

**Lane County Coordinated Care Organization (CCO)
Community Advisory Council (CAC) Meeting**

Remote Meeting via Zoom

April 25, 2022

Noon-2pm

PRESENT

CAC Members: Char Reavis (PacificSource OHP representative), Tara DaVee (Trillium OHP representative), Drake Ewbank (PacificSource OHP representative), Michelle Thurston (Trillium OHP representative, *Live Healthy Lane Steering Committee*), Tannya Devorak (PacificSource OHP representative, *Live Healthy Lane Steering Committee*), Caity Hatteras (Trillium OHP representative), Mary Ann Wren (Advantage Dental), Val Haynes (Head Start of Lane County), Chris Hanson, DMD (Trillium Clinical Advisory Panel), Todd Hamilton (Springfield Public Schools), Michelle Hankes (ShelterCare, *Live Healthy Lane Steering Committee*), Carla Tazumal (Lane County Developmental Disability Services), Robin Virgin, MD (PacificSource CAP)

Attendees: Kayla Watford (Lane County CCOs, Prevention, *Live Healthy Lane Core Team*), Teresa Coppola (Lane County CCOs, Prevention), Senna Towner (Oregon Health Authority, Innovator Agent), Rhonda Busek (Lane Community Health Council, *Live Healthy Lane Steering Committee*), Debi Farr (Trillium Community Health Plan), Katharine Ryan (PacificSource Community Solutions), Courtney Johnston (Trillium Community Health Plan, *Live Healthy Lane Steering Committee*), Charlotte Carver (South Coast Regional Early Learning, Reedsport), Demond Hawkins (Trillium Community Health Plan), Leilani Brewer (PacificSource Community Solutions), Lucy Zammarelli (LaneCare), Lisa Hernandez (PacificSource Community Solutions), Cindy Fisher (Capitol Dental Care), Jennifer Webster (Lane County CCOs, Prevention, *Live Healthy Lane Core Team*), Adria Godon-Bynum (Lane Community Health Council, *Live Healthy Lane Core Team*), Marissa Lovell (Lane County CCOs, Prevention), Jeanne Savage (Trillium Community Health Plan), Jacob Fox (Homes for Good), Steven Manela (Lane County)

I. Welcome and Introductions

- a. Char Reavis (Co-Chair) opened the meeting. CAC members shared their names, pronouns, and affiliations, as well as sharing a word for the day related to being grateful.
- b. Guests and staff were asked to share their name, pronouns, affiliations, and 'grateful' words in the chat.
- c. There was one public comment: Caity Hatteras announced the Food for Lane County Plant sale that started April 22nd. Katharine Ryan added that you can preorder for easy pickup. See link here: <https://foodforlanecounty.org/event/save-the-date-summer-plant-sale-ordering-begins-april-22/>
- d. Meeting Agreements were read by Tara DaVee.

II. Process: Routine Approvals

- a. **Approval of Minutes:**

- i. Mary Ann Wren made a motion to approve the March minutes. Michelle Hanks seconded the motion. The March minutes were unanimously approved.
- b. **CAC Quarterly Summaries:**
 - i. There were no questions about the Quarterly Summaries. Kayla Watford reported that paper copies of the Quarterly Summaries were being sent to CAC members who have requested them. Michelle Hanks made a motion to approve the CAC Quarterly Summaries. Caity Hatteras seconded the motion. The CAC Quarterly Summaries were approved.

III. Follow-up: Pharmacy/Prescription Access

a. Follow-up and Proposed Recommendations

- i. **Follow-up comments:** Char Reavis commented on how helpful the PacificSource Customer Service and Care Management were with her own pharmacy and prescription challenges. Michelle Hanks wrote in the chat: *This is good advice for me to share with my case managers to help guide their program participants to utilize their care managers.* Tara DaVee added that many OHP members do not know to call and that the terminology can be confusing, such as: What is a CCO? Do I have Medicaid or Medicare? Am I on PacificSource or Trillium? Kayla Watford reminded everyone about the ‘Getting Your Prescriptions’ and the CCOs’ ‘Working Together to Assist Members’ documents that have been provided. Kayla applauded both CCOs for their support and willingness to continue this dialogue regarding areas in the pharmacy systems that can be improved. Debi Farr gave an update that Caris Pharmacy will be opening soon in Veneta. In addition, more information on the Trillium website will be posted in May about the 90-day supply of prescriptions. Trillium is also notifying providers. Katharine Ryan said Trillium and PacificSource are now in alignment with regards to which medications are on the 90-day prescription list. They have added notes to the medications that are eligible for 90-day prescriptions to the PacificSource member website drug search page. Kayla Watford thanked Shauna Wick (Director of Pharmacy for Trillium) for following up with pharmacies in the McKenzie River and surrounding communities about delivery options.

b. Recommendations from Co-Chairs:

- i. Ask CCOs and members to share available resources broadly with Lane County residents. Suggestions included through social media, bus ads, websites, and TV and radio ads.
- ii. Recommend that OHA send language kits to all pharmacies, not just those who opt in or request them. **Senna Towner will follow-up with OHA about this request.**
- iii. CAC members stay in communication with CCOs and OHA about progress and continued challenges.

