



Lane Community Health Council

Lane Community Health Council Board

June 9, 2020

7:00am-9:00am

Virtual Meeting

Minutes

Present: Ms. Meredith Nelson, McKenzie Willamette Medical Center; Mr. Ken Provencher, PacificSource; Mr. John Johnston, Willamette Family Treatment Services; Dr. Karen Weiner, Oregon Medical Group; Ms. Valerie Rapp, McKenzie River Clinic; Mr. Ron Hjelm, Community Health Centers; Mr. Tony Scurto, Lane Education Service District; Mr. Kevin Boie, Advantage Dental; Mr. Cliff Hendargo, PeaceHealth Medical Group; Ms. Karen Gaffney, Lane County Health and Human Services; Dr. Steve Allan, Options Counseling and Family Services; Dr. Christine Kollmorgen, Northwest Surgical Specialists.

Absent: Mr. Paul Solomon, Sponsors Inc.; Dr. Pilar Bradshaw, Eugene Pediatrics.

Guests: Ms. Lindsey Hopper, PacificSource; Ms. Jeanette Simms, PacificSource; Mr. Brian Laing, PacificSource; Ms. Leah Edelman, Lane County Health and Human Services; Ms. Char Reavis, PacificSource CCO Community Advisory Council; Mr. Dustin Zimmerman, Oregon Health Authority.

Public: None.

1. Call to Order, Introductions and Welcome, Public Comment

Dr. Allan called the meeting to order at 7:05 a.m. Introductions were made. There was no public comment.

2. Consent Agenda

- a. **Approval of Minutes of May 12, 2020 from Lane Community Health Council Board Meeting**
Dr. Allan presented the minutes from the previous meeting for review and approval. **It was moved and seconded to approve the minutes as presented. The motion passed unanimously.**

3. Nominating Committee Update

Ms. Gaffney reported that the Nominating Committee met and finalized the process for vice-chair nominations. Ms. Gaffney invited the members of the Lane Community Health Council Board to submit nominations to Rhonda Busek by end of day Friday, June 12.

4. CCO Dashboards

Ms. Simms presented the following CCO Dashboard reports:

- i. Lane County Coordinated Care Organization April 2020 Average Membership including Age Demographics, Language, Disability, and Race Ethnicity, Enrollment, Operations, Terms and Definitions, and Member Rate Groups. Ms. Simms reviewed the report distributed to Board members prior to the meeting. Mr. Hendargo asked how often the data is updated for these reports. Ms. Simms responded that PacificSource receives monthly reports from OHA which contributes to the numbers included in the reports. Mr. Hendargo asked if the number of members who

responded and completed OHA's REALD questionnaire was known. Ms. Simms noted that the frequency of updates was unknown. **Ms. Simms will follow-up.** Ms. Simms discussed the CCO Operational metrics as reported for all PacificSource CCO regions. She reminded the Board that 2019 data would be reflective of only Central Oregon and Columbia Gorge CCOs as PacificSource did not have the CCO contract for Lane County and Marion Polk until January 1, 2020. Lane County and Marion Polk CCOs will be included in addition to Central Oregon and Columbia Gorge CCOs in the 2020 data. Ms. Simms stated that within the Member Rate Groups, approximately 40% of the population was in the Poverty Level Medical group; 24% was in Affordable Care Act (Medicaid Expansion Group); and Breast/Cervical Cancer Program group was reported to be at 0% as the number was very small. It was noted in the part of the report titled *Operations for all CCO Service Areas Combined*, there was a decrease in call service levels at the beginning of the year. The Board acknowledged that the increase in the number of calls during that time was due to additional membership and appreciated the increased workload for staff.

