

Council Members

- **Christie Rudder**
Consumer Representative,
Chair
- **Aimé Maxwell**
Consumer Representative,
Vice-Chair
- **Lucia Orozco**
Consumer Representative
- **Brad Porterfield**
Consumer Representative
- **Shelby Fisher**
Crook County Public Health
- **Jessica Jacks**
Deschutes County Health
Services
- **Theresa Nguyen**
Jefferson County Public Health
- **Linda Johnson**
Community Representative



COMMUNITY ADVISORY COUNCIL

February 19, 2026

In-Person: Becky Johnson Community Room

[ZOOM MEETING](#) option

Conference Line: 1.669.900.6833

Meeting ID: 885 4464 4531#

Passcode: 284252#

- 11:30-12:00** Lunch Social – Taco Bar
- 12:00-12:20** Welcome – **Christie Rudder**
 - Introductions
 - Land Acknowledgment Statement
 - Meeting Practices
 - Public Comment / Patient Story
 - Announcements & Updates
 - New CAC Applicant – Jason Williams
 - Approval of Meeting Notes for January 15, 2026
- 12:20 – 12:40** OHA Innovator Agent Update – **Mariah Miller**
- 12:40 – 1:15** CAC Outreach & Recruitment – **Camille Smith & Kelley Adams**
- 1:15 – 1:25** CAC Representative at Board of Directors – **Kelley Adams**
- 1:25 – 1:30** Closing: Recap & Next Steps – **Kelley Adams**

“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.

Land Acknowledgement

We recognize and acknowledge the indigenous land on 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 prioritize 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.



**COHC Community Advisory Council
Held virtually via Zoom
January 15, 2026**

CAC Members Present:

Conor Carlsen, Chair, Consumer Representative
Christie Rudder, Vice Chair, Consumer Representative
Linda Johnson, Community Representative
Lucia Orozco, Consumer Representative
Aimé Maxwell – Consumer Representative
Brad Porterfield, Consumer Representative
Jessica Jacks – Deschutes County Health Services
Shelby Fisher, Crook County Health Department

CAC Members Absent:

Theresa Nguyen – Jefferson County Public Health

COHC Staff Present:

Kelley Adams, Central Oregon Health Council
Ari Powell, Central Oregon Health Council
Camille Smith, Central Oregon Health Council

Support & Guests Present:

Kristen Tobias, PacificSource
Lupe Sims, PacificSource, Tribal Liaison
Mariah Miller, Oregon Health Authority
Gabriela Tanaka PacificSource
Jodi Skrobecki, PacificSource
Jason Williams, Community Member

Introductions

- Kelley Adams welcomed all attendees. To save time at the meetings, only CAC members and those who are new, changed roles, or guests will verbally introduce themselves. Everyone else will use the Chat to enter their name and role.

Land Acknowledgement

- Linda Johnson read the Land Acknowledgement (see the meeting packet for statement).
- Approval of the updated Land Acknowledgement is still pending from COHC leadership.

Meeting Practices

- Kelley Adams reviewed the Meeting Practices and how the CAC meetings are meant to be welcoming for all (see the meeting packet).

Public Comment/Patient Story

- Kelley welcomed public comment.
- There were no public comment or patient stories at this meeting.

