



**COHC Community Advisory Council**  
**Advantage Dental (Training Room)**  
**442 SW Umatilla Avenue**  
**Redmond, OR 97756**  
**Agenda 05.18.17**  
**Conference Line: 866.740.1260**  
**Participant Code: 3063523#**

<b>Time</b>	<b>Topic</b>	<b>Action</b>
11:00-11:05	Welcome/Public Comment—Linda McCoy	
11:05-11:50	Mental Health In Central Oregon—Ralph Summers	Discussion & Sharing
11:50-12:05	Behavioral Health Collaborative Results—Cyndi Kallstrom	Discussion
12:05-12:25	OHP Member Education Event Series—Molly Taroli	Input & Feedback Volunteers Needed
12:25-12:40	Flex Funds Update—Tricia Gardner	Discussion
12:40-12:50	RHIP Investment Framework—Donna Mills	Discussion
12:50-12:55	New CAC Member Orientation—MaCayla Arsenault	Volunteers Needed
12:55-1:00	Future Agenda Items—All	Decision

# Join Us for the Oregon Health Plan Education Series

- Are you on the Oregon Health Plan (OHP) through PacificSource Community Solutions?
- Do you know what healthcare services OHP covers?
- Did you know that you have to re-enroll in OHP every year?

Our PacificSource Community Solutions team will answer these questions and more during our OHP Education Series!

## What We'll Talk About

- 24-Hour NurseLine
- Free transportation
- Medical, behavioral, and oral health benefits
- How to re-enroll in OHP
- How to get more involved in your healthcare community
- Kid-friendly activity area
- And much more!

## How to Get There

Free transportation to and from each event is available. Please contact us at least 24 hours before the event to set up your ride:

- Local: (541) 385-8680
- Toll-free: (866) 385-8680
- TTY: 711



## When and Where

### May 31 | Bend

Partners in Care  
2075 NE Wyatt Court  
English: 10am–11am  
Spanish: 11am–12pm

### June 29 | Prineville

Crook County Fairgrounds  
Grizzly Mountain Pavilion  
1280 Main Street  
English: 3pm–4pm  
Spanish: 4pm–5pm

### July 11 | Redmond

Senior Center  
325 NW Dogwood Avenue  
English: 4pm–5pm  
Spanish: 5pm–6pm

### August 3 | Bend

First United Methodist Church  
680 NW Bond Street  
English: 4pm–5pm  
Spanish: 5pm–6pm

### September 14 | Madras

St. Charles Hospital  
Metolius A Meeting Room  
470 NE A Street  
English: 4pm–5pm  
Spanish: 5pm–6pm

You can get this document in another language, large print, or another way that's best for you. Call toll-free (800) 431-4135. TTY users call (800) 735-2900.

Usted puede recibir este documento en otro idioma, impreso en letra más grande o de cualquier otra manera que sea mejor para usted. Llame al número gratuito (800) 431-4135. Los usuarios del servicio TTY pueden llamar al (800) 735-2900.

## Flexible Services Fund - Frequently Asked Questions

**1. Who qualifies for Flexible Service Funds?**

Any member currently enrolled in PacificSource Community Solutions is eligible for Flexible Services. Funding is available in Central Oregon and the Columbia Gorge service areas.

**2. What can be requested?**

Requested items/services must meet these criteria:

- The request demonstrates how the service/item is intended to improve health delivery, member health, and lower overall costs of care;
- The request is consistent with the member's primary care physician's treatment plan;
- The requested items and/or services do NOT have a traditional billing or encounter code, i.e., (CPT).

**3. Who can make a request for funds?**

Anyone, including the member, may make the request on behalf of a member. However, each request needs to be approved by the member's primary care physician's office, and documented in their medical record.

**4. Blank Flexible Services Request Forms may be requested from:**

[FlexibleServices@pacificsource.com](mailto:FlexibleServices@pacificsource.com) or by calling the Customer Service department:

- (800) 431-4135 – Central Oregon
- (855) 204-2965 – Columbia Gorge

**5. Who do we send the Flexible Services Fund request to?**

You may fax a completed request form to Flexible Services Requests via fax to: (541) 385-3123 or email to: [FlexibleServices@pacificsource.com](mailto:FlexibleServices@pacificsource.com)

**6. How long will Flexible Services Funds last?**

There is a set dollar amount available for each Coordinated Care Organization (CCO) region per calendar year. Any time during that calendar year, when the set amount is used up, the funds will not be available again until the following calendar year.

**7. Can a member request help from the Flexible Services funds more than one time in a year?**

Yes. At this time there are no restrictions.