- ii. Membership in Lane County Compared to Other PacificSource Membership including Age Demographics, Rate Group and Disability Demographics, Disease and Risk Factors (Point in Time Estimate: Members on 3/30/2020). Ms. Simms reviewed the reports.
- iii. Lane County Coordinated Care Organization May 2020 Average Membership. Ms. Simms reviewed the report. The Board discussed the cost of care data as it related to budgeted pmpm versus actual pmpm. Ms. Simms briefly discussed the increase in telehealth from January (216 claims) to April (23,893 claims). Mr. Boie asked if the telehealth services were evenly distributed within the county or if there were differences noted in larger networks. Mr. Provencher stated that PacificSource was noting a geographical difference in utilization. Lane County was reported to have higher utilization than Idaho. In addition, Mr. Provencher noted that in reviewing all lines of business for PacificSource, it was noted that Medicaid was more aggressive than commercial and Medicare. Mr. Provencher further elaborated that for PacificSource's total book of business, a notable increase in utilization of telehealth was noted between February (3000 claims) to April (128,000 claims). Mr. Hjelm inquired if the data included phone visits in the telehealth data. Mr. Provencher confirmed that all modalities of telehealth that can be utilized were included in the report. Dr. Weiner asked if there is an assumption that telehealth will continue to shift utilization, possibly in a permanent way. Mr. Provencher responded that the industry is noting that COVID-19 has provided the impetus to cause a change in the utilization of telehealth. It is not expected that telehealth utilization will remain at these higher levels but there is an expectation that telehealth will continue to be utilized. Mr. Provencher noted that the industry will be looking at all shifts in care patterns to identify positive outcomes and find ways to potentially incentivize those care patterns moving forward. The Board reviewed the *Access and Utilization* part of the report. It is expected that the numbers will continue to increase over time. Ms. Simms reported that staff will begin to look at trends in 2021. The Board reviewed the *Operations (01/2020 to 05/2020) specific to Claims Turnaround Time and Call Service Level*.

The Board noted their appreciation for the reports. Mr. Hendargo inquired if there would be combinations of the different dashboards moving forward including Operations and Demographics. Ms. Simms noted that staff is open to suggestions. Mr. Hendargo questioned if other Social Determinants of Health such as transportation and food insecurity would be included. **Ms. Simms will follow-up.** Mr. Boie commented that these reports provided visibility of areas on which to focus. Ms. Nelson inquired if the data included any lifestyle demographics such as smoking. **Ms. Simms would follow-up to see if that data were available.** Dr. Allan inquired if data from other CCOs in addition to PacificSource CCOs would be available for comparison. Ms. Simms noted that the data in these reports was only for PacificSource CCOs and acknowledged that OHA had statewide data which could be reviewed. Mr. Hjelm noted the race and ethnicity data would be useful in analysis of diagnoses. He further inquired if primary care providers are consistently collecting the data to look at disparities with diagnostic outcomes ~ does PacificSource collect this type of data in any of their markets? Ms. Hopper noted that there is current work begin done through HIE and discussions are happening at local levels. Ms. Simms noted that there is an expectation that CCOs will collect this type of data through other mechanisms in 2022. Ms. Gaffney noted that there are expectations that a focus will be on systems that will identify strategies that will "move the needle". Mr. Hjelm reported that there are opportunities to identify gaps in Lane County through the use of tools such as Prapare and REALD. An example of an opportunity would be to identify shifts of care pre- and post-COVID-19.

5. Finance Committee Report

Mr. Boie reported that the Finance Committee met June 1 and reviewed Financial Statements prepared by Jones and Roth. The reports as provided were reported on a cash basis for Month Ended April 30, 2020 and for Period from January 1, 2020 Through April 30, 2020. After review of the reports, the Finance Committee made the decision that future Financial Statements should be reported on an accrual basis. It was acknowledged by the Finance Committee that COVID-19 changed the environment as it related to disbursements, timing and commitments.

Mr. Boie reviewed the State of Revenue and Expenses and change in Net Assets and Cash Basis for period January 1, 2020 through April 30, 2020. Mr. Boie further reviewed the adjustments that had been identified and were included in the meeting packet separate from the report.

Mr. Boie discussed the current timing of the Financial Statements. It was noted that the current scheduling of the Finance Committee being the first Monday of the month did not provide adequate time for Jones and Roth to prepare the Financial Statements and complete a QA process before release. The Finance Committee did confirm that the committee would like to review the Financial Statements prior to distribution to the Board. To continue to review the Financial Statements prior to distribution to the Board, the Finance Committee made the decision to report the Financial Statements to the Board a month in arrears. The Board did not have concerns with this approach. Mr. Boie further stated that beginning with the June Financial Statements, a comparison of actual to budget would be provided. Mr. Boie noted that May Financial Statements would be brought to the Board for approval in July.