Announcements & Updates

- Ari Powell shared her discussion with the COHC Governance committee about the barriers that Christie would face if she accepted the CAC Chair position. Christie would only be able to attend the Board of Directors meetings every other month due to a scheduling conflict. Governance members are very excited that Christie is interested in the position and suggested that another CAC member attend in her place to share CAC updates, patient stories, and bring back information to share with the CAC. The CAC members approved of this suggestion.
 - The CAC voted to accept Christie Rudder as the new CAC Chair. Congratulations Christie!
- Ari asked if there were any nominations for the open Vice-Chair position. Aimé Maxwell voiced that she was interested but had concerns about the extra meetings and it conflicting with her work schedule. Ari assured her that there is some flexibility and that other CAC members could also sit in on the Board meetings when Christie was unavailable. It was also noted that she would receive a stipend to attend these meetings. Aimé expressed that she was interested in the CAC Vice-Chair position.
 - The CAC voted to accept Aimé Maxwell as the new CAC Vice-Chair. Congratulations Aimé!
- Kelley Adams confirmed with the CAC members that the February meeting would be held in-person, most likely in Redmond. Lunch will be provided. Please contact Kelley with any transportation needs.
- Mayra Tepáyotl-Alvarez will no longer be able to commit to being a CAC member. We wish her the best and thank her for her time and commitment to the CAC these past several years.
- Conor Carlsen shared that the January Board of Directors meeting was cancelled so there is no update to share. He is excited that there is now a new CAC Chair that will be able to attend in February.

Approval of December Meeting Notes

- Conor Carlsen asked the CAC members in attendance to vote on approving the notes from December 2025.
- Brad Porterfield pointed out that there were some details left out of the discussion on the CAC Chair and the suggestions that would be brought to the Board of Directors. It

was noted to provide more details in future notes. No changes would be made since the agreed resolutions were brought to the CAC at this meeting.

- There were no objections to the meeting notes, so they are approved.

CAC Member Small Group Breakout Session

- The topic for the January meeting was: What's one thing you're looking forward to learning or trying this year?

ModivCare Mobile App

- Jodi Skrobecki & Gabriela Tanaka from PacificSource presented on the NEMT Modivcare Member App. Currently, most members are scheduling their NEMT rides via phone through a Modivcare live agent. To reduce costs and to improve member experience, PacificSource is providing an education campaign on the member app to focus on increasing the number of members scheduling their rides and submitting their mileage reimbursement using the Modivcare member app. Updated materials will be used to promote use of the app including a quick reference wallet card, NEMT Riders Guide, a Ride Flyer, and informational webpage. These resources are available in several languages. The CAC is encouraged to use the app and provide feedback on the training materials and use of the app to PacificSource.
 - Link to the Modivcare App website:
 - <https://www.mymodivcare.com/modivcare-app/>
 - Link to the Modivcare Training Videos:
 - <https://p.modivcare.com/Member-App-Training.html>
 - Submit feedback to Gaby or Jodi:
 - Gabriela.Tanaka@pacificsource.com
 - Jodi.Skrobecki@pacificsource.com

Providing Feedback to Your CCO

- Kristen Tobias with PacificSource shared the resources available to contact PacificSource for customer service, grievances, and feedback. Members can contact Pacific Source via phone, email, in person, or through an anonymous feedback form. Below are numbers, email address, and links on ways to contact PacificSource.

<https://pacificsource.com/medicaid/contact-us>

- Customer Service: benefits, claims, appeals, language assistance, and online support
 - 800-431-4135
 - communitysolutionscs@pacificsource.com
 - Mail: PO Box 5729, Bend, OR 97708-5729
 - InTouch (online chat): <https://intouch.pacificsource.com/members>
 - In-Person: 2965 NE Conners Ave, Bend, OR 97701
- To enroll, change your plan, or update your info
 - 800-699-9075
 - <https://www.oregon.gov/oha/hsd/ohp/pages/index.aspx>
- 24-Hour NurseLine
 - 855-834-6150

- Schedule a ride
 - 855-397-3619
 - Modivcare App
- Connect with a Traditional Health Worker
 - 800-431-4135
- Find urgent care
 - <https://providerdirectory.pacificsource.com/medicaid?&nCat=20>
- Provide feedback anonymously
 - [Feedback Form](#)
- Grievances & Appeals
 - InTouch (online chat)
 - 800-431-4135
- Kristen is happy to have CAC members reach out to her with any questions.
 - Kristen.tobias@pacificsource.com

