

Council

- Brad Porterfield, Chair,
Consumer Representative
Latino Community
Association
- Larry Kogovsek, Vice
Chair, Community
Representative
- Mayra Benitez
Consumer Representative
- Natalie Chavez
Jefferson County Health
Department
- Jolene Greene
Consumer Representative
- Linda Johnson
Community
Representative
- Elaine Knobbs-Seasholtz
Mosaic Medical
- Lauren Kustudick
Consumer Representative
- Tom Kuhn
Deschutes County
- Jennifer Little
Klamath County
- Tre Madden
Consumer Representative
- Theresa Olander
Consumer Representative
- Elizabeth Schmitt
Consumer Representative
- Mandee Seeley
Consumer Representative
- Ken Wilhelm
United Way
- Cris Woodard
Community
Representative
- Regina Sanchez
Crook County Health
Department



February 18, 2021
VIRTUAL

Video Conference Link In Calendar Invite

Conference Line: 1.669.900.6833

Meeting ID: 861.0355.0703#

Passcode: 492445#

- | | |
|---------------|--|
| 12:00 – 12:15 | Welcome— Brad Porterfield <ul style="list-style-type: none">• Public Comment• Approval of Meeting Minutes• Announcement Questions• Patient Story |
| 12:15 – 12:20 | Dental Access and Prescription Mail Order Follow Up— Kristen Tobias |
| 12:20 – 12:40 | CCO Grievance and Appeal Process— Kristen Tobias & Jessica Waltman |
| 12:40 – 1:10 | Process Development: How CAC Manages Emerging Issues— Gwen Jones & MaCayla Arsenault |
| 1:10 – 1:20 | Regional Health Improvement Plan Implementation— MaCayla Arsenault & Gwen Jones |
| 1:20 – 1:30 | Consumer Representative Stipend & Reimbursement Option— MaCayla Arsenault & Gwen Jones |

Five Finger Voting:

0: No go! Serious concerns

1: Serious reservations and prefer to resolve concerns before supporting it

2: Some concerns, but will go along with it

3: Support the idea

4: Strong support, but will not champion it

5: Absolutely, best idea ever, willing to champion it

“The overarching purpose of the CAC is to ensure the COHC remains responsive to consumer and community health needs.”—COHC CAC Charter

The Central Oregon Health Council encourages persons with disabilities to participate in all programs and activities. This event/location is accessible to people with disabilities. If you need accommodations to make participation possible please call (541) 306-3523 or email macayla.arsenault@cohealthcouncil.org



Community Advisory Council



1

Appeals



Denial of payment, referral or
authorization of service

2

Complaints and Concerns



Care or
Service from
a Provider
Getting Care



Health Plan
Service and
Materials

3

How to share a complaint



Call us



Write
Postal Mail
or Email



Coming
Soon!
Anonymous
Feedback

4

What do we do and Why



Members
First



Improve



Educate
And
Partner

5

PacificSource Contacts

Telephone 8:00 a.m. – 5:00 p.m.

1 (800) 431-4135

TTY Users: 1 (800) 735-2900

Email

CommunitySolutionsCS@PacificSource.com

Mail

PO Box 5729

Bend, OR 97708-5729



6

Central Oregon Health Council Community Advisory Council Work Plan

Overview: The Community Advisory Council exists to ensure that PacificSource Community Solutions Oregon Health Plan remains responsive to the needs of PSCS OHP member and broad community needs.