Dr. Kollmorgen inquired about timing of the budget work to begin and be completed for the following year. Ms. Hopper noted that PacificSource generally does membership forecasting in September and includes estimates. Additional data is gathered from OHA's rate setting process. It is expected that there will be retroactive rate changes from OHA. PacificSource is planning to release a draft budget in November/December. Ms. Hopper will share information as soon as it is available. Ms. Hopper further reported that OHA will be suspending the Quality Pool Withhold

through the end of 2020. OHA is expecting that these funds will continue to be spent on a monthly basis and reporting of the spending will continue through the end of 2020.

6. Operational Update

- **Joint Management Agreement (JMA) Review Process:** Ms. Busek briefly discussed the Community Advisory Council work which is included in the JMA. Ms. Busek invited Ms. Reavis, a Lane County PacificSource CCO member, to share her experiences to date on both the Rural Advisory Council and the Community Advisory Council. Ms. Reavis noted that the Lane County Community Advisory Council (CAC) is a shared CAC between PacificSource and Trillium Community Health Plan. Currently, the CAC is planning to recruit members to have representatives of both CCOs and to be reflective of the populations the CCOs serve. Currently, CAC members do not have term limits but are asked to reapply every two years. This reapplication process allows the CCOs to ensure the CAC membership is demographically representative of the Oregon Health Plan population the CCO serves. COVID-19 has been an adjustment for not only the Community Advisory Council members but also the members they work with. The CAC has taken an active role in connecting with OHP members during this time. Ms. Reavis shared that she would like to see more interaction between PacificSource and the CAC by planning presentations of benefits that PacificSource offers such as the accessing PacificSource information through a phone app. Mr. Provencher asked how the Joint CAC was working. Ms. Reavis stated that she viewed the Joint CAC as a benefit in that it allowed more individuals to be brought to the group. She noted that there was also a time of adjustment.
- **Vision approval**
Ms. Busek noted in follow-up to the May meeting, the Vision Statement as proposed by Corragio was approved unanimously by e-mail. Documentation of the e-mail vote has been collected and included with the May minutes.
- **United Way Update**
Ms. Busek reported that \$246,459.74 has been contributed to United Way for the COVID-19 Fund to date. As noted previously, \$100,000 was contributed to Round 4 of the COVID-19 Fund. United Way did not use the entire amount of the contribution. In follow-up, the remaining contribution was to be moved to the next phase - Recovery and Rebuild Challenge. Ms. Busek was contacted by United Way and was informed that there would not be adequate funding to continue the School Lunch Program through the Summer. United Way inquired if the Council would like to contribute the remaining funds of the \$100,000 to the School Lunch Program. Ms. Busek agreed and the funds could be distributed to the School Lunch Program. Ms. Busek further requested that the funds be distributed to organizations representing those populations where equity disparities were found in the Community Health Assessment. United Way will be reviewing the Community Health Assessment and make recommendations of which organizations meet the needs of the populations identified through the Community Health Assessment.
- **Website Update**
Ms. Busek reviewed the current version of the website that is in the final stages of development. The Board shared positive feedback related to current material.
- **Clinical Advisory Panel Selection Committee**
Ms. Busek reported that Dr. Robin Virgin from Peace Health Medical Group and Ms. Pauline Martin from Lane County were voted as co-chairs of the Clinical Advisory Panel. Mr. John Johnston was voted to be CAP liaison to the Lane Community Health Council Board. Ms. Liz

Stover agreed to be the Community Advisory Council CAP representative and will be voted on at the June meeting.

- **Membership**

Mr. Laing reported that as of May 31, 2020 PacificSource CCO membership was approximately 62,000. It is expected that membership will continue to grow over the next few months.

7. Adjournment

There being no further business, meeting was adjourned at 8:35a.m.

Respectfully submitted

A handwritten signature in cursive script, reading "Rhonda Busek", is written over a horizontal line.

Rhonda J. Busek
Executive Director and Secretary