CAC Outreach and Recruitment

- Camille Smith, Communications Manager of COHC, shared her thoughts and ideas on how to get the word out about the CAC to promote recruitment and outreach.
 - Mass mailing/emailing
 - Website – popups, main page banner, CAC page invitation, signup form
 - Flyers & Postcards – create a fresh look
 - Events – tabling, sharing, presenting
 - Social Media – COHC Facebook, COHC Instagram
 - Advertising – ads on social media (\$)
 - Earned media – free publicity – local media
 - Word of mouth – Tell you friends! Reach out to rural areas
- Aime requested to have the updated recruitment flyer ready for the February meeting. Kelley and Camille will bring a draft to the February meeting but will not have OHA approval by then.
- Kristen Tobias said that PacificSource could work with the CAC/COHC on getting out flyers. She noted that it would have to go through an approval process at OHA to make sure they were meeting the requirements for readability.
- Brad Porterfield would like to separate recruitment and outreach approach. Outreach about who the CAC is and what they do seems to be missing and that where the COHC should focus. Brad really likes the idea of a sign-up form as a starting point for people interested in the CAC.
- Linda Johnson suggested that people who file a grievance should be made aware of the CAC. Kristen said that she would look into if that was a possibility at PacificSource.
- Linda also suggested having videos with CAC members talking about how the CAC is making the community healthier with their advocacy and funding investments. These could be shared via earned media, COHC website, and social media. Camille thought that was a great idea!
- Brad suggested having a Facebook group for Central Oregon Medicaid consumers. He also likes the idea of a hotline, text-based, to receive input and feedback from consumers.

- Lupe Sims encouraged more tribal engagement and inclusion. Kelley will reach out to schedule a time to meet and learn more of how to do that.

Next Steps & Action Items

- Gaby and Jodi from PacificSource will email Kelley with the links and files for the Modivcare App. Kelley will forward the email to the CAC members.
- Kelley will set up meetings with Christie and Aimé to go over their new roles as Chair and Vice-Chair.
- Kelley and Camille will work on the new, updated CAC flyer and bring to the February meeting.
- Kelley will look into a Facebook group page for Central Oregon OHP members and provide answers to the CAC in February.
- Kelley will schedule a meeting with Lupe Sims to discuss potential tribal engagement in the CAC.
- Kelley will check with PacificSource on the possibility of adding the CAC information to mailings.

KELLEY ADAMS, COHC CAC COORDINATOR

Kelley.adams@cohealthcouncil.org

Call or Text: 615-584-2368

VIEW THE RECORDING OF THE JANUARY 15, 2026 CAC MEETING

<https://youtu.be/F0dbzMJHN1E>



February 2026
Innovator Agent Update
for Community Advisory Councils

Febrero 2026
Actualización de Agente Innovadora
para Consejos Asesores Comunitarios

presented by/presentado: Mariah Miller

Pronouns/Pronombres: she/her/hers

Oregon Health Authority Innovator Agent supporting

PacificSource Community Solutions and
InterCommunity Health Network

Email: mariah.miller@oha.Oregon.gov

New Measles Case reported in Clackamas County

OHA and Clackamas County health officials are warning the public about a location where people may have been exposed to measles.



**OREGON
HEALTH
AUTHORITY**



Se ha reportado un nuevo caso de sarampión.

Las autoridades de salud pública advierten sobre un lugar donde las personas podrían haber estado expuestas al sarampión.



**OREGON
HEALTH
AUTHORITY**



TWO doses of the MMR vaccine are 97% effective in preventing measles.

Protect yourself and your family — get vaccinated.

DOS dosis de la vacuna MMR tienen una eficacia del 97% en la prevención del sarampión.

Protéjase a usted y a su familia: vacúnese.

PROTECT YOURSELF AND YOUR FAMILY FROM RADON



Second leading cause of lung cancer in the U.S. after cigarette smoking, and the **leading cause of lung cancer among non-smokers.**



Approximately 276 radon-related lung cancer deaths happen each year.