**8. How long does the process take?**

The process depends on the amount of Flexible Service funding requested, and the information required to complete a decision. Most request decisions will be made in under a couple of weeks, but in some situations a decision may take up to 120 days.

If you have any questions regarding these services please call our Customer Service department toll-free from 8:00 a.m. to 5:00 p.m., Monday – Friday at:

- (800) 431-4135 – Central Oregon
- (855) 204-2965 – Columbia Gorge



**COHC Community Advisory Council**  
**Deschutes County Building (Barnes-Sawyer Room)**  
**Bend, Oregon**  
**April 20, 2017**

**Present:**

Linda McCoy, Chair, Consumer Representative (call-in)  
Elaine Knobbs-Seasholtz, Vice-Chair, Mosaic Medical  
Larry Kogovsek, Consumer Representative  
Tom Kuhn, Deschutes County Health Services (Ex-Officio)  
Malia Ladd, Consumer Representative  
Mylum O'Shinn, Member of the Community  
Nicole Rodrigues, Community Representative (call-in)  
Vicki Ryan, Crook County Health Department (Ex-Officio)  
Julie Rychard, Full Access High Desert  
Elizabeth Schmitt, Consumer Representative  
Jeffrey White, Consumer Representative  
Ken Wilhelm, United Way of Deschutes County

**Absent:**

Bruce Abernethy, Bend-LaPine School District  
Emily Wegner, Jefferson County Health (Ex-Officio)

**Others Present:**

MaCayla Arsenault, Central Oregon Health Council  
Deborah Coblentz, PacificSource  
Therese McIntyre, Mosaic Medical  
Donna Mills, Central Oregon Health Council  
Brad Porterfield, Latino Community Association  
Kelsey Seymour, Central Oregon Health Council  
Mary Ann Wren, Advantage Dental

**Introductions**

- Introductions were made and Elaine Knobbs-Seasholtz welcomed all attendees.
- Elaine welcomed public comment. No public comment was had.

**Health Equity: Latino Health**

- Brad Porterfield explained that healthcare in Central Oregon is inequitable. He shared that the Latino Community Association (LCA) serves primarily non-citizens, and there are currently 20,000 Latinos in the region. He explained that many Latinos are not able to access traditional healthcare services because they are undocumented or because they live in poverty.
- Brad shared that Latinos are often uncomfortable accessing services for reasons such as perceived security and safety, previous experiences, and their degree of need. He explained that access for Latinos can be improved by making healthcare more affordable and universal, investing in improvements, and embracing diversity. He noted that the LCA does offer consulting for healthcare providers to improve their equity.

### **Mental Health in Central Oregon**

- Deborah shared that PacificSource is focusing on identifying underserved populations and gaps in services. She invited the CAC to share any information they have on underserved populations with her. Malia Ladd suggested that there is a need for Trauma Informed Care (TIC), particularly for children. Larry Kogovsek shared that expanded capacity for detox facilities and additional services for homeless individuals suffering from mental illness.
- Elaine asked Deborah to provide the CAC with data showing the numbers of OHP patients accessing detox and Behavioral Health (BH) services. Therese McIntyre suggested that the data also show waitlists and access. The CAC also expressed a desire to know about the usage of Non-Emergent Medical Transportation (NEMT) use.
  - **ACTION:** Data on OHP patients accessing BH services as well as NEMT will be included in the next CAC meeting.

### **Social Determinants of Health**

- Therese shared a brochure she is developing to introduce the idea of Social Determinants of Health (SDOH) to patients. Malia Ladd asked how patients will be given this information. Therese shared that the brochure can be anywhere in the clinic, but in some cases a Community health Worker (CHW) may review it with them. Mylum O'Shinn asked what the end goal of assessing a patient's SDOH is. Therese explained that the end goal is to improve the overall health of patients and remediate as many barriers to patients' health as possible. She shared that diagnosis codes will be used to track various social determinants.
  - **ACTION:** MaCayla will share Therese's contact information with the CAC so they can provide feedback on the brochure.

### **OHA Update**

- Cyndi Kallstrom shared that OHA is currently embedded in the legislative sessions regarding topics such as rates and CCO changes. She asked the CAC if they would like to hear about the BH Collaborative that got feedback on the needs for BH reform.
  - **ACTION:** Cyndi will share about the BH Collaborative at the next CAC meeting.

### **COHC Board Update**

- Donna shared that Dr. Shirtcliff gave a presentation on Advantage Dental and the DCO payment structure's alignment with the CCO and incentives. She noted that the Health Council would be including presentations from the programs represented at the Board regularly in an effort to learn more. She shared that Lindsey Hopper from PacificSource shared about the new state waiver that gives the CCOs authority to operate, and that it is not identical to the previous waiver. She noted that the rules regarding flex funds specifically have become stricter. She shared that the QIM dollars that will be awarded soon will have to be spent by March of 2018 and encouraged CAC members to share ideas on how the QIM money can be spent. She noted that she will share an outline of the new RHIP investment framework next month, and that she expects funding to go back online in May.

