



DECEMBER 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>

**Notice of Upcoming Prior Authorization Processing Timeframes**

Effective January 1, 2026, Advanced Health will be implementing the new seven (7) day Prior Authorization (PA) processing timeframes, for standard PAs, in accordance with 42 CFR 438.210(d)(1)(i)(B) and related Oregon Health Authority (OHA) guidance.

**As part of this change, all standard PAs will be processed within an initial timeframe of 7 days, with a 14-day extension when needed.** Pharmacy authorization time frame will remain 24 hours with a potential 48 hour extension.

**Health Risk Assessments**

We are pleased to announce that successfully completed Health Risk Assessments (HRAs) are now being securely delivered to your SFTP site (Secure File Transfer Protocol). The SFTP site enables the secure upload, download, and management of files over an encrypted network connection, ensuring the confidentiality and integrity of shared information.

Within the first 45 days of enrollment, the CCO conducts outreach to members to complete their HRA. The HRA identifies members' current needs and includes relevant health history. Sharing this information supports collaboration between our organizations and helps ensure members' needs are identified and addressed in a timely and coordinated manner. HRAs are updated when a member experiences a significant life event or a change in level of functioning. When an update occurs, the system will automatically generate the revised HRA and securely transmit it to your 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. Please contact Customer Service to request to have guides sent to your office.

**Don't forget to check the Advanced Health website for updated 2026 Forms and Manuals.**



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### **Advanced Health Expands Healthcare Interpreter Scholarship with New Completion Bonus**

Advanced Health is expanding our Healthcare Interpreter (HCI) Scholarship Program with the addition of a new completion bonus to further support language access and health equity in our community. We remain committed to ensuring that members have access to safe, high-quality interpretation services. Through this program, Advanced Health covers the full cost of OHA-approved training for bilingual staff interested in becoming qualified or certified healthcare interpreters.

We are excited to share a new benefit: a completion bonus for individuals who successfully finish OHA-approved HCI training and obtain certification. This incentive is designed to encourage timely completion while recognizing the vital role interpreters play in improving patient care.

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#### **Completion Bonus Structure:**

- Finish within 6 months: **\$2,500**
- Finish within 12 months: **\$2,000**
- Finish after 12 months: **\$1,000**

(Timeframe is measured from the OHA-approved training start date, not the scholarship application date.)

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#### **How It Works:**

Advanced Health reimburses, after completion, the full cost of the HCI course through the scholarship program. To apply, go here: <https://forms.office.com/r/im7uWFEuZc>

- Once training is complete, participants submit their certificate of completion.
- A one-time completion bonus is then paid directly to the interpreter (after a W-9 is submitted).

#### **Why This Matters:**

By becoming an OHA-qualified or certified interpreter, bilingual staff strengthen communication between patients and providers, reduce the risk of medical errors, and help organizations meet OHA's health equity requirements. For providers, this program supports professional development opportunities for staff and builds stronger relationships with diverse patient populations.

#### **How to Learn More:**

Details about OHA-approved interpreter training programs can be found here: [OHA Healthcare Interpreter Training Programs](#)

#### **Questions? Contact Advanced Health's Quality Department:**

- Naomi Brazille, Quality & Risk Adjustment Manager – 541-266-6529 - [naomi.brazille@advancedhealth.com](mailto:naomi.brazille@advancedhealth.com)
- Lisa Castle, Quality Improvement Specialist – 541-269-0560 - [lisa.castle@advancedhealth.com](mailto:lisa.castle@advancedhealth.com)

Together, we can expand access to qualified interpretation and improve healthcare outcomes for all members of our community.

### **BEHAVIORAL HEALTH**

All Gender Dysphoria referrals for youth must have a current WPATH letter completed locally before referring to any clinics/clinicians for hormone therapy or any other treatments. For additional details reach out to Customer Service at 541-269-7400.



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## COMPLIANCE MATTERS

How to Report Potential Fraud, Abuse or Suspicious Activity: If you suspect insurance fraud, abuse, or suspicious activity has occurred, is occurring, or will occur, please report it immediately through any of the following ways:

Advanced Health Phone ..... 541-269-7400  
Advanced Health's Confidential Compliance Reporting Hotline.....541-266-6500  
Advanced Health Fax ..... 541-269-7147  
DHS's Fraud & Abuse Hotline ..... 1-800-372-8301  
Confidential Compliance Email.....CCO.Compliance@advancedhealth.com

OHA Office of Program Integrity (OPI)

3406 Cherry Ave. NE

Salem, OR 97303-4924

Fax: 503-378-2577

Secure email: OPI.Referrals@oha.oregon.gov

Hotline: 1-888-FRAUD01 (888-372-8301)

<https://www.oregon.gov/oha/FOD/PIAU/Pages/Report-Fraud.aspx>

Medicaid Fraud Control Unit (MFCU)

Oregon Department of Justice

100 SW Market Street

Portland, OR 97201

Phone: 971-673-1880

Fax: 971-673-1890

Fraud or Abuse by a Member must be reported to:

DHS Fraud Investigation Unit

PO Box 14150

## 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/>.

Repeated Items from Previous Quarter

## ADVANCED HEALTH NOTIFICATIONS FOR PROVIDERS

Please be sure to check you SFTP site for important provider notifications.

## PROVIDER CHANGE OF INFORMATION

Please notify Advanced Health within seven business days in advance of any intended changes which may restrict or impact the ability to contact or interact with an office or clinic. This may include changes regarding telephone number, physical or billing address, tax identification number, Membership status, closing practice, and billing identification. If prior notice is infeasible, the practitioner must notify Advanced Health immediately, but no more than one (1) business day, of any such changes.

## 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!