



## Provider Newsletter

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

### YCCO seeks an OB/Gyn or women's health provider to join the credentialing committee

#### 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](mailto:fditirro@yamhillcco.org)

## How to Request HRSN Benefits

To request the HRSN Benefit, fill out the PA form for the specific benefit requested:

- [Housing](#)
- [Climate](#)
- [Nutrition](#)

**Relevant clinical documentation must accompany all HRSN requests.**

#### Housing:

When submitting a Housing request, you must include:

- Proof of income (from the last two months)
- Lease agreement
- If submitting for Home Modifications/Remediation, include the Scope of Work form.
- Clinical documentation of member's primary medical or behavioral health

conditions.

- Eviction notice, if relevant.

### **Climate:**

When submitting a Climate request, you must include:

- Clinical documentation of the member's medical condition that supports the need for the climate device being requested.

### **Nutrition:**

When submitting a Nutrition request, you must include:

- Clinical documentation of member's medical condition or behavioral health condition as related to the member's nutrition needs.
- If submitting a request for Medically Tailored Meals, a MTM Assessment/Nutrition Care plan must be completed and submitted.
- Find Nutrition Providers to create MTM Nutrition Care Plans here: <https://yamhillcco.org/providers/hrsnserviceprovider/> under "HRSN Service Provider List"

Missing or incomplete information will delay the HRSN PA process. Complete all lines on the PA form regarding Eligibility Criteria and for the type of services being requested.

Fax completed PA form and all necessary documentation to 503-850-9398.

Questions regarding any HRSN Benefit request, email: [hrsnteam@yamhillcco.org](mailto:hrsnteam@yamhillcco.org).

\*Please utilized the latest version of the HRSN Housing PA Form.

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## **YCCO Helpful Tips and Reminders**

### **Provider Reconsiderations**

**Effective 5/1/2025:** Any provider request for reconsideration of a denial, which could include submission of a new PA request will be handled in a manner consistent with the member appeal process. Providers receive a copy of the member appeal form (OHP 3302) with a copy of the denial letter (NOABD).

**More about how to submit an appeal on behalf of a member is below.**

If no PA was ever completed you can utilize the prior authorization process more information on this process is located on our website here <https://yamhillcco.org/providers/policies-and-forms/>

***The YCCO Provider Reconsideration Form has been updated please use the current [form](#).***

### **Provider Notice: YCCO Experiencing Processing Delays Related to Behavioral Health Claims**

YCCO is experiencing processing delays related to Behavioral Health claims. We are working to address the related issues and distribute payments as soon as possible. For further assistance, please reach out to [ProviderRelations@yamhillcco.org](mailto:ProviderRelations@yamhillcco.org) and include your provider information and specific examples for assistance.

## When reaching out to YCCO, please use the following:

- Provider roster changes (adds, terms, location updates, name changes) and credentialing related questions including status, email: [credentialing@yamhillcco.org](mailto:credentialing@yamhillcco.org)
  - Contracting questions email: [providercontracting@yamhillcco.org](mailto:providercontracting@yamhillcco.org)
  - Claims questions, first go through CIM. Additional support can be provided by emailing [providerrelations@yamhillcco.org](mailto:providerrelations@yamhillcco.org)
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## 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](mailto:QualityImprovement@yamhillcco.org).

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## Become a Health Care Interpreter with YCCO Reimbursement Program

YCCO offers up to \$800 in reimbursement funds to cover training costs, plus an additional \$1,000 bonus, up to two staff members per agency, when you become an OHA Certified or Qualified Health Care Interpreter. For more information or to apply for this opportunity, contact [providerrelations@yamhillcco.org](mailto:providerrelations@yamhillcco.org).

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## YCCO Offers FREE Language Proficiency Testing

YCCO has partnered with ALTA Language Services, Inc. to provide FREE language proficiency testing for primary performing (rendering) providers who offer services to YCCO members in a language other than English or in sign language. To take advantage of this opportunity, email YCCO's Quality Improvement Team the provider's full name, email, professional role, and the language to be tested at [qualityimprovement@yamhillcco.org](mailto:qualityimprovement@yamhillcco.org).

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## 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.

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## Community Resources & Trainings

- [Yamhill County Community Resource Guide](#): Access lists local community resources from food pantry, clothing sites, and more.
- [YCCO Behavioral Health Providers who Serve members 0-5 and their caregivers network list 2025](#).

### FREE CEUs & Trainings

- [YCCO 2025 Free CEU's Trainings](#)
  - [Project ECHO: Oregon ECHO Network Spring 2025 Programs](#)
  - [Trauma Informed Oregon Courses and Trainings](#)
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For policies and forms, visit our [website today](#).

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