The only way to know if you have high radon levels in your home is to test for it.

For more information, visit www.healthoregon.org/radon.



PROTÉGETE A TI Y A TU FAMILIA DEL RADÓN



Segunda causa principal de cáncer de pulmón, y la principal causa de cáncer de pulmón entre los no fumadores.



Cada año aproximadamente hay 276 muertes por cáncer de pulmón relacionadas con el radón.

La única forma de saber si estás expuesto al radón en casa es realizar una prueba.

Para más información, visite www.healthoregon.org/radon



Upcoming Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

- **What it is:** Oregon Health Authority asks Oregon Health Plan(OHP) members about their experiences with healthcare.
- **What to expect:** People from the Center for the Study of Services (CSS) (a contractor) will send out voluntary surveys via mail and may call OHP members. Approximately 50,000 members will be contacted
- Letters and calls will start going out to randomly selected members **between 2/3/26 and will end 5/8/26.**
- **En qué consiste:** La Autoridad de Salud de Oregón pregunta a los miembros del Plan de Salud de Oregón (OHP) sobre sus experiencias con la atención médica.
- **Qué esperar:** Personal del Center for the Study of Services (CSS) (una empresa contratista) enviará encuestas voluntarias por correo y es posible que se pongan en contacto telefónico con los miembros de OHP. Se contactará a aproximadamente 50.000 miembros.
- Las cartas y las llamadas comenzarán a enviarse a miembros seleccionados al azar **entre el 2 de marzo de 2026 y finalizarán el 8 de mayo de 2026.**

Federal Response – Forward Together

Oregon partner webinars in 2026

- Oregon Department of Human Services (ODHS) and Oregon Health Authority (OHA) will continue conversations with a **new 2026 webinar series** focused on federal changes and what they mean for Oregon communities.

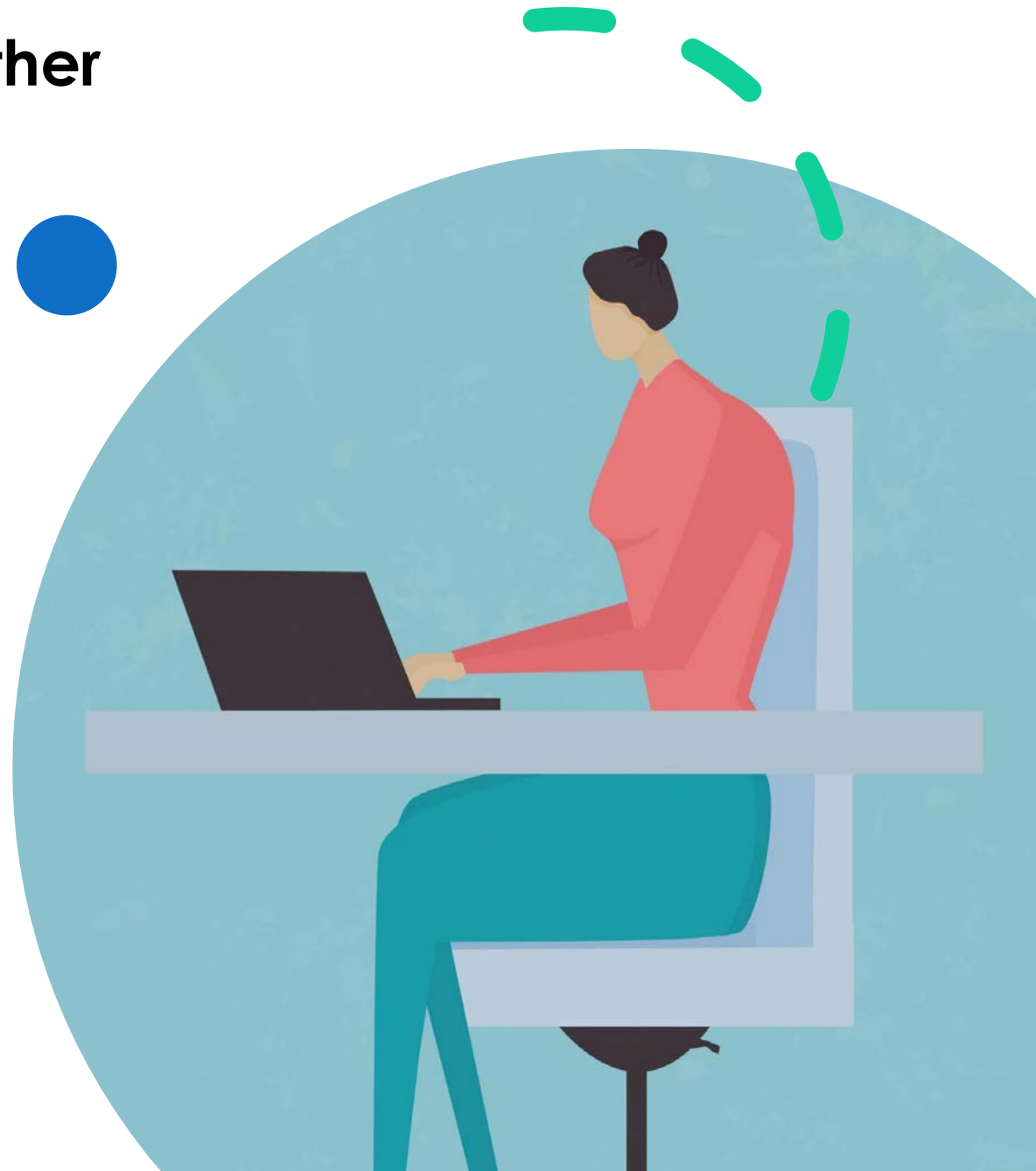
- **2026 webinar schedule; 10-11 a.m. Pacific Time**

