Central Oregon
Health Council

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
  • 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
Community Advisory Council

Appeals

Denial of payment, referral or authorization of service
Complaints and Concerns

- Care or Service from a Provider
- Getting Care
- Health Plan Service and Materials

How to share a complaint

- Call us
- Write Postal Mail or Email
- Coming Soon! Anonymous Feedback
What do we do and Why

Members First

Improve

Educate And Partner

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
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:

<table>
<thead>
<tr>
<th>Date</th>
<th>Deliverable Deadline</th>
<th>Preparation to Meet Future Deliverable</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td></td>
<td>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</td>
</tr>
</tbody>
</table>

KEY: CAC = Community Advisory Council  PS = PacificSource  Green = complete. Yellow = started. White = not started
<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.30 CAC 2021 Workplan Finalized</td>
<td>CAC workplan – CAC reviews and revises workplan</td>
<td>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</td>
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<tr>
<td></td>
<td>Health Related Services – grantees notified of grant awards.</td>
<td>Finalize reporting spreadsheet CAC debrief about grant process</td>
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<tr>
<td></td>
<td>CAC on Board of Director Roles and Responsibilities – draft questions, collect and compile feedback from Board of Director Chairs, CAC Chairs and CAC</td>
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<tr>
<td>December</td>
<td>Consumer Representative Seats</td>
<td></td>
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<tr>
<td>12.1 Health Equity Plan: CAC Demographic Data</td>
<td>Email CAC demographic data to PS</td>
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<tr>
<td>12.31 Health Related Services: Community Health Projects Grant funding dispersed</td>
<td>Funding report emailed to PS</td>
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<tr>
<td>2021</td>
<td></td>
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<tr>
<td>January</td>
<td>Consumer Representative Seats</td>
<td>In contact with OHA for consultant assistance</td>
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<td></td>
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</tr>
<tr>
<td>Month</td>
<td>Role</td>
<td>Action</td>
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<tr>
<td>February</td>
<td>Consumer Representative Seats</td>
<td>Push out press release</td>
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<td></td>
<td></td>
<td>CAC on Board of Director Roles and Responsibilities - final revisions</td>
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<tr>
<td></td>
<td></td>
<td>Create process to address Community Comment and Hot Topics</td>
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<tr>
<td>March</td>
<td>Consumer Representative Seats</td>
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<tr>
<td>(no meeting)</td>
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<tr>
<td></td>
<td>CAC on Board of Director Roles and Responsibilities</td>
<td>Finalize and operationalize CAC on Board of Director Roles and Responsibilities.</td>
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<td>Create process to address Community Comment and Hot Topics</td>
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<tr>
<td>April</td>
<td>Consumer Representative Seats</td>
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<td></td>
<td>Create process to address Community Comment and Hot Topics</td>
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<td>May</td>
<td>Consumer Representative Seats</td>
<td>Push out press release</td>
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<tr>
<td>Month</td>
<td>Description</td>
<td>Notes</td>
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<tr>
<td>June</td>
<td>Consumer Representative Seats</td>
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<td>6.30 Annual CAC Demographic Report</td>
<td>Notes from PS – waiting on Oregon Health Authority (OHA) reporting template. Will need to collect by May 2021 for Health Equity team deliverable timeline.</td>
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<td></td>
<td>6.30 Supporting Health for all through Reinvestment (SHARE) Initiative Spending</td>
<td>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.....</td>
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<td>6.30 Community Health Improvement Plan (RHIP) Progress Report</td>
<td>Notes from PS – I am not 100% sure how this is a CAC deliverable, but have asked for more information.</td>
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<td>July</td>
<td>Consumer Representative Seats</td>
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<td>August</td>
<td>Consumer Representative Seats</td>
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<td>Month</td>
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<tr>
<td>September</td>
<td>Consumer Representative Seats</td>
<td>Push out press release</td>
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<td>October</td>
<td>Consumer Representative Seats</td>
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<tr>
<td>November</td>
<td>Consumer Representative Seats</td>
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<tr>
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<td>Consumer Representative Seats</td>
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<td><strong>12.31</strong> Health Related Services: Community Health Projects</td>
<td>Funding report emailed to PS</td>
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Note: (no meeting)
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 Arsenault, 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.
  o 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.
  o **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.
  o **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.