinated Care Organizations, and public health agencies, a system to deliver home visits for all families with newborn children that provides parenting information and helps families with deeper needs connect to additional services.

The Hub's goal is to begin the conversation with Umpqua Health's medical partners as to how we can actively and effectively work together to successfully reach our mutual System Goals, Objectives and Strategies for the benefit of healthy, stable and attached families with an aligned and coordinated system to assure that children are prepared to enter Kindergarten with the skills they need to be successful.

Please let me know if I can be of further assistance.

Sincerely,

Gillian Wesenberg

Gillian Wesenberg, Director
South-Central Early Learning Hub

UC-VEG

UMPQUA COMMUNITY VEG
EDUCATION GROUP

Umpqua Health Alliance Support Letter

A well-balanced, healthy diet is all-important for good health. Many preventable chronic diseases, such as type 2 diabetes, heart failure, and obesity, can be tied, in part, to poor diet and nutrition. Rates of type 2 diabetes and obesity in Douglas County are among the highest in Oregon. The Umpqua Community Veg Education Group (UC-VEG) is a grassroots non-profit organization working in Douglas County to promote healthy food choices that incorporate more nutritious whole, plant-based foods. Umpqua Health Alliance (UHA) for the last three years has provided critical funds to operate UC-VEG's highly-successful Total Health Improvement Program (THIP), which is open to UHA's Oregon Health Plan members.

THIP is a 12 week evidence-based, disease prevention and reversal series that uses lifestyle medicine to help individuals learn about nutrition and plant-based cooking. Around 1,000 people have gone through the program in the last three years and have seen profound results such as significant weight loss, lower cholesterol, lower blood pressure, improved mood, and greater energy. Health improvements are verifiable through pre and post blood draws and regular weight measurement. About 85 percent of participants lost weight through THIP and about 35 percent experienced a drop of 20 or more points in their cholesterol.

UHA is helping transform community health in Douglas County by making community-based programs possible like the UC-VEG Total Health Improvement Program. UHA serves as a catalyst for local organizations like ours to take on challenging issues like poor lifestyle choices that impact health. We ask the Oregon Health Authority to select UHA to continuing serving as Douglas County's Coordinated Care Organization.

Sincerely,

John Dimof

John Dimof
UC-VEG

UMPQUA HEALTH
NEWTON CREEK
3031 NE STEPHENS STREET
ROSEBURG, OREGON 97470

Dear Oregon Health Authority:

On behalf of Umpqua Health – Newton Creek Clinic staff, I strongly support Umpqua Health Alliance's (UHA) application for a new five-year Coordinated Care Organization contract.

Umpqua Health – Newton Creek offers pediatrics, primary and urgent care services to individuals with most insurance, including UHA members. UHA has provided reliable, top quality service in connecting Douglas County's most vulnerable residents, including children and families, to needed services under the Oregon Health Plan. As a provider who has served this community for decades, I am well-familiar with the many challenges our community residents have faced in accessing care. UHA is a valuable partner in delivering quality care while reducing barriers to access.

Umpqua Health Alliance has played a key role in helping to transform the healthcare landscape in Douglas County through innovative strategies, integrated care and an inclusive approach to working with community partners, providers and members. I support UHA's application to continue serving Douglas County's OHP population.

Sincerely,

Dr. Layne Jorgensen, DO
Chief Clinical Officer
Umpqua Health – Newton Creek

TEL. 541.229.7038 • WWW.UMPQUAHEALTH.COM • FAX 541.464.4474

UMPQUA HEALTH
HARVARD
1813 W. HARVARD AVENUE, STE 201
ROSEBURG, OREGON 97471

On behalf of Umpqua Health – Harvard Medical Clinic, I am writing this letter in strong support of Umpqua Health Alliance (UHA) for a new five-year contract to serve as Douglas County's Coordinated Care Organization.

I have been practicing medicine in Douglas County for over 20 years, and I believe that I and other providers in our community have benefited from a strong relationship with UHA. UHA treats its members, providers and community partners with respect, and has greatly increased access to quality care to OHP patients in Douglas County.

