

**Lane County Coordinated Care Organization (CCO)
Community Advisory Council (CAC) Meeting**

Remote Meeting via Zoom

March 28, 2022

Noon-2pm

PRESENT

CAC Members: Char Reavis (PacificSource OHP representative), Tara DaVee (Trillium OHP representative), Drake Ewbank (PacificSource OHP representative), Michelle Thurston (Trillium OHP representative, *Live Healthy Lane Steering Committee*), Tannya Devorak (PacificSource OHP representative, *Live Healthy Lane Steering Committee*), Caity Hatteras (Trillium OHP representative), Mary Ann Wren (Advantage Dental), Jocelyn Warren (Lane County Public Health), Val Haynes (Head Start of Lane County), Chris Hanson, DMD (Trillium Clinical Advisory Panel), Todd Hamilton (Springfield Public Schools), Michelle Hankes (ShelterCare, *Live Healthy Lane Steering Committee*), Carla Tazumal (Lane County Developmental Disability Services), Josephine Williams (PacificSource OHP representative)

Attendees: Kayla Watford (Lane County CCOs, Prevention, *Live Healthy Lane Core Team*), Teresa Coppola (Lane County CCOs, Prevention), Jacqueline Moreno (Lane County CCOs, Prevention), Senna Towner (Oregon Health Authority, Innovator Agent), Rhonda Busek (Lane Community Health Council, *Live Healthy Lane Steering Committee*), Debi Farr (Trillium Community Health Plan), Katharine Ryan (PacificSource Community Solutions), Courtney Johnston (Trillium Community Health Plan, *Live Healthy Lane Steering Committee*), Charlotte Carver (South Coast Regional Early Learning, Reedsport), Demond Hawkins (Trillium Community Health Plan), Leilani Brewer (PacificSource Community Solutions), Lucy Zammarelli (LaneCare), Lisa Hernandez (PacificSource Community Solutions), Cindy Fisher (Capitol Dental Care), Jennifer Webster (Lane County CCOs, Prevention, *Live Healthy Lane Core Team*), Adria Godon-Bynum (Lane Community Health Council, *Live Healthy Lane Core Team*), Marissa Lovell (Lane County CCOs, Prevention), Dorothy Goodwin (United Way of Lane County, *Live Healthy Lane Core Team*), Suzy Kropf (United Way of Lane County, *Live Healthy Lane Core Team*), Shauna Wick (Trillium Community Health Plan), Johnny Green (Looking Glass, *Live Healthy Lane Steering Committee*), Elisabeth Maxwell (Lane County Public Health, Prevention, *Live Healthy Lane Steering Committee*), Tiffany Jones (PacificSource), Connie Riffle (PacificSource), Jessica Waltman (PacificSource), Bob Colabianchi (Orchid Health Fern Ridge and Oakridge), Karen Erickson (Trillium Community Health Plan), Sheila Wegener (Oregon Department of Human Services), Samantha Duncan (Be Your Best Cottage Grove, RAC member), Laura Thomason (PacificSource), Jeanne Savage (Trillium Community Health Plan)

Note. Guests from the CAC's Rural Advisory Committee and Live Healthy Lane's Steering Committee/Core Team were invited to sit in on this meeting as an opportunity for shared learning.

I. Welcome and Introductions

- a. Tara DaVee (Co-Chair) opened the meeting. CAC members shared their names, pronouns, and affiliations, as well as answering a 'get to know you question'.
- b. Guests and staff were asked to share their name, pronouns, affiliations, and response to the 'question' in the chat.
- c. There was no public comment.

II. Process: Routine Approvals

a. Approval of Minutes:

- i. Michelle Thurston made a motion to approve the February minutes. Caity Hatteras seconded the motion. The February minutes were unanimously approved.

- b. **Meeting packet written updates:** There were no questions on the updates.

