

Council Members

- Brad Porterfield, Chair,
Consumer Representative
Latino Community
Association
- Mayra Benitez
Consumer Representative
- Conor Carlsen
Consumer Representative
- Natalie Chavez
Jefferson County Health
Department
- Miranda Hill
Klamath County
Representative
- Linda Johnson
Community
Representative
- Elaine Knobbs-Seasholtz
Mosaic Medical
- Larry Kogovsek
Community
Representative
- Tom Kuhn
Deschutes County Health
Services
- Lauren Kustudick
Consumer Representative
- Theresa Olander
Consumer Representative
- Regina Sanchez
Crook County Health
Department
- Elizabeth Schmitt
Consumer Representative
- Mande Seeley
Consumer Representative
- Stacy Shaw
Consumer Representative
- Ken Wilhelm
United Way of Deschutes
Co.



COMMUNITY ADVISORY COUNCIL

January 20 2022

VIRTUAL

Video Conference Link In Calendar Invite

Conference Line: 1.669.900.6833

Meeting ID: 861.0355.0703#

Passcode: 492445#

- | | |
|--------------------|--|
| 12:00-12:20 | Welcome – Brad Porterfield (CAC) <ul style="list-style-type: none">• Land Acknowledgement• Meeting Practices• Introductions• Public Comment & Patient Story• Approval of Meeting Notes – December |
| 12:20-12:30 | CAC Members Small Group Breakout Session |
| 12:30-12:40 | Vice-Chair Nominees – MaCayla Arsenault (COHC) |
| 12:40-12:45 | 2021 Community Health Projects Update – MaCayla Arsenault (COHC) |
| 12:45-1:15 | Emerging Issues Follow Up – Gwen Jones (COHC) <ul style="list-style-type: none">• Periodontal Care |
| 1:15-1:30 | Health Equity Plan Update & Grievance & Appeals Video – Miguel Herrada, Leilani Brewer & Jessica Waltman (PacificSource) |

Five Finger Voting:

0: No go! Serious concerns

1: Serious reservations, 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

Land Acknowledgement

We recognize and acknowledge the indigenous land of which we live, work, learn, play, and grow. This is the land of the Warm Springs, Wasco, Northern Paiute, Tenino, Klamath, Molalla, and Yahooskin. We acknowledge them as the past, present, and future caretakers of this land. It is on their traditional land where we partner to improve the health and well-being of Central Oregonians. We aspire to be good guests honoring the concept in the Warm Springs culture: “This land is for you to know and live upon and pass on to the children.”



Community Advisory Council (CAC) Meeting Changes: What to Expect

We want the CAC to be a warm and welcoming place for all. We want to ensure all CAC members feel comfortable to fully participate and contribute. To do this we are making some adjustments to how our CAC meetings are run. These changes are:

- Making the meetings less institutional and formal to create a warmer and more welcoming atmosphere. Examples are using more plain language, having more conversations and less presentations, and simpler voting instead of motioning.
- Renaming each attendee in Zoom with their role; either a CAC Member, Support Staff, or Guest. This will help easily identify who's who in the virtual space especially for guests and those members who are new.
- Asking all supporting staff from COHC, PacificSource, and the OHA to share why they are attending and what their role is in supporting the Community Advisory Council.
- Inviting all CAC members in attendance to share input during discussions and before decisions are made. We want to prioritizing Consumer Representatives and make sure all voices are heard. Guests in attendance are invited to contribute to the conversation when requested by the CAC Chair or Vice Chair.
- Building relationships between CAC members. We will be setting aside time at each meeting for CAC members to go into a virtual break out room, answer icebreaker questions or chat about anything they'd like.

Community Advisory Council (to the Central Oregon Health Council)

Emerging Issues Statement

Submitted on: 9/16/21?

Issue Area: Chiropractic care coverage

Issue Problem

Non-coverage of a supposedly OHP-covered service

Issue Statement

OHP member's chiropractic care provider (in Bend), stated in July 2021 that OHP/OHA/PacificSource has been saying for the past three years that chiropractic care would be covered, but has not been paying claims or reimbursements to providers. This year, the provider has been told that chiropractic care is officially covered [according to Oregon Health Authority (OHA) policies/regulations], however, claims/reimbursements are still not being paid to the provider.

