

MINUTES OF COMMUNITY ADVISORY COUNCIL MEETING

Wednesday February 19, 2020

Called to Order

Attendees: Raquel Mendoza, Sonya Stanley, Amber Kramer, Rebecca Adams, Nora Foster, Amy Boivin, Craig Schuhmann, Rebecca Adams, Pamala Dame, Jennifer Little, Signe Porter

Not Present: Melissa Pisan & Tina Young

Other Attendees: Maggie Polson, Maria Ramirez, Susan Boldt, Brian Roy, Annette Fowler, Belle Shepard

1. Minutes from January 15, 2020 Approved

2. Public Comments/Member Feedback

- One CAC member is no longer a smoker thanks to CHA's smoking cessation class.
- OIT dental has been an exceptional dental provider. They have worked with our member to ensure she understood all of the benefits needed for her dental work.
- When a CAC member was not feeling well, he called his provider to get an appointment for that day. The scheduler commented that he already had an appointment scheduled for a couple days later and wanted to know if he was willing to wait till his appointment to be seen. During his scheduled appointment a few days later, he had lab work completed and was called a few hours later to go straight to the emergency room for low levels indicated in his blood work. He was in the hospital for a few days before being released. He asked if this was a miss step of this providing clinic for not getting him in when we first wanted to and asking if he could wait to be seen during his already scheduled appointment.
- The relief nursery starts at the end of march. There are currently at max compacity with 12 people registered to start classes.
- A member found out that Translink pays for gas to get to doctors' appointments. The question was asked if this was either fact or fiction?
- CHA has contracted with Michael Sheets to begin seeing patients in Merrill and Malin.

3. Member Portal

Brian Roy of HealthX provided a quick 30-minute demo on the member portal.

CAC Discussion Topic:

- A member asked If an application could be uploaded to this system when coverage was up?
- Having member ID available would be very helpful for our members.
- If a member was to update their information on the profile, will it automatically update information to the state (i.e. change of address?). -No, it does not update the states information.
 - Should there be a disclaimer about once you update information to the portal, you will also need to update information to the state.
- Will it show what is covered and what is not?
- Is it beneficial to have cost of claims available for people to see?
- Does Essette have a care gap availability for members to see their care plan?

- Is it an intelligence builder? Does it store your information?

4. Transformation Quality Strategy

Susan Boldt, of CHA presented CHA transformation quality strategy to the CAC. The CAC asked if ED utilization review was no longer a strategy and if the name should be reflecting the ED PIP project.

5. Proposed CHA Phone Tree

The phone tree was approved. It was questioned whether we could change compliant to concern. CHA staff followed up-we cannot change compliant to concern.

6. OHA Innovator Agent Report

1. Belle Shepard spoke to the 2-pager that reflects to changes to CACs in CCO 2.0.

CCO 2.0: What's New for CAC Members? This two-page document was discussed during the webinar and is a summary of major CCO 2.0 CAC changes for CAC members. Link: [https://www.oregon.gov/oha/HPA/dsi-tc/Documents/CCO 2.0 CAC 2-pager-final.pdf](https://www.oregon.gov/oha/HPA/dsi-tc/Documents/CCO%202.0%20CAC%202-pager-final.pdf)

7. CHIP round Table:

Members of the CAC spoke to their CHIP workgroups. CHIP workgroups are: Housing, Food Insecurity, Physical Activity, Oral Health, TOTS (Infant Mortality), Suicide Awareness.

Meeting was adjourned.



Transformation and Quality Strategy

TQS

2020



CHA has to address all 14 TQS Components

Access:	Oral Health Integration
• Cultural Considerations	Patient-Centered Primary Care Home (PCPCH)
• Quality and Adequacy of Services	Social Determinants of Health & Equity
• Timely Access to Services	Special Health Care Needs
Behavioral Health Integration	Severe and Persistent Mental Illness
CLAS Standards	Utilization Review
Health Equity:	Grievance and Appeal System
• Data	
• Cultural Responsiveness	



2019 Focus Areas		QM Recommendations for 2020
Timely Access to Services →	Use population health data to drive outreach and engagement efforts; Access Mobile texts	Keep
CLAS Standards →	Translation of material; alternate formats; resource lists; training	Keep
Utilization Review →	ED PIP – learning collaborative ED PIP - “system of care” Use of Collective Medical	Revise Drop Keep
PCPCH →	Value Based Payment Models Incorporate Member demographic data	Keep Keep
BH Integration Oral Health Integration Special Health Care Needs SPMI →	ED Utilization PIP – SUD services Oregon Pediatric Improvement Partnership PIP Oral Healthcare PIP	Revise Keep Keep
Utilization Review →	ED Utilization PIP – SUD services	Revise
Grievances and Appeals →	Green Belt Project to capture 100% of all grievances	Revise