III. Prescription Access

a. Oregon Health Authority

i. **Dr. Trevor Douglass, Pharmacy Purchasing and Oregon Prescription Drug**

Program Director: Dr. Douglass began the discussion by letting the CAC know that OHA is aware of continuing pharmacy struggles with staffing shortages, long wait times, and filling some prescriptions. He said COVID helped everyone understand the challenges and differences between big pharmacy chains and smaller, independent pharmacies. All pharmacies have been particularly important in the delivery of COVID testing and vaccinations. More recently, the closure of Bi-Mart Pharmacies has had some lasting impacts on communities. A corporate activity tax hurt pharmacies in 2021, but as of January 1st of this year, pharmacies are now exempt. There have also been reimbursement issues. There is a current focus on helping Walgreens do better in their delivery of prescriptions.

- ii. **Question posed: How is OHA supporting the CCOs in improving the pharmacy experience overall (short and long-term strategies)?** Dr. Douglass said several strategies had been employed. A decision was made to make COVID therapeutics 'fee for service', which made things easier in the short-term by sparing the CCOs and bolstering the pharmacies to stay operational by filling prescriptions without a loss. Secondly, pharmacies are required to provide prescription information at the counter (in real time) in the language that consumers need and this has been reinforced. This is a Board of Pharmacy requirement. OHA is working to get 'language toolkits' to pharmacies that request them, as OHA does not have the ability to enforce this. Dr. Douglass did say that Safeway, Albertsons, and Walgreens have committed to working on providing language services. OHA has looked to Kaiser Permanente for 'best practices', such as: provision of interpreter services onsite; hours and closures must be made public; and, vaccinations and COVID testing must be streamlined. In addition, OHA is making sure all CCOs have a mail order option and some

pharmacies provide delivery. Char Reavis brought up the questions of shipping problems and medications not arriving on time; getting texts that prescription is ready, but it isn't; no one answering phones so inability to talk on phone about refills; and, a specific issue of being given a larger dose than prescribed and instructed by a pharmacist to 'cut it in half', with a pill that was unable to be cut in half. Dr. Douglass responded that OHA is aware of rural disparities, but that most issues are being resolved within 24 hours. Char also asked OHA to consider paying for 'pocket talkers', a device that can be used for consumers who can't hear and don't know sign language.

b. Lane County's Coordinated Care Organizations

i. Shauna Wick, Director of Pharmacy for Trillium and Tiffany Jones, Clinical Pharmacist for PacificSource: Shauna and Tiffany referred to the joint Trillium and PacificSource 'Getting Your Prescriptions' document that they put together and made several recommendations: call pharmacies during 'off hours'; get your pharmacy to deliver if they offer it; get 90-day supply of maintenance medications; use mail order; and, order before the prescription runs out. Other suggestions included transferring to a different pharmacy if needed and seeking help from care managers at your respective CCO, especially if it is an emergency.

ii. Questions posed:

- 1. What are the CCOs doing to address access and communication challenges related to the pharmacy closures (short and long-term?)** One of the things CCOs have done is to do a 'geo-access' report and confirm all pharmacies in network. They then looked at reject reports due to typos and helped pharmacies out by faxing information they needed to speed up the process. They also assigned DMAP numbers to pharmacies, if needed for billing. The member side of the CCO websites have been updated on pharmacy issues, but the CCOs still need to do more updates on the provider side of the websites.
- 2. Specific to communications, how can members seek help in the event of an emergency (e.g., chronic medication need)?** Members can call customer service and ask for case managers to help with medication needs. All of this information is provided in the 'Getting Your Prescriptions' document.
- 3. Other points related to access:** Veneta is reportedly getting a new pharmacy that will be located in Ray's grocery store. McKenzie River does not have a pharmacy. **Shauna Wick will find out if pharmacies close to McKenzie River do delivery and will follow up with the CAC.** Char Reavis suggested a 'mobile pharmacy' and was informed that OHA is considering that as an option. Walmart will deliver by FedEx. CVS and Target pharmacies deliver. PacificSource is anticipating sharing pharmacy access information in their next quarterly newsletter (this is still going through the process of approval so unable to confirm as yet).

