

# CAC Successes

Central Oregon Community Advisory Council  
CCO: PacificSource Community Solutions

The Community Advisory Council was established in 2012 as the voice for Medicaid members. They close the distance between patient experiences and health care administration.

## Examples of what the Central Oregon CAC has accomplished:

### RHA

The CAC is contractually responsible for providing consumer oversight of the Regional Health Assessment (RHA) every four years.

### RHIP

The CAC partners with the COHC Board of Directors to decide the health priorities in the Regional Health Improvement Plan (RHIP). This plan is shared by many stakeholders throughout Central Oregon.

### RHIP Awards

CAC members provide consumer and community insight into the workgroups that implement the RHIP. To this date, the RHIP workgroups have invested over \$5 million into the community.

### AFIX

In 2015, the CAC formed a task force of experts to address immunization rates in Central Oregon. As a result, the AFIX (Assessment, Feedback, Incentives, eXchange) program was implemented and in the first year alone 2-year immunization rates increased by 7%.

### Flexible Spending

In 2014, the CAC procured a grant to initiate a flexible services program at PacificSource, providing non-billable equipment and services to individuals in need (examples: stationary bikes, gym memberships, air conditioners, etc.). Today, all Coordinated Care Organizations in Oregon are required to provide this program.

### Grievances and Appeals

When the CAC was made aware of a pattern regarding patients coming to the emergency department (ED) for uncovered services, the CAC advised the CCO to educate clinics and community health workers on coverage rules and the grievances and appeals process to ensure patients receive the care they needed without needlessly visiting the ED.

### Consumer-Facing Materials

The CAC has reviewed and edited many important CCO member-facing materials to ensure it is readable and action-oriented.

### Member Benefit Trainings

On the CAC's recommendation, PacificSource held five informational sessions around the region in 2017 to educate members on their benefits, accessing care, and services available to them.

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