As a provider, I am encouraged to see how UHA has worked to become an advocate for member health by increasing their provider panel and continually offering provider trainings, ongoing education and keeping communication open.

UHA has helped to transform healthcare delivery in Douglas County by improving outcomes while addressing disparities and barriers to access through a vision of upstream interventions. I am proud to work with Umpqua Health Alliance, and I fully support UHA as Douglas County's Coordinated Care Organization.

Sincerely,

Dr. Layne Jorgensen, DO
Chief Clinical Officer

TEL. 541.440.6390 • WWW.UMPQUAHEALTH.COM • FAX 541.440.6392

Advantage Dental
From DentaQuest

May 3, 2019

Dear Oregon Health Authority:

On behalf of Advantage Dental from DentaQuest, I strongly support Umpqua Health Alliance's (UHA) application for a new five-year Coordinated Care Organization contract.

As a contracted dental plan, Advantage has administered the Oregon Health Plan dental benefit for assigned UHA members since 2014. From the onset of our partnership, UHA has consistently and intentionally advocated for oral health access, integration and care coordination, which supports Advantage's mission to improve the oral health of all.

We have seen UHA transform the local healthcare delivery system through innovative strategies, integrated care and community partnerships. UHA has fully embraced the coordinated care model, which is demonstrated through its collaborative and inclusive approach to working with community partners, providers and members.

We have found UHA easy to work with, transparent, and committed to the delivery of whole-person care. We look forward to continuing to our partnership with UHA to improve the health of our shared members and the community at large.

Sincerely,

Kevin Boie
Chief Operating Officer
Advantage Dental from DentaQuest

Umpqua Valley Breastfeeding Coalition

PO Box 331 • Glide, Oregon 97443 • email - uvbcoalition@gmail.com • phone - 541.643.6736

May 8, 2019

Kat Cooper, Director Marketing & Communications
Umpqua Health Alliance
3031 NE Stephens Street
Roseburg, OR 97470

Dear Partner,

The Umpqua Valley Breastfeeding Coalition enjoys a meaningful partnership with Umpqua Health Alliance as we support optimal infant feeding practices.

Umpqua Health Alliance assisted a diverse group of home visiting staff complete Certified Lactation Educator trainings hosted by UVBC. These courses engaged forty five home visitors representing the following organizations; Doulas, Domestic Violence, Early Head Start, Head Start, Healthy Families Oregon, Hospital OB, Public Health and WIC. Building a workforce skills base and breastfeeding knowledge to better assist mother, baby and family, as well as develop institutional best practices. A powerful impact decreasing structural barriers that inhibit breastfeeding - expanding community support for breastfeeding.

In 2018 Umpqua Valley Breastfeeding Coalition offered the first ever local Breastfeeding Class Series. These health education classes were held in Yoncalla, Oakland, Sutherlin, Roseburg, Canyonville and Winston Oregon. Umpqua Health Alliance investment launched the program which continues to date. New and expectant parents now have an opportunity to enhance breastfeeding understanding - a practical approach to accessing healthy foods.

Umpqua Health Alliance support afforded to Umpqua Valley Breastfeeding Coalition projects is improving the breastfeeding practices chain of support in our community. For that we are grateful.

Respectfully Yours,

Catherine Paul RN BS IBCLC

Umpqua Health Alliance
OHP Application Support Letter

Housing insecurity and homelessness can have a significant impact on health. A lack of affordable housing not only affects people's ability to acquire and maintain adequate shelter but also limits their capacity to meet other basic needs. Financial constraints can force individuals and families to make tough choices between paying for rent, food, or medical care. The quality of housing can also affect health outcomes, such as asthma and respiratory infections, in addition to mental health conditions. Umpqua Health Alliance (UHA) in Douglas County is making a difference in providing housing solutions to at-risk residents, including our veterans—many of whom are on the Oregon Health Plan.