There was general agreement on the above recommendations. **CAC members were asked to share any continuing pharmacy/prescription questions or barriers with Kayla Watford, who will share with the CCOs and OHA.** Lisa Hernandez remarked in

the chat: *Those small wins are amazing!* Jacob Fox said in the chat: *And the CAC members should get lots of credit for your advocacy with the CCO's!*

IV. Membership & Leadership Opportunities

- a. **CAC Co-Chair nominations:** Kayla Watford informed the group that the PacificSource Co-Chair position, which has been held by Char Reavis, is opening up for the next two-year term. The goal is to appoint an incoming Co-Chair in May so this person can begin working with Char and Tara to learn the ins and outs of this leadership role. The official term runs from June 2022 - June 2024. These roles are staggered so that one Co-Chair will always be with someone who has some experience. Tannya Devorak commented that “although you have some big shoes to fill, you will be supported by everyone”. **Please reach out to Kayla, Char or Tara if you are interested in this opportunity, or if you would like more information.**
- b. **CAC member vacancies:** Kayla Watford shared that she received a resignation notice from Michele Haga in March. This opens up a position for a CAC PacificSource representative. **If anyone knows someone in the community who might be interested in serving on the CAC, please connect them with Kayla.**
- c. **CAC 2022-2024 Term Recruitment:** Kayla Watford also noted that member recruitment for the 2022-2024 term will begin in June and that we’ll be seeking your support to help spread the word in the community.

V. Updates

- a. **Jennifer Webster:** Jennifer announced that she is transferring to a new epidemiologist position on the new Community Partnerships Team of Lane County. She was reassuring that she won’t be far away, but will miss this work of 10 years. Many in the group expressed both sadness for her leaving, but excitement for her taking this next step in her career path. Congratulations Jennifer!
- b. **OHA:**
 - i. **Presentation:** Senna Towner (OHA Innovator Agent) shared slides and information about preparing for changes to OHP after the COVID-19 Federal Public Health Emergency ends. It may end mid-July, but it could also be extended until the end of this year based on COVID variants, number of cases, etc. Each time the Federal Public Health Emergency is extended, it is for 90 days, and they must report the end date of the Emergency to the states 60 days before it is scheduled to end. There will be approximately 300,000 people who will no longer be eligible for OHP once the Emergency ends. Everyone else will be ‘verified’, which will take about 12 months. You should receive a letter alerting you and it will be done in groups, so OHP members will not receive these letters all at the same time. There is a Bridge Plan being put into place that will serve approximately 55,000 of the 300,000 people. These are people who make a little more than the cut off income guidelines, but don’t make quite enough to be able to pay for the Affordable Care Act insurance plans. OHA is putting together a Task Force to discuss the options for people who will fall into the Bridge Plan.

(See Slides #10 and #11 for an overview of this information in the OHA April Update document, sent in an email the morning of the CAC meeting.)

- ii. **Discussion:** Char Reavis asked if people applying for OHP will be able to apply for other benefits at the same time. Senna provided answer via email after the meeting: *The ONE Integrated system that rolled out statewide in February 2021 allows community members to apply for all benefits at once, including: Medical Programs, Employment Related Daycare Programs (ERDC); Refugee Cash Assistance (RCA); Refugee Medical Assistance (RMA); Supplemental Nutrition Assistance Program (SNAP); and, Temporary Assistance for Needy Families (TANF). They can apply at one.oregon.gov, calling the 1-800-699-9075, or going to a storefront office (APD, ODHS, or AAA). OHA's community partners and certified assisters are currently only allowed to assist with medical applications (including MAGI and Non-MAGI). This may change in the future but not at the moment.* Tara DaVee asked how many total people are currently on OHP and Senna replied 1.4 million. Courtney Johnston wrote in the chat: *Thanks for this presentation, Senna. I just want to stress what is on this slide and the importance of ensuring contact information is up-to-date so you all receive your paperwork.* In response to Teresa Coppola's question on how to find OHP Assisters, Katharine Ryan wrote in the chat: *You can search for current assisters here:* <https://healthcare.oregon.gov/pages/find-help.aspx>, select 'Oregon Health Plan' under 'I'm looking for help with...'. Tara DaVee mentioned the CCO Member Engagement and Outreach Committee meetings and encouraged people to come, or to send questions or comments to herself or Senna. It occurs on the third Wednesday of the month at 2pm.

