

Trillium Community Health Plan
North Community Advisory Council (CAC)
Meeting Minutes

Thursday, September 4, 2025
10 – 11:30 AM



Attendance

CAC Members Present: Aidee, Brooklyn, Christine, Jeff, Kamryn, Katie, Maddox, McKenzie, Naomi and Tom

Trillium/OHA Staff: Lamar, Dominique, Salma, and Sheri

Welcome and Introductions

Sharif was unable to attend; Sheri called the meeting to order at 10:04 AM. Christine is a new Trillium member of the CAC and shared an introduction.

Announcements

Brooklyn shared the importance of reporting “if people are being harmed by someone receiving federal support people are required to report/share this.”

Public Comment

No public comment

Approvals

August Meeting Minutes: Sheri requested attendees review meeting minutes on screen and requested a motion to approve minutes. Jeff made a motion, Katie second the motion. All voted to adopt August minutes. All voting members approved.

Trillium Board Report

Jeff shared there was no board meeting in August. The Network Adequacy work group also did not meet.

Innovator Agent Update

Mark shared confirmation of timelines for federal changes discussed last month at the CAC and in office hours. There may have been a miscommunication or misunderstanding of the timeline for work requirements for Medicaid to start. Mark shared [a link](#).

- Katie’s team is working to spend time protecting patients while they are on site. She appreciates Mark sharing these communications, so partners have time to prepare.
- All CAC members send questions as you have them. You do not need to wait until Office Hours to ask questions. Sharing questions ahead of time helps Mark prepare and get answers in Office Hours.

Presentation

Community Health Needs Assessment (CHA)

- Sheri reminded the CAC that we approved the Community Health Improvement Plan last year. This year our updated Community Health Improvement Plan is due to OHA. We share this deliverable with Health Share, the county health departments and local health systems. Sheri

reviewed the summary of the draft of the CHA. It is a lot of data and information. Today we are asking the CAC to review, ask questions and vote to adopt this CHA for Trillium.

- Is it possible to separate out culturally & linguistically care. These are different, can we call this out. Sheri will take this to the HCWC for consideration.
- When was it created and what impact will the federal changes have on the CHA?
- Is anything getting better? All the priorities appear to focus on things trending in the wrong direction. Can we include areas where things are going well?
- Is this only happening locally, is it state, national? Katie, seeing these trends across the country due to COVID in the same period when fentanyl use and overdose rates increased. The next set of data should have some good news as these have started to reduce.
- Locally the health care system really collapsed during the pandemic, people could not get to care.
- We should consider the role of the CAC and community to support regaining trust.
- Dental appointments and network adequacy. One CAC member was sent to the wrong provider when providers are not listening. How can we stop members from getting the “run around”?
- Sheri requested a motion to adopt the CHA. Katie made the motion; Brooklyn second. All voted yes. Motion carried for the Trillium CAC to adopt the draft Community Health Assessment and use it for the basis of the next Community Health Improvement Plan.

Open Table

Dentist issue: Brooklyn shared they had difficulty finding a local dentist to get what they need. They travel a little further to their dentist. They have kept their dentist across moving.

- Can Trillium members request Moda for dental coverage?
Yes, Trillium members have options for Dental Care Organizations (DCO). Lamar shared the options with attendees. Sheri sent out to all CAC members after the meeting. Suggest members:
 - Investigate dentists they wish to visit. Get recommendations from family and friends and then look at the provider networks to find this provider in network.
 - Contact the DCO and request to switch.
 - i. <https://providerportal.advantagedental.com/provider/search> (Advantage)
 - ii. <https://www.interdent.com/capitoldentalcare/members/list-of-providers/> (Capital)
 - iii. <https://www.odscommunitydental.com/members/provider-search> (ODS/Moda)

Dental Care

[Advantage Dental Services Provider Directory](#)
Customer Service toll-free 1-866-268-9631
(TTY 711)

[Capitol Dental Care Provider Directory](#)
Customer Service 1-503-585-5205 or toll-free
1-800-525-6800 (TTY 1-800-735-2900)

[Oregon Dental Service \(MODA\) Provider Directory](#)
Customer Service 1-503-243-2987 or toll-free
1-800-342-0526 (TTY 1-503-243-3958 or
1-800-466-6313)

Next Meeting Reminder

- Thursday, October 2nd: CAC Meeting
- Thursday, September 25th: CAC Member Engagement Trillium & CAC 101 (decide on reschedule for November Member Engagement, in October meeting)