The CAC will provide guidance and feedback to the COHC in the following areas:

1. COHC Work Plan
2. Regional Health Improvement Plan
3. Regional Health Assessment
4. Development, implementation and evaluation of innovative initiatives, programs, services and activities

The CAC will assist the COHC through the following roles and activities:

1. Serve as a conduit for residents of each geographic area in the region to ask questions and raise concerns
 2. Identify opportunities to improve population health in the Central Oregon region
 3. Advocate for COHC preventive care practices
 4. Maximize engagement of those enrolled in the Oregon Health Plan ("OHP")
 5. Provide advice to help COHC link the community's medical and non-medical services to overcome barriers to health
 6. Provide a link back to community constituents to aid in achieving the COHC Vision and Guiding Principles
- (excerpts from the COHC CAC Charter)

Workplan:

KEY: CAC = Community Advisory Council PS = PacificSource **Green** = complete. **Yellow** = started. **White** = not started

Date	Deliverable Deadline	Preparation to Meet Future Deliverable	Status
2020			
November	Consumer Representative Seats	Consumer Reps - Update press release and community letter, translate Identify target recruitment communities Seek help from Mosaic, Volunteers in Medicine, Latino Community Association, Habitat for Humanity, CAC members	

	11.30 CAC 2021 Workplan Finalized	CAC workplan – CAC reviews and revises workplan	
		Health Equity Plan – Collect revised application demographics from CAC members. Send Kristen birth dates to check PSCS OHP (PacificSource Community Solutions Oregon Health Plan) membership	
		Health Related Services – grantees notified of grant awards. Finalize reporting spreadsheet CAC debrief about grant process	
		CAC on Board of Director Roles and Responsibilities – draft questions, collect and compile feedback from Board of Director Chairs, CAC Chairs and CAC	
December	Consumer Representative Seats		
	12.1 Health Equity Plan: CAC Demographic Data	Email CAC demographic data to PS	
	12.31 Health Related Services: Community Health Projects Grant funding dispersed	Funding report emailed to PS	
		CAC on Board of Director Roles and Responsibilities – draft questions, collect and compile feedback from Board of Director Chairs, CAC Chairs, compile feedback, create first draft of roles and responsibilities	
2021			
January	Consumer Representative Seats	In contact with OHA for consultant assistance	

		CAC on Board of Director Roles and Responsibilities – draft questions, collect and compile feedback from Board of Director Chairs, CAC Chairs – Review draft, revise.	
February	Consumer Representative Seats	Push out press release Awaiting OHA consultant assistance	
		CAC on Board of Director Roles and Responsibilities - final revisions	
		Create process to address Community Comment and Hot Topics	
March (no meeting)	Consumer Representative Seats		
	CAC on Board of Director Roles and Responsibilities	Finalize and operationalize CAC on Board of Director Roles and Responsibilities.	
		Create process to address Community Comment and Hot Topics	
April	Consumer Representative Seats		
		Create process to address Community Comment and Hot Topics	
May	Consumer Representative Seats	Push out press release	

June	Consumer Representative Seats		
	6.30 Annual CAC Demographic Report	Notes from PS– waiting on Oregon Health Authority (OHA) reporting template. Will need to collect by May 2021 for Health Equity team deliverable timeline.	
	6.30 Supporting Health for all through Reinvestment (SHARE) Initiative Spending	Notes from PS – this is very up in the air. We will not know until June of 2021 if we have SHARE money for the CAC to distribute. More to come.....	
	6.30 Community Health Improvement Plan (RHIP) Progress Report	Notes from PS – I am not 100% sure how this is a CAC deliverable, but have asked for more information.	
July	Consumer Representative Seats		
August	Consumer Representative Seats		

September	Consumer Representative Seats	Push out press release	
October	Consumer Representative Seats		
November	Consumer Representative Seats		
December (no meeting)	Consumer Representative Seats		
	12.31 Health Related Services: Community Health Projects Grant funding dispersed	Funding report emailed to PS	



COHC Community Advisory Council

Held virtually via Zoom

January 21, 2021

Present:

Brad Porterfield, Chair, Consumer Representative
Larry Kogosvek, Vice Chair, Consumer Representative
Mayra Benitez, Consumer Representative
Jolene Greene, Consumer Representative
Linda Johnson, Community Representative
Tom Kuhn, Deschutes County Health Services
Lauren Kustudick, Consumer Representative
Theresa Olander, Consumer Representative
Elizabeth Schmitt, Consumer Representative
Ken Wilhelm, United Way of Central Oregon
Cris Woodard, Consumer Representative