CCO and Member Engagement and Outreach Committee Info:

<https://www.oregon.gov/oha/HSD/OHP/Pages/CCO-Member-Engagement-Outreach.aspx>

c. Clinical Advisory Panels

- i. **Trillium – Chris Hanson, DMD:** Dr. Hanson welcomed the two newest members to this group, Caity Hatteras and Michelle Thurston. He reported that the Behavioral Health workforce really needs more providers and discussion centered on pre-kindergarten readiness, youth at high risk, peer supports, fentanyl overdoses, and youth suicides. Shana Mart (LaneCare) presented an update on the Lane County Stabilization Crisis Center with projected opening in 2025. Dr. Luedtke provided a COVID update, which included preparing for another wave with no herd immunity expected. Vaccination rates are declining and concern was expressed about the upcoming World Athletics Championships (July 15-24, 2022). Infant syphilis is still a major concern.
- ii. **PacificSource - Robin Virgin, MD:** Dr. Virgin said there was a focus on Care Coordination Plans, including looking at the data and assessing what they do. They also received an update on the Lane County Stabilization Crisis Center. Quality metrics were reviewed and funding for Behavioral Health was included this time. The well-being of staff in all areas of health systems were examined.

Although there are well-being programs in place for doctors, nurses, and other professional, personal caregivers and others are not as well supported

- d. **Live Healthy Lane Steering Committee:** Michelle Thurston reported that Live Healthy Lane is working to update the values that guide Lane County's shared Community Health Assessment and Improvement Planning efforts. They are also looking at pathways for participation in the Community Health Improvement Plan implementation, and encouraged everyone to look over the CAC Quarterly Summaries to see sections that discuss CHP alignment. Questions and feedback can be directed to Michelle, Tannya Devorak, or Kayla Watford. **The CAC Quarterly Summaries will be shared in our Friday Resources/Opportunities email. Link to Live Healthy Lane's website for reference: <http://www.livehealthylane.org/>**
- e. **Committees/Workgroup**
 - i. **Prevention Workgroup:** Tara DaVee described her experience going into the Prevention office at Lane County to be recorded for a video explaining the Quit Tobacco in Pregnancy (QTIP) program. This will be rolled out nationally as an excellent model and Tara expressed appreciation to all who helped this program get started in Lane County. Marissa Lovell gave an update on school-based programs. The Coordinated Approach to Child Health (CATCH) program has been implemented in about 9 schools and there are plans to implement it in more schools in the fall. There will be a training for presenters in June, with an early childhood focus added on. Sources of Strength (SoS) is also expanding in Lane County and a training for presenters of SoS will take place in August. A Sexual Health Needs Assessment was sent to schools, due to the rising number of Sexually Transmitted Infections (STIs) in the county. The Workgroup is also focusing on a 10-year Report.
 - ii. **Health Equity Committee (HEC), Member Engagement Committee (MEC), and Rural Advisory Committee (RAC) updates will be shared in writing due to time constraints today.** Tannya Devorak mentioned that the HEC met last Thursday to revise the CAC Meeting Agreements, with an emphasis on feeling safe and respected in our meeting spaces. She gave kudos to Kayla for her great work and ability to be proactive (instead of reactive), adding that Kayla is a great leader who creates a safe space. **The draft of the Meeting Agreements will be sent out to the CAC for feedback by the May 19th HEC meeting.** Silver Mogart asked that people contact him, Tannya, or Kayla with any questions or comments.

VI. Annual CAC Demographic Survey

- a. Kayla Watford gave an overview of the reason for the survey and let people know it will be available to fill out until May 9th. A summary will be provided after it is complete. CAC members were given time to complete it in this meeting.

ACTION ITEMS:

- **CAC members were asked to share any continuing pharmacy/prescription questions or barriers with Kayla Watford (Kayla.Watford@lanecountyor.gov), who will share with the CCOs and OHA.**

- Please contact Kayla Watford (Kayla.Watford@lanecountyor.gov), Char Reavis (creavis@homesforgood.org), or Tara Davee (ohnoiamonfire2@gmail.com) if you are interested in applying for the PacificSource Co-Chair position, or if you would like more information.
- If anyone knows someone in the community who might be interested in serving on the CAC as a PacificSource representative, please connect them with Kayla Watford (Kayla.Watford@lanecountyor.gov)
- Senna Towner will communicate the CAC Co-Chair's request that language kits go to all pharmacies with the OHA pharmacy team and follow up with the CAC.
- Kayla Watford will send out the CAC Quarterly Summaries again after the CAC meeting for people to be able to discuss how the CCOs are supporting the Community Health Improvement Plan (CHP).
- CAC will provide feedback on the CAC Meeting Agreements by the May 19th.

NEXT CAC Meeting: Monday, May 23rd (Noon-2pm)

CAC Networking & Rejuvenation Meeting: Thursday, May 26th (Noon-1pm)

Meeting Schedule

Please contact Teresa Coppola (teresa.coppola@lanecountyor.gov) if you would like to participate in any of the following committees/workgroup:

- Member Engagement Committee – May 4th, 9:30 to 11am
- Rural Advisory Committee – May 11th, 11am to 12:30pm
- Prevention Workgroup – May 17th, 1:30 to 2:30pm
- Health Equity Committee – May 19th, 11:30am to 12:30pm