Douglas County has a large veteran population compared to other counties in Oregon. Veterans are some of the most likely members of our community to become homeless. Valiant Seed, a local non-profit organization, provides innovative and affordable housing solutions for veterans. UHA has provided critical funding to start building 400 square-foot tiny homes in Roseburg complete with bedrooms, bathrooms, and kitchens. The tiny homes will serve as temporary transitional housing options. Priority will be given to female veterans, who often face many different challenges adjusting to civilian life.

We value UHA as a reliable community partner. Valiant Seed's Tiny Home Village has begun to take root in our community thanks to UHA. It simply would not be off the ground without their support. We encourage the Oregon Health Authority to select UHA to continue serving as Douglas County's Coordinated Care Organization.

Sincerely,

Teresa Mankin
Founder and Executive Director
Valiant Seed

YMCA OF DOUGLAS COUNTY

KICK START DOUGLAS COUNTY
Get Active. Get Healthy

Support Letter for Umpqua Health Alliance

April 26, 2019

Umpqua Health Alliance (UHA) serves in Douglas County as a key community partner in tackling tough issues that impact the health and well-being of our local residents. At the YMCA of Douglas County, we know that lasting personal and social change comes about when organizations and community members work together. That's why, at the Y, strengthening community is our cause. We are now entering into the sixth year of our annual Kickstart Douglas County program made possible by UHA, as one of our founding partners, that aids youth and adults in our community to adopt healthier lifestyles.

Kickstart Douglas County is a summer long community wellness collaboration that promotes exercise activities, healthy eating and living events, and educational classes. About one third of adults in Douglas County are considered obese and an additional one third are overweight. Obesity rates among youth in Oregon have also continued to increase in recent years. Preventing obesity through diet and exercise can lower the risk of diabetes, high cholesterol, stroke, and many other preventable diseases. Each year, hundreds of youth and adults take part in all kinds of fun physical activities and wellness events through Kickstart Douglas County that help make healthier lifestyle choices easier to adapt into daily routines.

UHA has helped launch and sustain many programs in our community like Kickstart Douglas County that are working to make a definable difference in health and lives of residents. We encourage the Oregon Health Authority to continue on with UHA as Douglas County's Coordinated Care Organization.

Sincerely,

Marisa Fink
CEO/Executive Director
YMCA of Douglas County

NeighborWorks UMPQUA
Housing | Finance | Community

Coastal Housing Center
93781 Newport Ln.
Coos Bay, OR 97420
Phone: 541-756-1000

Main Office
605 SE Kane St.
Roseburg, OR 97470
Phone: 541-673-4909

April 29, 2019

NeighborWorks Umpqua
605 SE Kane St.
Roseburg, OR 97470

Oregon Health Authority:

NeighborWorks Umpqua writes in support of Umpqua Health Alliance maintaining their certification as a Coordinated Care Organization. Umpqua Health Alliance has partnered with us in the past on various projects, and we hope to partner in future high impact endeavors that engage deeply in the connection between Public Health and Housing.

In 2016 and 2017 Umpqua Health Alliance provided funding for our Kitchen Garden Project where families furthest from opportunity were provided with raised vegetable beds for their yards and were taught how to raise and cook a wide variety of vegetables by local Master Gardners. The following year we collaborated on a similar project specific to the NeighborWorks Newton Creek Manor property. Umpqua Health Alliance not only provided the fiscal support for these projects, but they also became thinking partners, assisting in program development and outreach.

NeighborWorks Umpqua supports Umpqua Health Alliance's commitment to continuing the Community Advisory Council that allocates funds to local pro health promoting projects like the ones we have collaborated on. We specifically appreciate that the Alliance ensures that the membership of the Advisory Council is representative of the population they serve. NeighborWorks Umpqua is also proud to say that the Director for Marketing and Communications for Umpqua Health Alliance sits on the board of our Property Management Company, Umpqua Community Property Management, demonstrating organizational commitment to local housing issues across our 5 county service district.

