



**JULY 2025**

## QUICK LINKS

[Clinical Practice Guidelines—Advanced Health](#)

[Provider Manual](#)

[Member Handbook](#)

[Oregon State Drug Review](#)

[Provider Notifications](#)

**DON'T FORGET**, you can easily access our provider portal to check member eligibility, authorization status, claim status and more. Visit <https://visibiledi.com/advancedhealth/Home/Login>

## FOODSMART

Foodsmart has started their outreach to Advanced Health Members. Members now have access to a registered dietitian via telehealth through our collaboration with Foodsmart. This will teach members how to improve their nutrition, manage their health conditions, and save money on food. Members can call AH Customer Service or go to <https://foodsmart.com/>

OHA shares impact of Federal changes: <https://www.oregon.gov/oha/Pages/Federal-Changes.aspx>

CHIP grant application process is now open. Please reach out to Sam Baugh, AH Community Engagement Manager, [Sam.baugh@advancedhealth.com](mailto:Sam.baugh@advancedhealth.com)

## PROVIDER ADA SURVEY

Please return the Provider ADA Survey you should have received via email. If you have not please reach out to Provider Services Representative Dani at [Dani.Thompson@advancedhealth.com](mailto:Dani.Thompson@advancedhealth.com)

### SFTP Site (Secure File Transfer Protocol)

This site enables the secure upload, download, and management of files over an encrypted network connection. Advanced Health will begin delivering Provider Notices, newsletters, completed Health Risk Assessments, and other important information through our shared SFTP site.

If you do not currently have an SFTP site set up and would like assistance, please contact our Provider Services Representative, Dani Thompson, at [Dani.Thompson@advancedhealth.com](mailto:Dani.Thompson@advancedhealth.com). We anticipate this will help streamline the secure exchange of important information between our organizations.

## CCO 101 Tour

Advanced Health has begun our Tour to give you a comprehensive look at who we are and what we do. Multiple sessions will be scheduled through 2025. For more information, please reach out to our Provider Relations Representative, Dani Thompson at 541-266-6512.

## Advanced Health Easy Guides

Advanced Health offers Easy Guides to help members better understand their benefits. Easy Guides are available for the following topics: Medical Benefits, Dental Benefits, Pharmacy Benefits, Transportation Benefits, Mental Health, and Urgent Care.

If you would like copies sent to your office, please contact Customer Service.



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## **Risk Adjustment Training Opportunity**

Advanced Health is pleased to announce a new training series focused on our Risk Adjustment Incentive Program for our Primary Care Provider (PCP) partners and their essential staff.

This training is designed to equip you and your team with the knowledge and tools needed to improve clinical documentation, accurately capture patient acuity, and optimize your incentive earnings. A solid understanding of risk adjustment principles is key to demonstrating the high-quality care you deliver every day.

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### **What You'll Learn**

Enjoy a webinar or in-person training—scheduled at your convenience—the training will cover:

#### **Risk Adjustment Basics:**

Understand the origins and purpose of risk adjustment and how Oregon Medicaid uses the CDPS model to reflect patient complexity.

#### **ICD-10 Coding for Risk Scores:**

Learn how specific diagnoses—especially chronic conditions and Social Determinants of Health (Z-codes)—impact your risk scores and reimbursement.

#### **Advanced Health's Incentive Program:**

Review the tiered payment structure, eligibility criteria, rural adjustments, and how to qualify for bonus payments.

#### **Using Risk Reports Effectively:**

Learn to interpret our High-Risk Patient Coding GAP Report and use it to close care gaps through timely follow-ups.

#### **Documentation and EHR Tips:**

Get practical guidance for documenting risk-adjusted diagnoses in your EHR, including how to ensure codes are counted for payment.

#### **CDPS vs. HCC Models:**

Understand key differences between Medicare and Medicaid risk scoring and why it matters for your coding approach.

#### **Who Should Attend?**

This training is strongly recommended for all Primary Care Providers, clinic managers, medical assistants, and any staff involved in patient care or clinical documentation.

#### **Schedule a Personalized Training Session**

We understand how difficult it can be to coordinate team schedules. That's why we offer flexible, personalized training sessions designed to fit your availability.

To request a session, simply complete the interest form below or email [naomi.brazille@advancedhealth.com](mailto:naomi.brazille@advancedhealth.com). Our Quality and Risk Adjustment Manager will contact you directly to schedule a date and time that works best for your team.

[Training Request Form](#)



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## COMPLIANCE MATTERS

Advanced Health is committed to ensuring that our OHP members receive timely access to healthcare services. As part of our contract, we require all vendors and providers to verify that they have integrated the OAR 410-141-3515 Network Adequacy requirements for Physical Health, Behavioral Health, and Dental services.

