



Trillium Community Health Plan

North Community Advisory Council Minutes

Thursday, August 23rd, 2022

12pm – 1:30pm PST

Attendance

Present: Sharif Maddox, Daniel Carrillo, Jeff Austin, Brooklyn Leader, Naomi Hunsaker, Katie Thornton,
TCHP Staff: Debi Farr, Kristinia Rogers, Amy Hill, Heather Peterson, Courtney Johnston, Demond Hawkins,
Yvette Vera, Robert Phillips, Haika Mushi, Sarah Brewer
Guests: Awab Al-Rawe, Tina Cox, Manu Chaudhry, Vanessa Esteves

Welcome & Introductions

Sharif Maddox, CAC Chair, called the meeting to order at 12:02 pm. CAC members introduced themselves

Public Comments

No Public comments

Announcements & Approvals

Debi Farr informed the CAC that Sharon Thomas-Hinds will be resigning from the CAC since she is moving out of the area.

Shariff Maddox asked the CAC for volunteers to fill the positions of CAC Co Chair and CAC Representative on the Trillium Board

Approvals

June Meeting Minutes

Motion to approve June meeting minutes was unanimously approved.

CAC Co Chair & Board Representative

Daniel Carrillo volunteered to serve as Co-Chair & Board representative

Motion to approve Daniel as the CAC Co-Chair and Board Representative was unanimously approved

OHA Innovator Agent Update

Awab Al-Rawe provided the CAC with an update and overview focusing on:

- Public Health Emergency and Benefits
 - o Because of the extension:
 - Emergency SNAP benefits continue in August
 - Redeterminations for OHP will NOT begin until the PHE ends
- System and Process Changes to Support People
 - o Self-service option through the ONE Portal
 - o OHA is Partnering with CCOs to gather contact information updates directly
 - o During the PHE Unwinding members will have 90 days to provide any information required to complete their renewals

- Nationwide 988 Suicide and Crisis Lifeline
 - o The 988 Suicide and Crisis Lifeline is available 24/7 for people experiencing a behavioral health crisis to call, text or chat online at 988lifeline.org.
 - o Calls may be responded to in English or Spanish.
 - o Text and online chat are currently only available in English.
- Flexible services (HRS) information for Oregon Health Plan members
 - o <https://www.oregon.gov/oha/HPA/dsi-tc/Pages/Health-Related-Services.aspx>
 - o Collaborative CHA/CHP learning collaborative
 - o Next session September 13
- Other updates
 - o Rescheduling the 7/6 CAC-RHEC meeting
 - o In the meantime, if CAC coordinators or CAC members have feedback about CAC engagement in the waiver (including the CICs proposal), please reach out to 1115Waiver.Renewal@dhsosha.state.or.us.

Board Report

Sharif Maddox provided the CAC with an update on what took place during the July 21st Trillium Board of directors Meeting.

- Community Engagement Update
 - o Sharif Maddox provided the Board with an update of what occurred during the previous CAC meeting
- Operational Update
 - o Suellen Narducci presented the Operations dashboard with information as of the end of May 2022 with a focus on metrics from the following areas:
 - Diversified Growth
 - Compliance
 - Operational Excellence
 - Utilization Management
 - Call Center
 - Appeals and Grievances
 - Quality
 - Membership Trends
- Medicaid Update
 - o Courtney Johnston provided the Board with a Medicaid Update with a focus on:
 - The Status of the Corrective Action Plan
 - Trillium's Corrective Action Plan is officially closed. We have met all of the OHA's expectations. They may follow up on items after 6-12 months.
- Eligibility Changes
 - When the federal government closes the Public Health Emergency, everyone who receives Medicaid will be required to confirm their income to show if they are eligible to continue to receive the Oregon Health Plan. This will be a big undertaking and is expected to start sometime in 2023 and will take 14 months.
 - In July, the state began covering undocumented citizens between the ages of 19-25 and above the age of 55

- TQS Update
 - The Transformation and Quality Strategy Plan is submitted by each CCO on an annual basis and outlines projects the CCO is working on to improve quality for their members. Trillium is very proud of their score, which was better than Health Share's.
- BH Update
 - It is difficult for members to access behavioral health services due to workforce shortages. Trillium is working closely with the OHA which received legislative funds to increase reimbursement for Behavioral Health services. Trillium is doing all they can to support that work.
- 2022 CCO Metrics Update
 - Michelle Kirchoff provided a metrics update that focused on
 - 2021 CCO Final Performance- Review
 - 2021 Trillium CCO Incentive Methodology
 - 2022 CCO YTD Performance- Review
 - 2022 Trillium CCO Incentive Methodology
- Board of Directors Open Table
 - Mary Rumbaugh, Board Chair, brought up how much we enjoyed Dr. Manu Chaudhry's dental presentation during the previous board meeting and how it would be great to learn more about what the rest of our board members are focusing and what concerns they may have

SHARE HRS/CBI

Debi Farr & Courtney Johnston provided an overview of CCO funding initiatives

- SHARE/CBI Comparison
- Share Domains
- Community Benefits initiative
- Health related Services
- Share Plan timeline
- Next Steps

Network Update

Amy Hill provided the CAC with a network update focusing on issues that have come up in previous CAC meetings and what steps Trillium has taken to resolve these issues

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Open Table

Sharif explained to the CAC that she has seen improvements with the services provided by MTM, they have done a better job of communicating when they will not be able to get a driver and help set up an uber or a Lyft for the appointments

Meeting Adjourned at 1:32pm. Next Trillium North CAC Meeting: Thursday, October 27, 2022, 12pm – 1:30pm.

Respectfully Submitted by Robert Phillips