Douglas County is ranked the 29th healthiest county out of Oregon's 35 counties. Research demonstrates that housing is one of the most effective social determinants of health, decreasing health care costs and improving communities. NeighborWorks Umpqua looks forward to partnering with Umpqua Health Alliance in deeper high impact projects where housing and health align and affect health outcomes significantly.

Merten Bangemann-Johnson
Chief Executive Officer
NeighborWorks Umpqua

05/09/2019
Date

Rebuilding Together. NeighborWorks Umpqua

POINTS OF LIGHT

AMERICORPS VISTA

NEIGHBORWORKS GREEN ORGANIZATION
A comprehensive commitment to sustainable operations

Rural LISC

VALLEY RIDGE FAMILY MEDICINE

Rodney Todd, M.D. / Aimee Hansen, F.N.P. / Candy Hatton, F.N.P./ Elizabeth Bueler, P.A.

Umpqua Health Alliance (UHA) has served the people of Douglas County since 2012 as a Coordinated Care Organization (CCO). UHA's work connects more than 26,000 of our local residents to health care services through the Oregon Health Plan (OHP). UHA has consistently delivered exceptional service in ensuring nearly a quarter of Douglas County residents have access to local integrated medical, behavioral and oral health care. This work is most evident in UHA's top-quartile performance in quality benchmarks.

UHA is a critical community partner in transforming healthcare. Because of UHA, Douglas County residents have access to coordinated care services, preventive primary care, and behavioral health services. In addition to this work, UHA is incredibly involved in efforts to enhance overall community health. UHA has given over a million dollars to community partners to support projects and programs that benefit the health and well-being of Douglas County.

As a member of the UHA Board of Directors, I have seen firsthand the impact UHA has on the community through its oversight of the Community Quality Improvement Program and the Community Advisory Council. These activities ensure that resources are available in the community and directed at top-tier health improvements for the Douglas County area.

As a provider, I have noticed UHA's strong collaborative spirit facilitate quality of care by working with me and my staff to enhance our ability and understanding of Care Coordination as well as understanding our personal performance from another perspective. We have been able to achieve top-notch quality results on all metrics for several years through the collaborative approach offered by UHA's staff. My office manager knows UHA's staff by first name and works diligently when any changes in metric focus occurs. Having this resource available and willing to work closely with my staff is reassuring and demonstrates UHA's commitment to its members.

Access to quality local health care is vital to health of our residents and our community. I strongly support UHA's application to serve Douglas County's OHA population.

Sincerely,

Dr. Rodney Todd, MD

2282 NW Troost, Suite 103 • Roseburg, Oregon 97471 P(541) 672-4798 • F(541) 957-5590

CHI Mercy Health
Imagine better health.®

2700 Stewart Parkway
Roseburg, OR 97471

chimercyhealth.com

March 25, 2019

Tammy Hurst OCAC, OPBC, SPC
635 Capitol Street, NE Room 350
Salem, OR 97301

RE: Letter of Support for Umpqua Health Alliance CCO application

Dear Ms. Hurst:

I would like to take this opportunity to offer Mercy Medical Center's support for Umpqua Health Alliance's application to serve the Medicaid population as a Coordinated Care Organization.

Mercy Medical Center is an acute 174-licensed bed medical center offering patients throughout the region local access to highly trained medical professionals, advanced technologies, and a wide range of preventive, diagnostic, therapeutic, and rehabilitative services.

Mercy is proud to be part of Umpqua Health Alliance and is looking forward to working with our partners to provide high quality, readily accessible care in our community.

Please contact me with any questions at kellymorgan@chiwest.com or 541-677-2466.

Sincerely,

Kelly C. Morgan
President/CEO

March 25, 2019

To Whom It May Concern,

It is with great pleasure that the Douglas County Individual Practice Association, Inc. (DCIPA) supports Umpqua Health Alliance's application to continue operation as a Coordinated Care Organization.