- Jan 27, 2026
- Mar 24, 2026
- May 19, 2026
- Jul 28, 2026
- Sep 22, 2026
- Nov 17, 2026

Todos los seminarios web ofrecen interpretacion simultanea al espanol.

All webinars provide ASL interpretation

- All interested community, provider, faith-based, contracted partners and Tribal Nations are welcome to participate and [can register here.](#)



Federal H.R.1 updates/ Actualizaciones de H.R.1 Federal

People can stay up-to-date by / Las personas pueden mantenerse al día mediante:

- Visiting / Visitante - [OHA's federal response web page](#)
- Attending OHA's Forward Together [bi-monthly webinars](#) / Participar en los seminarios web bimensuales de OHA titulados "Forward Together".
 - next webinar is 3.24.2026 / El próximo seminario web será el 24.03.2026
- Subscribing to OHA's [Oregon Health News newsletter](#) / Suscribirse al boletín de noticias de salud de OHA en Oregón.
- Tuning into OHA's social channels / Sintonizando los canales de redes sociales de OHA.
 - Instagram: @OregonHealthAuthority
 - LinkedIn: <https://www.linkedin.com/company/oregon-health-authority>
 - Facebook (English): <https://www.facebook.com/OregonHealthAuthority/>
 - Facebook (Spanish): <https://www.facebook.com/OHAespanol/>

About the Rural Health Transformation Program (RHTP)/Acerca del Programa de Transformación de la Salud Rural (RHTP)

