

## CCO Community Advisory and Council Meeting

Monday, January 27, 2020

12:00 - 2:00 pm

Oregon Research Institute Bldg., 2<sup>nd</sup> Floor,

### Minutes

**Attended:** Gustavo Balderas, Wendee Crofoot, Drake Ewbank, Roz Fox, Caitlynn Hatteras, Val Haynes, Karen Hall, Richard Kincade, John Radich, Charene Reavis, Carla Tazumal, Michelle Thurston, Cindy Williams

**On phone:** Tara DaVee, John Rolling Thunder

**Recorder:** Jan Skeie, LCPH/Prevention

**Absent:** Rebecca Henson, Silverio Mogart, Jocelyn Warren

**Guests:** Amelie Clement, Consumer  
Dr. Jeanne Savage, Chief Medical Officer, Trillium  
Amanda Cob, Trillium  
Debi Farr, Trillium  
Robert Phillips, Trillium  
Britney Dominguez, Trillium  
Jacqueline Moreno, Lane County Public Health  
Leah Edelman, Lane County Public Health  
Brandy McLaughlin, Pacific Source  
Brian Laing, Pacific Source  
Belle Shepherd, Oregon Health Authority  
Cyndi Kallstrom, Oregon Health Authority  
Dustin Zimmerman, Oregon Health Authority

1. **Call Meeting to Order** – Meeting opened by Caitlynn Hatteras, Co-Chair.
2. **Public Comment:** No public comment
3. **Introductions and Welcome** – Caitlynn Hatteras, Co-Chair. Getting to know you question: Do you prefer to be early or late?
4. **Approve Minutes** – There was no meeting in December. A motion was made to approve the November 2019 meeting minutes. Michelle Thurston moved to approve the minutes. Carla Tazumal seconded the motion. Members voted to approve the November 2019 meeting minutes as written.
5. **Reports**

**RAC Update** – Char Reavis

The RAC meeting was held in Trillium in Eugene.

Items discussed:

The plan for the RAC this year is to do more community engagement and provide more opportunities for rural CCO members to share their thoughts. We will host community listening sessions in the following communities:

- Junction City/Harrisburg (April)
- Florence/Reedsport (June)
- South Lane (Oct)
- Oakridge (Aug)

These sessions will be held in the afternoon/evening (4-6) and we will work with our community partners. The sessions will be primarily to hear from OHP members and providers. Our hope is to focus on the positives of each community and to bring the information and resources that the community requests. Some of the topics that we brainstormed were:

- Helping communities be aware of the health resources available to them
- Identifying barriers, both real and perceived
- What is working well?
- Sharing T-Rex and encouraging members to sign up for the member portal

The RAC will also be hosting an equity listening session in Springfield in March at the Park at Emerald Village!

#### **CAP Report** – Dr. Richard Kincade

The CAP Committee met earlier this month. We welcomed Trillium's new Chief Medical Officer, Dr. Jeanne Savage.

Items discussed:

- Transition – coverage and conveying accurate messages.
- Report on complex call coverage.
- Opiate patient management and patient safety medications.
- Behavioral Health Integration and the work being done.

#### **Prevention Report** – Jacqueline Moreno, Prevention Health Analyst

(See attached Prevention Workgroup Program Updates – January 2020)

Prevention is working on handouts that address our programs in Prevention.

The Prevention Team wants to share their data with local schools.

#### **6. Trillium Updates**

At the beginning of December 2019, we had 47,500 members; down from 90,000 members we had before the transition.

We are working with Capital Dental, who has a mobile dental unit, to provide dental access to the residents of the Eugene Mission.

#### **7. Pacific Source Updates** – Brandy MCLAughlin and Brian Laing

Pacific Source is looking to bring on an Equity CCO Coordinator and many other position.

We have just under 50,000 members enrolled through the CCO.

**8. CAC 2.0 – New and Improved!** - Leah

(See attached CCO 2.0 and CACs: What's New for CAC members)

Changes:

CAC Membership – Make sure demographic areas are met.

CAC membership needs to have 51% equal consumer representation from both Trillium and Pacific Source.

CAC needs to meet no less than every three months.

CAC meeting minutes are to be posted on both CCO websites.

New responsibilities – We need to have a role in Social Determinants of Health and Equity funding.

There needs to be tribal representation on the CAC and a tribal liaison.

**9. CCO 2.0 Concerns**

Trillium has created a Specialty Guide and Service Referral Guide that they will be sending out to providers.

A Behavioral Health algorithm is on the Lane County website.

Providers need to know how to make referral.

**10. Consumer Concerns**

Many consumers don't know which CCO they are part of until they go see their doctor and then many find out they are no longer covered with their physician.

Pacific Source consumers don't know whether their doctors are in network or out of network.

Members aren't receiving any communication from OHA.

**Next meeting: February 24, 2020, 12 – 2 p.m.**

Meeting adjourned.