

Lane Community Health Council

October 8, 2019

7:00 a.m. – 9:00 a.m.

Minutes for Regular Meeting

Directors Present: Dr. Steve Allan, Options Counseling and Family Services; Ms. Meredith Nelson, McKenzie Willamette; 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. Paul Solomon, Sponsors Inc.; Mr. Tony Scurto, Lane Education Service District; Mr. Kevin Boie, Advantage Dental; Mr. Brad Wakefield, PeaceHealth; Dr. Pilar Bradshaw, Eugene Pediatrics

Absent: Ms. Karen Gaffney, Lane County Health and Human Services

Guests: Mr. Dave DeValk, MASS/NWHP; Mr. Don Costa, Oregon Medical Group; Mr. Cliff Hendargo, PeaceHealth (via phone), Mr. Dustin Zimmerman, Oregon Health Authority; Ms. Marian Blankenship, PacificSource; Ms. Kate Wells, PacificSource (via video conference); Ms. Lindsey Hopper, PacificSource (via video conference); Ms. Stevi Bratschie, PacificSource (via video conference); Ms. Lisa Williams, PacificSource

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

Dr. Allan called the meeting to order at 7:00 a.m. Introductions were made around the room.

2. Approve Minutes of September 25, 2019 from Lane Community Health Council

Dr. Allan presented the minutes from the previous meeting for review/approval. **It was moved and seconded to approve the minutes as presented. The motion passed unanimously.**

3. Updates

Ms. Hopper was asked to give an update on contracting and readiness review. She reported that PacificSource has signed five year contract agreements with the Oregon Health Authority for five CCO regions. Materials for both Phase I and Phase II for Readiness review have been submitted to the State. The State responded with five mandatory follow-up elements and thirteen recommended follow-up items based on findings from the submission. Work plans are in place for each of the items. Additionally, staff are working on conditions around demonstrating networks for member assignment and working through the credentialing process for providers that are new to the network. PacificSource is onboarding new staff and undergoing training processes.

Ms. Hopper reported that PacificSource is extending Customer Service hours

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beginning October 1, 2019 through January 2020. A dedicated CCO Customer Service Team will be making new CCO member welcome calls. These calls typically last thirty minutes and cover a variety of care coordination and benefit information for physical, behavioral, and oral health.

Mr. Zimmerman reported that the Oregon Health Authority will be sending a notification to members regarding their CCO plan assignment early next week. The choice period for members with the option to change CCO assignment is October 15 through November 16th. Mr. Zimmerman described the auto assignment process. After discussion, the Council had concerns that OHA's initial CCO auto assignments for members are based off of provider network data from the August 1st filing, and that provider networks may have changed since. Ms. Hopper reported that the state intends to make revisions to member CCO assignments using the upcoming November filing data and deferred to Mr. Zimmerman, given that PacificSource must follow strict regulations related to member communications regarding CCO selection. Mr. Zimmerman agreed to follow up with OHA on methods to minimize member confusion.

The Council discussed information from an OHA press release on early enrollment projections. Ms. Hopper reported that the projections were made using the August filing data and she is optimistic that PacificSource will have significantly more members than initially projected.

Mr. Provencher gave an update on the Lane County CCO Collaboration meeting and the status of the Trillium/PacificSource work streams. Some work stream areas include common methodology for value-based payments, consistency in prior authorization process, and a shared CAC/CAP. Mr. Zimmerman reported that the OHA is working to define areas that will be permissible to have a shared or overlapping CAC/CAP. Mr. Provencher noted that the Council is the deciding body that approves the CAC/CAP structure. Ms. Blankenship asked that if there are thoughts or suggestions on work stream items to please contact her via email.

4. Shared Learning

- **Health Equity Plan**

Ms. Wells gave a presentation on Health Equity context, structure, and plan overview. The context includes recognizing diversity and working to meet health care needs for all people. She reported that OHA is interested in us approaching social determinants of health (SDOH) with an equity lens so that services can be more effective and we can address disparities in health outcomes. Ms. Wells shared the definitions of SDOH and achieving health equity and described Health Equity background, including legislation that influenced its role in the community. The Council discussed the scope of SDOH and SDOHE and provider training requirements. Ms. Wells reported that Quality Interactions is an online tool that is being used at PacificSource for clinical and non-clinical staff trainings. Ms. Wells offered to be available for questions via email

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kate.wells@pacificsource.com.

- **Transformation Quality Strategy**

Ms. Bratschie gave a presentation on Transformation Quality Strategy (TQS) requirements as part of CCO 2.0. TQS is an annual deliverable to OHA and supports the safe and high quality care for all members under CCOs by ensuring the TQS adequately covers federal requirements, pushes health transformation forward, and continues the path towards the Quadruple Aim. PacificSource Executive Management has prioritized TQS as an internal critical initiative item. Ms. Bratschie listed and described the twelve components of the TQS and discussed reporting requirements. She reviewed the TQS oversight and community engagement process used in other CCO regions. The TQS planning process begins in October, and is due for submission on March 15. Ms. Hopper noted that Health Councils in other regions are involved in identifying projects and giving input on process. Ms. Bratschie offered to provide a document outlining the project process to the Council.

Mr. Zimmerman was asked about overlapping TQS and Health Equity projects. He responded that OHA would encourage that, and many quality improvement project would fit well in the TQS scope. Ms. Bratschie was asked about information on other TQS projects around the state that have been successful. She reported that projects are available on the OHA website, but are not ranked. She offered to be available for questions via email stevi.bratschie@pacificsource.com.

5. Discussion – Health Council Principles

Ms. Blankenship reported that during the last meeting, the Council asked for time on the agenda to begin developing Guiding Principles. After discussion, the Council decided to engage in a half day retreat focused on governance, roles, values and principles. A small group comprised of Dr. Weiner, Mr. Boie, Mr. Provencher and Dr. Bradshaw agreed to work together to shape a meaningful agenda. The Council discussed using an outside facilitator at the meeting, Mr. Provencher suggested Coraggio Group and agreed to coordinate an introduction with the small group.

6. Other

The Council asked for an update on workgroup meetings. Ms. Blankenship reported that the Finance Committee has set up monthly meetings beginning in November and the Operational/Start-up workgroup is working to set up bi-weekly meetings through the end of the year.

The Council discussed perspectives on successes and challenges with Medicaid in the Lane Community. Ms. Blankenship offered to follow up one-on-one with each Council member to gather input.

The Council asked for an update on staffing. Ms. Blankenship reported that the

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Operational/Start-up workgroup will be discussing staffing recommendations. She shared that PacificSource is in the recruiting/interview process for Lane CCO Director position. Mr. Provencher offered for PacificSource to continue to provide support staff until the Council has staff in place.

7. Adjournment

The meeting was adjourned at 9:00 a.m.

Respectfully Submitted,

Lisa Williams, Executive Assistant



Steve Allan, Secretary