### **Future Agenda Items**

- Elaine clarified that Cyndi will present on the BH Collaborative next month, Donna will present the new RHIP funding process, and Deborah will bring BH and NEMT data.
  - **ACTION:** MaCayla will add these items to the May agenda.
- Ken Wilhelm announced that the TRACEs workgroup is publicly launching in May.

## **RHIP Workgroup Updates: April**

### **Behavioral Health: Identification & Awareness (Support: Rebeckah Berry, Rick Treleaven & Nikki Lemmon)**

- This group meets the fourth Tuesday of every month from 8:15-9:30am and currently has 21 members.
- In April, the group began their A3 process around creating a common response matrix that clinics could adopt, including physician intervention, BHC intervention, short-term behavioral health intervention, and referral to specialty behavioral health. The group also approved and adopted their workgroup charter.

### **Behavioral Health: Substance Use and Chronic Pain (Support: Rebeckah Berry, Rick Treleaven & Mike Franz)**

- This group meets the third Wednesday of every month from 3:45-5pm and currently has 23 members.
- In April, the group began the A3 process for their area of focus. They received an overview and prioritized their first A3, which will be around making SUD engagement services available at hospitals and primary care clinics. Before this group begins their A3, they will review and evaluate their metrics during their May meeting. The group also approved and adopted their workgroup charter.

### **Cardiovascular Disease—Clinical (Support: Rebeckah Berry & Shiela Stewart)**

- This group meets the fourth Tuesday of every month from 3:45-5pm and currently has 10 members.
- In April this workgroup began their A3 around promoting/saturating SmokeFree Oregon cessation and prevention campaigns in Central Oregon. Before the group began working on their A3, they learned more about SmokeFree Oregon through a presentation by public health staff. The group will continue working on their first A3 in May. The group also approved and adopted their workgroup charter.

### **Diabetes—Clinical (Support: Rebeckah Berry & Therese McIntyre)**

- This group meets the second Thursday of every month from 9-10:30am and currently has 15 members.
- In April, this workgroup began their A3 around implementing community-wide standards for the prevention and treatment of type 2 diabetes. The group will continue working on their first A3 in May. The group also approved and adopted their workgroup charter.

### **CVD & Diabetes: Prevention (Support: MaCayla Arsenault, Sarah Worthington, & Steve Strang)**

- This group meets the fourth Tuesday of every month from 3:30-5pm and currently has 27 members.
- The workgroup moved their April 25 meeting to May 9 and will begin their first A3 around reducing barriers for children accessing after-school sports. The workgroup will also go over the results of their School Physical Activity Survey and updated data for their metrics.

## **RHIP Workgroup Updates: April**

### **Oral Health (Support: Donna Mills & Mary Ann Wren)**

- This group meets the third Tuesday of every month from 11-12pm and currently has 24 members.
- The Oral Health Workgroup took the April meeting to review a Prevention and Disease Management presentation by Sharity Ludwig with Advantage Dental. Both House Bills 3353 & 2882 were reviewed by the group with no additional action required or requested. The remainder of the meeting was spent on Box 5 (Solution approaches) of the current A3.

### **Reproductive Health/Maternal Child Health (Support: Donna Mills & Muriel DeLaVergne-Brown)**

- This group meets the second Tuesday of every month from 4-5pm and currently has 23 members.
- The Reproductive and Maternal Child Health Workgroup approved their Workgroup Charter. A review of the metrics, as outlined in the RHIP, was performed before the group launched into their A3 Introduction, training and practice. In May, the Workgroup will have a report out from the Perinatal Care Continuum project.

### **Social Determinants of Health**

- This group meets the third Friday of every month from 10:30-11:30am and currently has 30 members in Kindergarten Readiness and 37 members in Housing.

#### **Education & Health (Support: Donna Mills & Desiree Margo)**

- The Kindergarten Readiness Workgroup met for an extended three-hour meeting to hear an update from the TRACES steering committee, as well as approve their Workgroup Charter. They then launched into their A3 Introductions, training and practice. The homework for the workgroup consists of submitting Box 1 (AIM) recommendations prior to the next meeting in May.

#### **Housing (Support: Bruce Abernethy & MaCayla Arsenault)**

- In April, the Housing workgroup began their first A3 around developing a housing needs assessment for Central Oregon in order to provide more accurate and actionable data that can be used to better align housing efforts in the region. The workgroup also approved their charter.