

Trillium Community Health Plan

North Community Advisory Council

Meeting Minutes

Thursday, December 5, 2024
10 – 11:30 AM



Attendance

Present: Sharif, Maddox, McKenzie, Brooklyn, Jeff, Katie, Darren

TCHP Staff: Dominique, Jeanne, Lamar, Debi, Brit, Sheri, Courtney
Mark Cokenour

Welcome and Introductions

Sharif, CAC Chair & Trillium North Board CAC Representative, called the meeting to order at 10:02 AM.

Announcements

Sharif asked if any attendees had announcements to share. Sharif announced the CAC OHP Member reimbursement is reviewed annually, per Trillium policy, in June 2025. November CAC Reimbursement will be sent the first week of December. Email Sheri if it has not arrived by 12/12. Sharif would like to request a co-chair.

Public Comment

No public comments

Approvals

October Meeting Minutes: Sharif asked members to review meeting minutes and make a motion to approve. Jeff made a motion to approve; Brooklyn second the motion. All voted to approve.

Trillium Board Report

Jeff shared overview of the November combined North and South Trillium Board meeting. The meeting focused on strategic planning for 2025. The afternoon session had discussion and brainstorming for priority areas. Jeff raised the need for more in network providers; Challenge to find in network provider, particularly for specialty providers.

Katie – Was there discussion on PCP for in network with trillium? As PCP it is challenging to get members into specialty – Katie can bring from the referral team which specialty areas are a challenge.

Katie – Were there discussions on cuts to OHA funding for Medicaid. Hearing there is potential cuts to the budget and changes to coverage. Multnomah County is asking for ideas/clarity on the plans and funding structure to support if there are changes to federal funding. Dominique is hearing this coming up. The November board meeting was more discussion Oregon & Trillium centered. A follow-up the government relations director. Trillium is at the beginning stages of

starting to figure this out. Katie would like to know what percent of Trillium dollars are state & federal. Dominique to take to the board, also depends on bucket of fed/state funding, like HRSN). Mark – This is a big question. Collaborating with governor and OHA office to make talking points to address questions. Mark will share this and will follow-up with Katie on this. Looping back on your budget question: the Governor's Recommended Budget was released this week and at the state level, there is not movement to cut Medicaid benefits or eligibility. At the federal level, many details are unknown.

Sharif – Are Flex funds ever coming back? Dominique – Yes, planning to re-launch 2/1.

OHA Innovator Agent Update

Mark offered the CAC Quarterly Office Hours to meet 1-1 with Mark and the CAC to ask questions and discuss more in depth changes to OHP. Discussion to accept a meeting every other month on months we do not have CAC Member Engagement. Brooklyn made a motion, Jeff second for the CAC to have bi-monthly Office Hours with Mark, OHA Innovator Agent, every other month 4th Thursday every other month 10 AM starting in February. Sheri will send a Zoom meeting invitation.

2025 Member Engagement Topics

Sharif reported the HRSN team at Trillium is still working to develop the workflows for referrals for member facing messaging on HRSN Housing benefits. The team will not be able to present on 12/12. ***What questions does the CAC have about the HRSN benefit and housing roll out? What do we want to know from the team in a January update/presentation?***

- What happens when there is a denial? Is it a denial or are they ineligible? How are denials communicated?
- What is the timeline for Trillium to communicate if a member is eligible/ineligible for HRSN benefit.

Discussion of other Member Engagement Topics for 2025 Presentations:

- Is there a way to get extra rides beyond what MTM covers?
- Food and housing assistance – What is it & how to apply.
- Rental assistance, secure housing, new housing communities
- Flex funds
- Other services you qualify for as an OHP member (Mark to check with CPOP)
 - Community Centers – Discount, free memberships
- Other Trillium non-OHP required benefits.
- Mark, one pager is a best practice to getting members to information – suggest Mark & Sheri work to get Trillium and OHA/community services for a one pager of resources.
- Jeff called out that case management is not on the Member Benefit Guide: Clackamas - Multnomah - Washington Counties English (PDF)

Sheri is working on TriMet to present. He is not available the 12/12 time we previously schedule. Would team members be available on 12/19 or another day to hear the TriMet Reduced Fare Program presentation? Sharif requested a motion to move 12/19 for Trimet? Jeff made the motion

and Brooklyn second. Motion was carried and Sheri will send a CAC Member Engagement Meeting with Tri-Met for 12/19.

Update on Community Health Assessment and Community Health Improvement Plan

Sheri provided an update on the Community Health Assessment and Community Health Improvement Plan. Based on the Priority Areas and goals approved by the CAC, Sheri worked internally to develop measures that will be tracked and monitored for improvement over the next five years.

Review & Approve CAC Charter

Sharif reminded CAC members of the 11/14 meeting to review and update the CAC Charter. The group agreed there was not a need to make big updates/changes. We will need to do this annually in the summer and post to the website. Also looking to model the South CACs reimbursement policy so all CAC members know what time is reimbursed, how to report time and their role is checking ahead of time if a meeting/time is reimbursable.

Sharif asked for a motion to adopt the Charter and a second. Jeff made a motion to adopt, Brooklyn second and all voted yes. Motion carried to adopt the Revised CAC Charter. Sheri will send to the North Board for approval.

Open Table

Sharif asked if anyone had an issue they would like to bring forward for discussion, including any questions or comments related to the meeting today.

Attendee requested an emergency number for MTM. Some young people have been harassed getting medical transport to appointments. Member arrived at medical appointment shaken up. Driver asked personal and inappropriate questions. The provider filed a complaint. Need a number to call and report this. Members do not get information on the car that is picking up. Pride Transportation is the vendor that MTM uses when MTM or Lyft/Uber not available. Member canceled ride back with Pride and the driver called the member back repeatedly.

Next Meeting Reminder

- Thursday, December 19th from 10am – 11:30 AM Member Engagement – TriMet
- Next CAC Meeting is Thursday, January 2nd, 2025, at 10 AM