



Provider Newsletter

Yamhill Community Care (YCCO) would like to share the following important information and updates for Providers:

New Updates & Reminders!

Complete the 2025 YCCO Health IT Survey Today

Please complete the Yamhill Community Care Organization (YCCO) Health IT Survey. YCCO needs this information in order to effectively support efforts to access and share health information to best serve your patients. Please submit your survey response as soon as possible but no later than **October 31, 2025**.

The results of this survey will be used to:

1. Provide an understanding of Health Information Technology (HIT), Health Information Exchange (HIE) and Community Information Exchange (CIE) use, needs, and barriers experienced by physical, oral, and behavioral health organizations;
2. Establish priorities for potential federal and state funding in supporting the exchange of electronic health information; and
3. Inform the State's HIT/HIE policies and strategies to best support Oregon's health care system information exchange needs.

Please consider all the providers and facilities within your organization as you complete this survey. We understand that you may not know the answer to every question for certain, especially if your organization is very large. That's okay - just answer the best you can.

The reliability of the survey's results depends on you - every completed survey is important, whether or not your organization uses HIT, HIE, or CIE. This survey is only offered online.

It takes about 10-15 minutes to complete. If you have completed the survey, we thank you for your response.

If you have questions or need assistance with this survey, please e-mail

[Access the Health IT Survey](#)

Change to Prior Authorization (PA) Process; Provider-Initiated Requests Required

Effective Date: November 15, 2025

What's Changing:

Beginning November 15, 2025, our Utilization Management (UM) team will no longer create prior authorizations (PAs) from the PCC census. Providers are required to initiate all referral and PA requests.

This change aligns with OAR 410-130-0200(2), which states:

“Providers must obtain prior authorization from the OHP payer, either fee-for-service or the coordinated care organization, that shall be responsible for payment at the time the service is delivered.”

It is further supported by OAR 410-141-3835, which requires managed care entities to maintain policies for processing authorization requests received from providers, and OAR 410-120-1280, which defines failure to obtain required authorization as a *provider error*.

Thank you for your partnership and commitment to maintaining compliance and high-quality care for our members.

Interpreter Services Data

Interpreter Services Data Helps CCOs Meet Metrics, Unlock Funding, and Invest Back Into Our Communities.

Q3 Meaningful Language Access Metric data requests have been sent out.
Due by 12/12/2025

If you haven't completed your Q1 or Q2 templates, please submit them ASAP to avoid the year-end crunch.

Didn't receive a data request? Reach out to qualityimprovement@yamhillcco.org. We're here to help you through each step of the process.

Interpreter data drives equity and brings resources home!

Behavioral Health Referrals for Children, ages 1-5.99

The first five years of life are critical for social-emotional development. As an early childhood provider, you are in a key position to notice concerns and

support families. Behavioral health services can strengthen family relationships, help children express emotions, and prevent long-term challenges.

As the year is nearing closure, YCCO is hoping to any young member in this age group receives a timely and appropriate referral for Behavioral Health services that will address the parents' concerns as well as their primary care and/or early childhood provider.

[Here is a link to providers that accept and serve children and their parents/caregivers:](#)

Provider Grievances

Providers have the right to file a grievance with YCCO. Complaints can be filed regarding a variety of issues including but not limited to YCCO OHP benefits, Customer Service, authorizations, claim processing, credentialing or contracting. To file a grievance, contact the Appeal & Grievance Team these ways:

Fax: 503-765-9675

Email: complaints@yamhillcco.org

Phone: 833-257-2192 (Appeal & Grievance Department)
855-722-8205 (YCCO Customer Service)

Once your grievance is resolved we will call you or send you a fax with the resolution.

Report Concerns about Fraud, Waste, and Abuse

If you suspect potential fraud, waste, or abuse is happening, please report to YCCO's EthicsPoint hotline: <http://yamhillcco.ethicspoint.com> or (844) 989-2845. YCCO protects the confidentiality of individuals making reports and you can report anonymously if you prefer. More than 82% of federal False Claims Act recoveries in 2024 were related to claims made by whistleblowers, so your input is critical.