<https://www.oregon.gov/oha/hpa/hp/pages/rural-health-transformation.aspx>



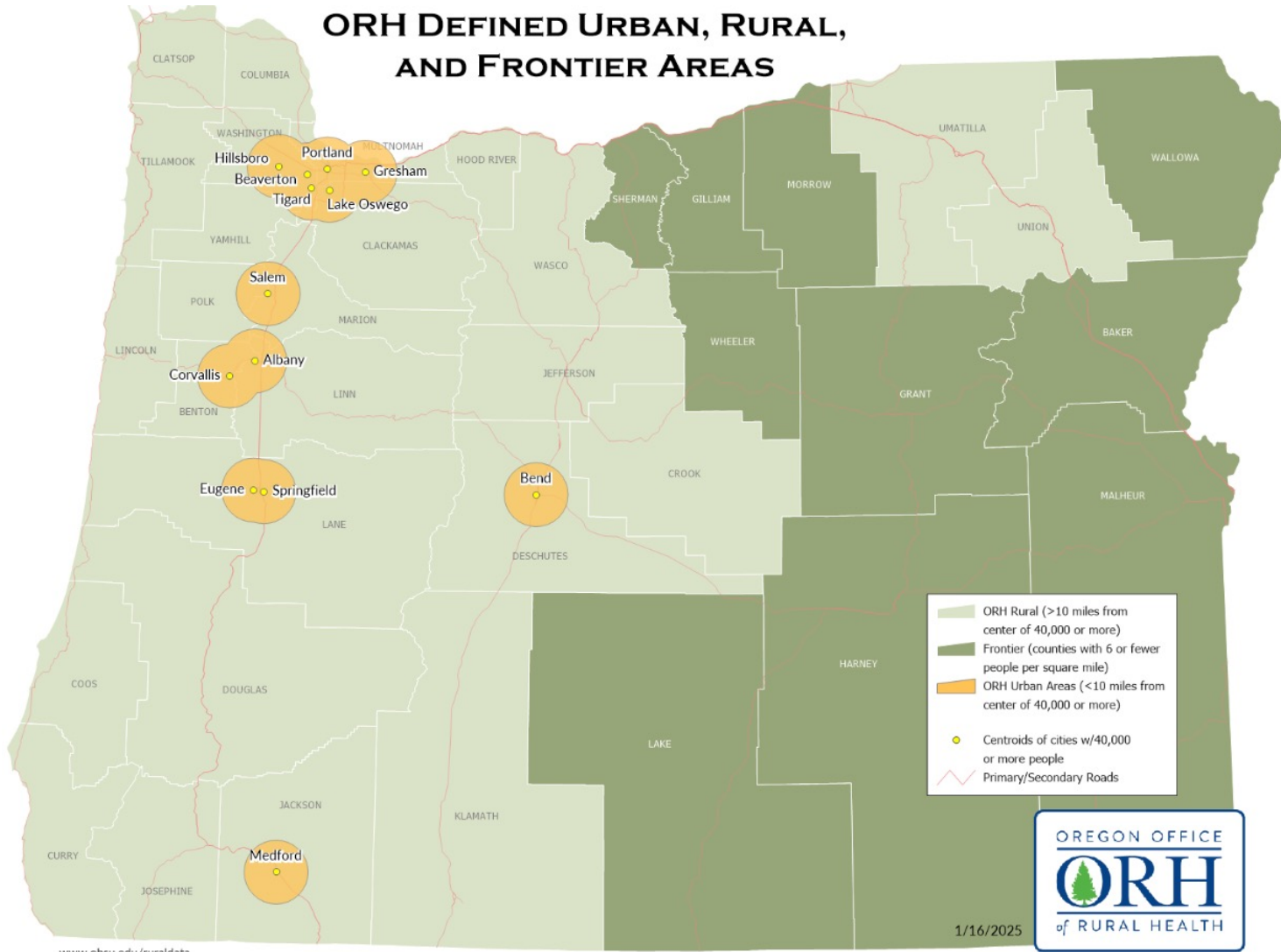
- The Rural Health Transformation Program (RHTP) was established through H.R.1, the federal budget reconciliation bill signed into law on July 4, 2025. In addition to introducing long-term changes to Medicaid and SNAP funding, H.R.1 created this five-year program to support rural health system transformation across the United States.
- The program is administered by the **Centers for Medicare & Medicaid Services (CMS)**.
- El Programa de Transformación de la Salud Rural (RHTP) se estableció a través de HR1, el proyecto de ley de conciliación del presupuesto federal convertido en ley el 4 de julio de 2025. Además de introducir cambios a largo plazo en la financiación de Medicaid y SNAP, HR1 creó este programa de cinco años para apoyar la transformación del sistema de salud rural en todo Estados Unidos.
- El programa es administrado por los **Centros de Servicios de Medicare y Medicaid (CMS)**.