The Oregon Health Authority, in collaboration with CMS, has mandated that Coordinated Care Organizations (CCOs) monitor the delivery service networks available in each county. The main goal of this monitoring is to ensure that Advanced Health maintains an adequate network of providers that meets the needs of the current Oregon Health Plan (OHP) members in terms of the number of providers, their types, and their geographic distribution.

In the upcoming quarters of 2025, Advanced Health will randomly select providers to participate in a survey consisting of 16 multiple-choice questions. This survey is designed to evaluate current processes for effectively delivering services to OHP members. We encourage you to use this opportunity to highlight any challenges and successes you are currently experiencing.

Completed surveys can be submitted:

Via Mail: Advanced Health

289 LaClair St

Coos Bay, OR 97420

Via Fax: 541-266-2052 Attn: Compliance Department

Via email: [docs.compliance@advancedhealth.com](mailto:docs.compliance@advancedhealth.com)

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## Provider Fraud, Waste, and Abuse Training

As a reminder, Advanced Health is required to offer annual Fraud, Waste, and Abuse training to our providers. We have created a brief presentation on FWA that is located on our website at <https://advancedhealth.com/home/advanced-health-compliance-and-fraud-waste-and-abuse-program-for-employees-providers-subcontractors-and-members/>.

## ADVANCED HEALTH NOTIFICATIONS FOR PROVIDERS

### Did you know

Advanced Health offers a stipend for each completed Pregnancy Notification form submitted to our office?

To qualify, a form must be completed and signed by the patient and the stipend is paid to the first provider that submits the form to our office.

This process applies to ALL patients testing positive for pregnancy, not just Advanced Health members.

Stipends are paid on a quarterly basis.

In March of 2024, the Oregon Health Authority updated the Hysterectomy and Sterilization Consent Forms, initially allowing a grace period for previously signed copies but announced as of 12/1/24, they will no longer accept forms with revision dates prior to 2024. Moving forward, please use the updated forms, linked below:

- <https://advancedhealth.b-cdn.net/wp-content/uploads/2024/04/Hysterectomy-consent-he0741-rev-3.2024.pdf>
- <https://advancedhealth.b-cdn.net/wp-content/uploads/2024/04/Consent-to-Sterilization-ages-21-and-older-he0742a-rev-3.2024.pdf>
- <https://advancedhealth.b-cdn.net/wp-content/uploads/2024/04/Consent-to-Sterilization-ages-15-20-he0742b-Rev-3.2024.pdf>

## ADVANCED HEALTH PROVIDER PORTAL

### Encourage Your Team to Utilize Advanced Health's Provider Portal!

Save time and streamline your workflows by using Advanced Health's provider portal! It's an intuitive, easy-to-use platform designed to help providers and billing staff resolve most inquiries quickly and efficiently. Here's why the portal is your go-to resource for most inquiries:

#### What You Can Do in the Portal:

- **Verify Member Information:** Check eligibility and PCP assignments with ease.
- **Track Authorizations and Claims:** View the status of submitted authorizations and claims.
- **Access Payment Details:** Review adjudication details, payment amounts, and download PDF Explanation of Payment (EOP) reports or ANSI X12 835 Remittance Advice files on demand.
- **Submit Claims:** Manually enter claims directly through the portal.
- **Utilize LineFinder:** Simplify searches for codes on the Prioritized List of Health Services and related code sets from data.oregon.gov with this comprehensive, easy to use tool.
- **24/7 Accessibility:** Access the portal anytime, day or night, without being restricted to our customer service business hours.
- **Coming Soon in 2025 – Submit authorizations:** Enter prior authorization requests directly through the portal! This exciting new feature, currently in beta testing, will allow office staff to streamline workflows by submitting requests online instead of completing and faxing manual forms. Stay tuned for updates!

#### Easy Registration and Quick Setup:

Getting started is simple!

- Visit the Advanced Health Provider Portal at [www.visibiledi.com/advancedhealth](http://www.visibiledi.com/advancedhealth).
- Register with a valid email address, Tax ID, and provider NPI.
- Access is granted within 24-48 business hours following verification. Confirmation emails will come from [support@visibiledi.com](mailto:support@visibiledi.com) (check your spam folder if needed).

#### Need Help?

For assistance with registration or portal functionality, email: [portal.support@advancedhealth.com](mailto:portal.support@advancedhealth.com).

Additional information can be found at [advancedhealth.com/providers](http://advancedhealth.com/providers).

Before calling our customer service phone line, consider using the portal for quick resolutions to simple inquiries—it's a time-saver for everyone!