



Provider Newsletter

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

YCCO Helpful Tips and Reminders

Peer to Peer

Peer to peer request received from providers after the preauthorization decision has been made are solely to inform the provider of the adverse benefit determination reason and provide information on what is required to submit a provider appeal so they can make the decision. A peer to peer cannot reverse an adverse benefit determination.

Service Request Denial Request for Additional Review

Once YCCO makes a decision to deny a request additional reviews of the request can only be done as one of the following:

- Member appeal – a member, member representative, or provider making the request on behalf of the member with written authorization utilizes their right to request an appeal which can be submitted orally, by mail, email, or fax; or
- Provider appeal (also called provider reconsideration) – the provider sends in a written request for a reconsideration of their preauthorization denial or claim denial which may be sent in via fax, mail, or email but must accompany all necessary documentation and the YCCO Provider Appeal/Reconsideration Form.

Questions regarding Peer to Peer and the provider appeal process, please email: provider.appeals@yamhillcco.org

HRSN vs HRS Services

The [Health-Related Social Needs \(HRSN\) Benefits](#) and [Health-Related Services Flex Funds \(HRS Flex\)](#) both aim to address barriers to health, but they serve distinct purposes. HRSN focuses on helping members meet essential needs like housing, nutrition, and climate that directly impact our member's overall well-being.

In contrast, HRS Flex provides temporary cost-effective items and/or services, to supplement covered benefits, such as medical equipment, mobile device, or short-term accommodations. While HRSN addresses ongoing challenges, HRS Flex offers flexible solutions for immediate, specific situations to improve health outcomes.

New nutrition benefits to OHP members who qualify

Since Jan. 1, 2025, OHP offers new health-related social needs nutrition benefits. Health-related social needs (HRSN) are basic needs that affect a person's health.

As your Coordinated Care Organization (CCO) partner, YCCO is here to connect qualifying members with this valuable resource.

The HRSN nutrition benefits are:

Medically tailored meals (MTMs)

Medically tailored meals (MTMs) are for people with health conditions that need nutrition support to improve outcomes.

Here's how it works:

- A health care provider refers the member to a registered dietitian.
- If the dietitian's care plan confirms the need for MTMs, YCCO connects the member with a provider who prepares meals tailored to their medical needs.
- Meals are customized to help manage health conditions effectively.

Nutrition education

YCCO offers resources to help members make healthier choices and improve their overall well-being through better nutrition. Members who qualify can explore options such as classes, workshops, or one-on-one guidance.

Who Qualifies?

To qualify for these OHP nutrition benefits, members must:

- Be enrolled in the Oregon Health Plan (OHP).
- Meet specific requirements related to their life situation, health condition, and food insecurity after being screened by YCCO.

Learn More

To learn more about these nutrition benefits, visit our [YCCO HRSN Service Provider Website](#).

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?

Next Technical Assistance Office Hours:

[Wednesday, 2/5/2025, 12:00 PM](#)

Meeting ID: 275 360 845 694

Passcode: CE2Fj77i

Extended Office Hours:

Starting 2/05/2025, 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.

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.

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.

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.

Register Now for Winter 2025 ECHO Programs

- [Foundations of Substance Use Disorder Care II](#)
- [Implementing Pharmacologic Weight Management in Primary Care](#)
- [Nursing Facility Behavioral Health: Substance Use Disorders](#)
- [Rheumatic Diseases and Musculoskeletal](#)
- [Suicide Prevention ECHO](#)

ECHO programs fill quickly. Please visit their website at OregonECHONetwork.org as soon as possible if you are interested in participating in any of these programs.

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

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