IV. Community Health Improvement Plan Indicators

- a. **Jennifer Webster, Lane County Public Health Epidemiologist:** Jennifer began by giving an overview of the 2021-25 Community Health Improvement Plan (CHP) and the three CHP priorities that Lane County will be using for determining progress during CHP implementation. The three priorities are: to ensure everyone has the income needed to cover basic needs; create conditions that support good mental health and physical well-being; and, address the injustices that create inequities. Here is the link to the priorities:

<http://www.livehealthylane.org/2021-25-chp-indicators.html>

Jennifer gave an example of how to identify actionable strategies community partners/organizations can use to align with the CHP indicators. Primary questions: how does the CAC's work tie to the CHP priorities; how can Live Healthy Lane best support collaboration; and, what processes could be put into place to help foster collective impact. Note, collective impact is a framework for addressing complex issues on a community scale, which includes establishing a common agenda, setting mutually reinforcing activities, fostering continuous communication among stakeholders, and identifying a backbone organization. She also offered a tool for people to start talking about their work in relation to the CHP. For example, "The work we are doing with (Family Check Up) addresses the indicator of creating conditions that support good mental health and physical well-being."

Drake Ewbank wrote in the chat: *Fiscally. The stock of housing and projected stock is unlikely to become affordable without radical changes in practice and building and policy. Sociologically. The continued breakdown of family units and the many things that exacerbate homelessness and housing insecurity continues to shrink those areas that can absorb the consequences of large homeless populations and related impacted problems. Not only are there no affordable or ownable stable homes, there are fewer things that decrease the need for same. The answer, except in a narrow sense, is not more providers or services to mitigate problems already in full flower by the time they intervene.*

Val Haynes wrote in the chat: *I find that as a representative of an agency that works specifically with Medicaid covered families struggling with most of the issues in the CHA and CHP, I am always trying to find definite tie ins or projects that our agency can participate in that will have that sort of "bigger picture" impact. But it often gets overwhelming and difficult to choose which project to focus on. We are excited that our FFLC and United Way pantry programs and our CATCH projects have had significant impact so would like to do more of those types of collaborations. Collaboration on concrete projects always feels more useful and not just "bailing from a sinking boat" if we can figure out sustainable infrastructure development that will continue to get some sort of ongoing funding. Thanks for everyone's work.*

V. Preview: CAC Demographic Survey (Debi Farr & Katharine Ryan)

- a. Time will be set aside for members to complete their annual CAC Demographic Survey at the April CAC meeting. This is a CCO contract requirement and the report to OHA is due in June. Collecting this information on an annual basis helps us achieve our goal of having a CAC that truly reflects the communities served by our Lane County CCOs. The information is also utilized to help shape the CAC's recruitment priorities. CAC members were asked to send any questions to Kayla prior to the April CAC meeting: Kayla.Watford@lanecountyor.gov

ACTION ITEMS:

- **CAC members & guests:** Send questions and/or feedback on the CHP indicator presentation to Kayla (Kayla.Watford@lanecountyor.gov). Follow-up questions include:
 - What worked well in this presentation?
 - What's missing?
 - What's not clear or needs more explanation?
- **CAC voting members:** Send any questions about the OHA's Annual CAC Demographic Survey to Kayla (Kayla.Watford@lanecountyor.gov)
- **Shauna Wick will find out if pharmacies close to McKenzie River do delivery and follow-up with the CAC.**

NEXT CAC Meeting: Monday, April 25th (Noon-2pm)

Meeting Schedule

Please contact Teresa Coppola (teresa.coppola@lanecountyor.gov) if you would like to participate in any of the following committees/workgroup:

- Rural Advisory Committee – April 13, 11am to 12:30pm
- Prevention Workgroup – April 19, 1:30 to 3pm
- Health Equity Committee – April 21, 11:30am to 12:30pm
- Member Engagement Committee – May 4, 9:30 to 11am