About the Rural Health Transformation Program (RHTP)/Acerca del Programa de Transformación de la Salud Rural (RHTP)

- To be considered for funding, states were required to submit a comprehensive application, aligning with the [Federal Notice of Funding Opportunity \(NOFO\)](#) by November 5, 2025.
- Oregon has been awarded **\$197.3 million** for the program's first year in 2026.
- Para ser considerados para la financiación, los estados debían presentar una solicitud completa, de acuerdo con la [Notificación Federal de Oportunidad de Financiamiento \(NOFO\)](#), antes del 5 de noviembre de 2025.
- Oregón recibió **\$197.3 millones** para el primer año del programa en 2026.



How is Oregon defining “rural” communities?



- Oregon is using the definition of “rural” used by the Oregon Office of Rural Health, which is defined as areas greater than 10 miles away from a population center of 40,000 or more people.
- Oregon está utilizando la definición de "zona rural" empleada por la Oficina de Salud Rural de Oregon, que se define como aquellas áreas que se encuentran a más de 10 millas de un centro de población de 40.000 o más habitantes.

About the Rural Health Transformation Program (RHTP)/Acerca del Programa de Transformación de la Salud Rural (RHTP)

Next Steps

- **Spring 2026: Oregon begins releasing Request for Grant Application (RFGA) to support approved RHTP initiatives**
- Early Summer 2026: RFGA response deadlines
- By Mid-2026: RFGA awardee decisions announced by OHA



Proximos Pasos

- **Primavera de 2026: Oregón comienza a publicar las solicitudes de subvención (RFGA) para apoyar las iniciativas aprobadas del programa RHTP.**
- Principios del verano de 2026: Plazos de respuesta a la solicitud de propuestas (RFGA)
- Para mediados de 2026: OHA anunciará las decisiones sobre los beneficiarios de la subvención RFGA.

Rural Health Transformation Program (RHTP)/Programa de Transformación de la Salud Rural (RHTP)



Stay informed by visiting the website:
<https://www.oregon.gov/oha/hpa/hp/pages/rural-health-transformation.aspx>



Manténgase informado visitando el sitio web:
<https://www.oregon.gov/oha/hpa/hp/pages/rural-health-transformation.aspx>



From the webpage you can also sign up for a newsletter to stay updated.



Desde la página web también puede suscribirse a un boletín informativo para mantenerse actualizado.

How can the CAC help people stay covered? / Como puede el CAC ayudar a las personas a mantener su cobra medica?

Please continue to report changes and respond to renewal letters / Por favor, continúen informando sobre los cambios y respondan a las cartas de renovación.

SAMPLE LETTER

5503 XX#### XX P2 EN AT

PO BOX #####
SALEM, OR 97309
DO NOT FORWARD: RETURN IN 3 DAYS

Branch name/Division: OHP/CAF
Worker ID/Telephone: XX/503-555-5555

JOHN DOE
123 MAIN ST
HOMETOWN OR 97000

This is the worker at OHA or ODHS who can help you.

Keep this letter!
This letter explains your Oregon Health Plan (OHP) benefits.
This letter is just for your information. You do not need to take it to your health care appointments.
We will only send you a new letter if you have a change in your coverage, or if you request one.

Welcome to the Oregon Health Plan (OHP). **This is your new coverage letter.**

This letter lists coverage information for your household. This letter does not guarantee you will stay eligible for services. This letter does not override decision notices your worker sends you.