YCCO will investigate all reports and promptly (within 7 days) refer suspicions or allegations of fraud, waste, or abuse to the Oregon Health Authority Office of Program Integrity (OPI), Medicaid Fraud Control Unit (MFCU), or Oregon Department of Human Services, as appropriate. YCCO will cooperate with these agencies in any investigation or audit. Payments may be suspended if there are credible allegations of fraud for which an investigation by MFCU or OPI is pending.

Feel free to contact compliance@yamhillcco.org with any questions.

Prior Authorization Reminder

Prior authorization information and the YCCO PA List located on the YCCO website here <https://yamhillcco.org/providers/policies-and-forms/>. The PA List is not inclusive of all codes that require authorization, the Prioritized List

indicates clinical review requirements that also require authorization. The Prioritized List is located here <https://www.oregon.gov/oha/HPA/DSI-HERC/Pages/Prioritized-List.aspx> . The DMAP line search located in CIM also provides Prioritized List information.

In the event that you submit a prior authorization for a service that has no PA requirements you will receive a fax notifying you that the request is not required and will be voided. This is not a denial however, it is the responsibility of the provider to check member eligibility and the Prioritized list to ensure the service is a covered benefit.

Claim/PA Denials & Filing a Member Appeal

YCCO has information on what actions to take for various denials, this information is on the website here <https://yamhillcco.org/providers/policies-and-forms/> you can also reach out to Customer Service 503-488-2800 or 855-722-8205 for assistance. Customer Service is there to help and can resolve many issues at the time of the call.

Please remember if the denial results in an NOABD (denial notice) a member appeal must be filed to have the denial reviewed. The form required to submit an appeal on behalf of the member is sent with the NOABD to the member, the provider, and also located on the YCCO website at the link above. To file an appeal on behalf of a member they must give written authorization.

Community Resources, Trainings and Events

FREE CEUs & Trainings

- [YCCO 2025 Free CEU's Trainings](#)
 - [Behavioral Health & Aging 101 Free On Demand Virtual Training Modules](#)
 - ECHO link <https://www.oregonechonetwork.org/programs>
 - [Trauma Informed Trainings](#)
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Medicaid Program Updates

Recent rule revisions

Oregon Administrative Rule (OAR) 410-200-0115: Amended to allow the effective start date of coverage to be adjusted for OHP Bridge - Basic Health Program recipients who experienced a gap in coverage as they transitioned from Marketplace coverage in 2024 to BHP coverage in 2025.

Standing Items and Reminders

YCCO seeks an OB/Gyn or women's health provider to join

YCCO Seeks Physician Advisors for Credentialing Committee—Join Us in Strengthening Provider Standards!

Yamhill Community Care (YCCO) recently internalized health plan provider/facility credentialing and contracting activities. The Credentialing Committee is recruiting external physician advisors to assist in their efforts, and we have some specific provider types that we would like to recruit.

They include the following:

- ☑ Physician, Family Planning Obstetrics/Gynecology
- ☑ Physician, Hospitalist ☑ Physician, Psychiatry

We anticipate a one-hour commitment, every other month.



Anyone interested should reach out to Dr. Frank DiTirro at fditirro@yamhillcco.org

Invitation to Meaningful Language Access Metric Technical Assistance / Office Hours

YCCO invites you to bring your questions and concerns about language access service and data collection, particularly as it relates to the OHA metric and the data requests you are receiving from us.

- Need help understanding the spreadsheet template?
- Wondering why we're asking for this information?
- Have questions about how to share the data more effectively?

We will be available the **first Wednesday of the month at noon** to answer questions you may have regarding language access.

First Wednesdays at 12:00 PM

Meeting ID: 275 360 845 694

Passcode: CE2Fj77i

For more information, email QualityImprovement@yamhillcco.org.

OHA Health Care Interpreter Registry

Bookmark this resource! OHA has a searchable database of Health Care Interpreters: <https://hciregistry.dhsoha.state.or.us/Search>

This database is updated monthly and will only include interpreters who are currently active with effective certification/qualification and want to be publicly searchable with their contact information.

For policies and forms, visit our [website today](#).

Send a message to YCCO

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