Additional Details from the care provider:

On 12/15/21, the CAC Member reached out to Chiropractic Care Provider to be sure he had understood the problem correctly and the provider confirmed the issue statement above to be accurate.

In addition, the Provider provided the following detail via emails to the CAC Member on 12/15.

That is exactly right! Even if someone brings an MD referral to our office, pacific source denies it.

I believe I found out more information since then though. OHP is considered Medicaid so the provider may have to be a Medicaid/Medicare Provider which there are only a handful in central Oregon. Going through the Medicare process is very lengthy and opens you up to a bunch of separate federal rules and regulations including some pay fee schedule reductions. Considering that chiropractors are only allowed to charge a certain \$ amount per our region, this further reduction is quite a bit less and is practically insulting.

Another thing is if an office not in the Medicaid network tried to submit a claim on behalf of the patient and the insurance denies it the insurance uses a code that tells the patient they are NOT responsible for any portion of the bill-so then the treatment becomes completely free to the patient. I don't understand how a provider can be expected to do this. I'm not completely sure this is all correct-it's what I've gathered the past couple of years. They may not actually be Medicaid but I do know that they will not pay any bills to our office even though we are a preferred provider with pacific source.

The CAC Member confirmed the Provider's willingness to have her email(s) shared with the CAC and COHC Board and added in his email: *My goal is to raise the importance of chiropractic care as a preventive service that saves the health system money by evading more costly medical needs if this intervention isn't utilized before patient health gets worse.*

To which the Provider responded: *I completely agree that alternative care saves the health system a lot of money. If the issue is Medicaid/Medicare though I think they'll put that back on the provider or patient saying that the person can just choose a Medicaid provider to use the chiropractic coverage. If this ends up being the reason than OHP needs to make it very clear that patients must utilize a Medicare provider for certain benefits because it's extremely misleading. I have calls from new patients almost every single week telling me that OHP states they cover chiropractic so they'd like an appointment. Or they tell me their MD has prescribed chiropractic and we're listed with pacific source as a provider. We've never been successful receiving payment from OHP with or without an MD RX. No matter how we submit it the EOB [explanation of benefits] zeros everything out and tells us that because we accepted the coverage we are not allowed to collect anything.*

So we do not accept OHP/Medicare/Medicaid insurance. We tried but they've made it difficult.



COHC Community Advisory Council

Held virtually via Zoom

December 16, 2021

CAC Members Present:

Brad Porterfield, Chair, Consumer Representative
Elaine Knobbs-Seasholtz, Mosaic Medical
Elizabeth Schmitt, Consumer Representative
Mandee Seeley, Consumer Representative
Miranda Hill, Klamath County Public Health
Regina Sanchez, Crook County Health Department
Stacy Shaw, Consumer Representative
Theresa Olander, Consumer Representative
Tom Kuhn, Deschutes County Health Services

CAC Members Absent:

Conor Carlsen, Consumer Representative
Ken Wilhelm, United Way of Central Oregon
Larry Kogosvek, Vice Chair, Consumer Representative
Lauren Kustudick, Consumer Representative
Linda Johnson, Community Representative
Mayra Benitez, Consumer Representative
Natalie Chavez, Jefferson County Health

COHC Staff Present:

Donna Mills, Central Oregon Health Council
MaCayla Arsenault, Central Oregon Health Council
Gwen Jones, Central Oregon Health Council
Renee Wirth, Central Oregon Health Council
Kelley Adams, Central Oregon Health Council
Camille Smith, Central Oregon Health Council

Guests Present:

Kristen Tobias, PacificSource
Rebecca Donell, Oregon Health Authority
Tricia Wilder, PacificSource
Carolyn Black, Oregon Health Insurance Marketplace

Land Acknowledgement

- Brad Porterfield read the Land Acknowledgement (see December packet for statement). He suggested having a different CAC member read this every month and welcomes volunteers.