Absent:

Natalie Chavez, Jefferson County Health
Elaine Knobbs-Seasholtz, Mosaic Medical
Vicky Ryan, Crook County Health Department
Mandee Seeley, Consumer Representative
Jennifer Little, Klamath County Public Health

Others Present:

MaCayla Arsenaault, Central Oregon Health Council
Rebeckah Berry, Central Oregon Health Council
Tania Curiel, Oregon Health Authority
Miguel Herrada, PacificSource
Gwen Jones, Central Oregon Health Council
Donna Mills, Central Oregon Health Council
Leslie Neugebauer, PacificSource
Kelsey Seymour, Central Oregon Health Council
Kristen Tobias, PacificSource
Kate Wells
Renee Wirth, Central Oregon Health Council

Introductions

- Introductions were made and Brad Porterfield welcomed all attendees.

Public Comment

- Brad welcomed public comment. No public comment was made.

Approval of the Minutes

- Larry Kogosvek motioned to approve the minutes; Lauren Kustudick seconded. All were in favor, the motion passed unanimously.
- Brad asked if Tre Madden has left the CAC. MaCayla agreed to confirm.
 - **ACTION**: MaCayla will find out if Tre Madden still plans to participate on the CAC.

Announcements

- Brad shared that Regina Sanchez of Crook County Public Health will be replacing Vicky Ryan in February.
- Brad reminded the CAC that MaCayla sent them a survey from the Oregon Health Authority to gauge interest in attending a virtual state-wide conference.
- Brad shared that due to time constraints during CAC meetings, COHC-related information will be conveyed via email in advance.
- Brad announced the Regional Health Improvement Plan (RHIP) is now on a five-year cycle, and the current RHIP will be extended to 2024.

Health Equity Plan

- Miguel Herrada shared the Health Equity Plan is a 5-year-plan from PacificSource. Kate Wells stated the plan's 8 focus areas were set by the Oregon Health Authority (OHA), and that she and Miguel will return on an annual basis to report back their progress to the CAC. Miguel shared there are 52 small initiatives scheduled for this year to advance the Health Equity Plan.
- Miguel shared he will return at the February meeting to discuss CLAS (Culturally and Linguistically Appropriate Services) Standards.

CAC Chairperson Roles & Responsibilities

- Gwen Jones shared the proposed list of responsibilities for the CAC Chair. Ms. Johnson suggested the CAC Chair work with the Board Chair to develop an annual workplan to support agenda-setting each month. She also recommended regular self-evaluation by the CAC, and a regular check-in to ensure goals are on track.
- Brad suggested reducing the amount of time a CAC chair should * from a year to six months.
- Donna Mills noted the CAC Chair should be responsible for making the CAC aware of the Board's strategic plan.

CAC Demographics Follow UP

- Gwen shared REALD (Race, Ethnicity, Age, Language, and Disability) data with the CAC, and reviewed the Central Oregon Health Data website.
- Brad asked the CAC to remember that there is a distinction between people who are biologically diverse and people who are culturally diverse.
- Larry asked about the responsibility the CAC holds to the infirm elderly. Donna agreed to talk to Larry about Medicare offline.
 - **ACTION**: Donna will connect with Larry offline about Medicare.

Mail Order Prescription

- Kristen Tobias introduced the Mail Order Prescription benefit from PacificSource Community Solutions. She noted that Medicaid members make significantly less use of this benefit than in other lines of business.
- Most CAC members shared they were not aware of the benefit. Lauren suggested clinic providers and pharmacists recommend the service. She added that the USPS is unreliable in her area and she would not be confident that her prescriptions would reach her.
 - **ACTION**: Kristen agreed to find out if prescriptions are sent via USPS.
- Brad noted that it is unrealistic to expect members to discover the benefit through the PacificSource website.