We will send you a new letter and a Medical ID card any time you request one or if any of the information in this letter or on your Medical ID card changes. To request a new letter or Medical ID, call your worker.

The enclosed yellow sheet includes a chart that describes the services covered for each benefit package and a list of helpful phone numbers.

We have listed the reason you are being sent this letter below. The date the information in this letter is effective is listed next to your name.

Reason for letter:

Managed care plan or Primary Care Manager enrollment changed for:
Doe, Timothy - 08/1/2010

Names were changed for:
Doe, Jane - 08/1/2010

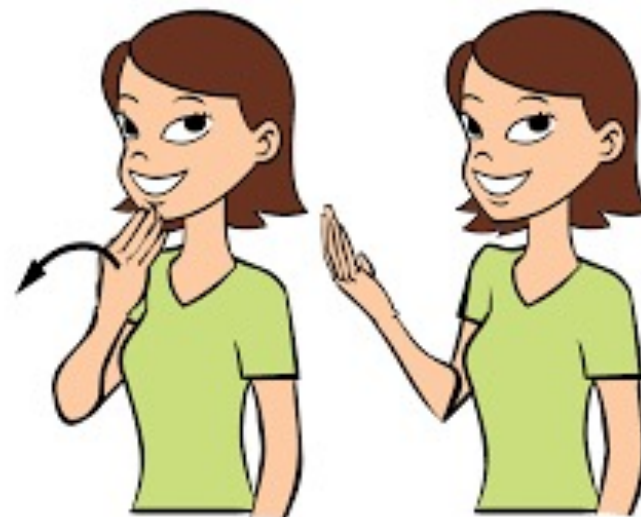
The letter will be the same each time, except for this part. This is the new information.

Resources/Recursos

- Oregon's Federal changes website/Sitio web de cambios federales:
 - https://www.oregon.gov/oha/Pages/Federal-Changes.aspx?utm_medium=email&utm_source=govdelivery
- Vaccine/Immunization information/Información sobre la inmunización de vacunas:
 - [OHA's Immunization program webpage](#).
- Department of Justice Litigation Tracker/Seguimiento de casos legales del Departamento de Justicia de Oregon:
 - <https://www.doj.state.or.us/oregon-department-of-justice/federal-oversight/federal-litigation-tracker/>
- 2022-2027 Medicaid 1115 Demonstration Waiver website/Demostración de Exención Medicaid 1115 2022-2027:
 - <https://www.oregon.gov/oha/hsd/medicaid-policy/pages/waiver-renewal.aspx>

Thank you!

Gracias!



Join the Central Oregon Health Council Community Advisory Council!

Share your ideas to improve healthcare for Oregon Health Plan (OHP) members and people across Central Oregon!

What is the Community Advisory Council?

The Community Advisory Council (CAC) is a group of consumers, community members, and local public health staff who represent OHP members and advise on regional health needs.

What does the CAC do?

- Use lived experience to help develop community-based solutions to local issues
- Recommend ways to improve health care quality and access for OHP covered services
- Help guide how community funds are spent to make sure all communities get the care they need

Who can join?

- OHP members (or guardians/caregivers) who live in Crook, Deschutes, Jefferson, or northern Klamath counties
- Members of the Confederated Tribes of Warm Springs, the Klamath Tribes, or the Cow Creek Band of Umpqua Tribe of Indians

How it works:

- Monthly online meetings (occasionally in person)
- Stipends for attending meetings and WiFi support
- Travel and childcare costs reimbursed.
- Language interpretation services, ASL, and other accommodations available



[www.cohealthcouncil.org/committees
/community-advisory-council](http://www.cohealthcouncil.org/committees/community-advisory-council)
541-306-3523
info@cohealthcouncil.org



You can get this document in other languages, large print, Braille, or a format you prefer. You can also ask for an interpreter. This help is free. Call PacificSource Community Solutions at 503-584-1303 or TTY: 711. All relay calls accepted.