Introductions

- Introductions were made and Brad Porterfield welcomed all attendees.
- Brad Porterfield recognized and welcomed the new CAC Members: Stacy Shaw, Consumer Rep and Miranda Hill, Klamath County Public Health. Welcome Stacy and Miranda!

Review of Board of Directors and CAC Actions from the Combined Meeting

- Donna Mills announced the January combined meeting with the CAC and Board of Directors. It will take place on January 13th, 2022 at 1:45pm. You will receive an invitation with the Zoom link soon.
- Donna Mills also encouraged the CAC to keep the patient stories coming as the Board is very excited about the issues being brought forward that they can speak to and help remedy.

Public Comment/Patient Story

- Brad welcomed public comment or a patient story.
- No public comments at this time.
- Regina Sanchez read the patient story that was presented to the Board of Directors. The story was about WIC participants on OHP that cannot get their toddlers in to see the dentist. (See the December packet for the complete story.)
- Brad Porterfield shared that the Board had interest and concern and will follow up. He also encouraged more stories to be brought forward.
- Theresa Olander shared that she now has an advocate for her dental needs and feels like she has finally been heard. She is very grateful for the help she has gotten.

Approval of October & November Meeting Notes

- Brad Porterfield asked the CAC members in attendance to vote on approving the notes from October and November. All 9 members who attended the meeting voted to approve.

CAC Member Small Group Breakout Session

- Another change to the meetings is to include time for CAC members to get to know each other better. 10 minutes will be set aside at each meeting for CAC members to go into a virtual break out room, answer icebreaker questions or chat about anything they'd like.

Vice-Chair Nominations

- Brad Porterfield reported that there are 3 nominees for Vice-Chair. Elizabeth Schmitt, Mande Seeley, and Regina Sanchez.
- MaCayla Arsenaault pointed out that the current requirements for Chair & Vice-Chair is that they must be receiving benefits from PacificSource Community Solutions Oregon Health Plan or be a guardian of a dependent receiving benefits. She asked the CAC if

they feel it matters that the Vice-Chair is a PacificSource member. Or do they feel like the requirements should be broadened to include Open Card or Fee for Service members.

- Kristen Tobias from PacificSource explained Open Card membership and also pointed out that past Vice-Chair members were not PacificSource members.
- Brad Porterfield took a vote to support broadening the eligibility requirement for the Vice-Chair. All 9 members who attended the meeting voted to approve.
 - **ACTION:** COHC Staff to change the wording for the requirement of the Vice-Chair.
- Brad Porterfield explained that the vote for Vice-Chair will happen at the January meeting where the 3 nominees will be asked to speak to why they want to be the CAC Vice-Chair.

2021 Community Health Projects Final Decision

- MaCayla Arsenault went over the process of choosing projects that the CAC members would like to invite to fill out the full application and receive the extra funds available. CAC members were asked to pick their top 3 projects prior to the meeting to start the conversation about who should move forward.
- MaCayla asked the members at the meeting to pick a project that most excites them. After much discussion the two projects that will be asked to fill out the full application are: Treehouse Therapies Associates and COCC – Connecting students in need to basic resources.
- Brad Porterfield took a vote on if the members support this decision and all 9 members in attendance voted to approve.
 - **ACTION:** MaCayla Arsenault will email the organizations and invite them to fill out the full application.

Emerging Issues Follow Up

- Kristen Tobias and Tricia Wilder of PacificSource and Rebecca Donell from Oregon Health Authority have been having conversations with the 3 Dental Care Organizations and the State Dental Director about having a panel discussion with the CAC around periodontal issues but also other dental concerns (i.e., getting dentists to see toddlers, accessing services, care coordination, how do I get my questions answered, etc.)
- Rebecca Donell expressed that this would be an opportunity to have a really powerful conversation to identify the gaps in the system that are impacting families.
- Brad Porterfield took a 5-finger vote from the CAC members if they support the idea to coordinate a panel discussion with the Dental Care Organizations. All members agree and approve.
- Gwen Jones indicated that this conversation would take place in February or March.