DCIPA is a physician led and owned organization in Douglas County. Founded in 1993, DCIPA was a contractor in the Oregon Health Plan since 1994. DCIPA is an organization with over 100 community physicians, representing nearly all of our community doctors. DCIPA's mission is to serve the needs of physicians and their patients in Douglas County. As stewards of health and healthcare in our community, we are proud to partner with other organizations to ensure Umpqua Health Alliance continues to provide better care with better outcomes at a lower price to our Medicaid population.

As patient advocates and the collective voice of physicians in the community, we believe that Umpqua Health Alliance has been an extremely positive force for our OHP members, fellow citizens, and for the medical community, and we look forward to Umpqua Health Alliance's prominent role in the ongoing transformation of health care delivery.

Respectfully,

Bart Bruns, MD, CEO
DCIPA, the Physicians of Douglas County

/srp

1813 W. Harvard, Suite 432 Roseburg, Oregon 97471 phone: 541-464-4491

Serving the needs of physicians and their patients in Douglas County.

adapt

7 April 2019

Dear Reviewer,
Adapt has been a provider of healthcare services to indigent, working poor and OHP members in Douglas County for nearly 50 years. Umpqua Health Alliance (UHA) has been a critical partner in the development of integrated addictions, mental health, and primary care services. Founded in 1971 as an outpatient alcohol and drug abuse treatment program, Adapt now provides OHP members with a full continuum of substance use disorder treatment including outpatient, residential, Opioid Treatment Program (OTP), medication assisted treatment for alcohol and opioid use disorders, inpatient and outpatient corrections and drug court services, and sober supported housing. Prevention and treatment services are offered to both youth and adults. UHA has been a key collaborator in the development and continued operation of these services.

In 2006, with the support and assistance of UHA, Adapt dba SouthRiver Community Health Center (SRCHC) began providing primary care services. SRCHC is now a Federally Qualified Community Healthcare Center (FQHC). UHA has been a critical partner in the development of SouthRiver into a Patient Centered Primary Care Home (PCPCH) with integrated care including behavioral medicine, medication assisted treatment for addictions, and mental health services. For example, most recently UHA supported Adapts efforts to reverse engineer primary care into the outpatient addictions and Community Mental Health Program (CMHP) at 621 W. Madrone St. This clinic which opened in April of 2019 is designed to engage members with addictions and severe and persistent mental illness (SPMI) in a PCPCH that is located in a 70,000 sq. ft. outpatient addictions and mental health treatment facility which is fully integrated with the CMHP.

In 2014 Douglas County decided to stop being the Local Mental Health Authority (LMHA) and the CMHP for Douglas County. This was placed on a fast track and in just 90 days UHA collaborating with several community stakeholders stood up a non-profit to assume the CMHP responsibilities. These heroic efforts were made to avoid plunging Douglas County into a mental health services crisis. The new non-profit, Community Health Alliance, ultimately failed and those responsibilities and services were assumed by Adapt in 2016. Adapt, dba Compass Behavioral Health, became both the LMHA and the CMHP for Douglas County. UHA provided substantial support during both of these transitions and in the rebuilding process that has taken place since 2016. Some examples of the success of this collaboration include; doubling the annual number of CMHP services to adults and tripling for youth and families; CMHP providing services onsite in 23 schools; CMHP now operating three therapeutic learning classrooms (TLC) in southern, central and northern Douglas County.

Adapt has seen firsthand the critical role UHA plays in the delivery of quality medical care to its members. We have been extremely pleased to be included in almost every aspect of UHA from its original development as a Coordinated Care Organization (CCO). As described above UHA has been a critical partner in addressing the healthcare needs of our community, particularly those affected by addictions and mental health disorders. UHA leadership has built a strong team with the expertise, experience, and vision to ensure they continue to serve our community as a successful Coordinated Care Organization. We fully support their CCO 2.0 application and look forward to continuing our work with this innovative organization.

Sincerely,

Gregory S. Brigham, PH.D.
CEO
Adapt| SRCHC | Compass BH

P.O. Box 1121, Roseburg, OR 97470
541-672-2691 | www.adaptoregon.org

Adapt
Compass Behavioral Health
SouthRiver Community Health Center