

CCO Community Advisory Council Meeting

UO Riverfront Research Park
1800 Millrace Drive
Eugene, Oregon 97403

**Monday, May 22, 2017
12:00 - 2:00 pm
Trillium, Oregon Research Institute**

Minutes

Attended: Tara DaVee, Val Haynes, Dawn Helwig, Richard Kincade, Marianne Malott, Silverio Mogart, Heather Murphy, Andrea Muzikant, David Parker John Radich, John Rolling Thunder, Cindy Shirtcliff, Jocelyn Warren
Via phone: Roxie Mayfield
Recorder: Jan Skeie, LCPH/Prevention

Guests: Sarah Ballini-Ross (Senior & Disabled Services)
Leilani Brewer (Trillium)
Tina Potter (Trillium)
Debi Farr (Trillium)
Chris Eilers (Lane County)
Heather Amrhein (United Way)
Cyndi Kallstrom (Oregon Health Authority)
Victoria Henson-Apollonio (Periodontal Project)
Sarah Merkle (NAMI LC)

Absent: Gustavo Balderas, Caitlynn Hatteras, Charene Reavis, David Saez, Susanna Sammis, David Young

- 1. Call Meeting to Order** – Meeting opened by Tara DaVee.
- 2. Public Comment:** Sarah Ballini-Ross, Senior and Disability Services. The Oregon Health Authority and Department of Human Services are separate agencies and their programs and service eligibility requirements do not always line up across the various services, creating gaps in service. Trillium members who are under 65 years old with a disability, are not able to be served through SDS if the primary driver of their disability is mental health since DHS believes that services for that individual should be delivered through Mental Health. However, many of these individuals do not meet the criteria necessary to receive services through Mental Health, leaving a vulnerable population without services, even though they have a demonstrated need for services. The lack of service availability for individuals under 65 with a disability and mental health condition results in more emergency department visits and many long and medically unnecessary hospital stays.

David Parker, CAC Vice Chair and consumer representative from the Community Health Centers of Lane County.

I am resigning from the CAC effective immediately. I have enjoyed my time serving on the council.

3. **Introductions, Welcome, and Getting to Know You Activity** - People introduced themselves and answered the question: "What organization or affiliation do you represent on the Community Advisory Council (CAC)?"
4. **Approve Minutes** – Richard Kincade moved to approve the March and April 2017 minutes. Val Haynes seconded the motion. Minutes approved with spelling correction to a few names.
5. **Reports**
 - a. **Trillium – Report by Debi Farr, Trillium.**

Debi, Tara, and Heather attended the 20th Anniversary of the Tobacco Prevention and Education Program event at Cottage Grove High School on May 19th. Oregon Governor, Kate Brown, was there to celebrate. Lane County is the first county in Oregon to pass raising the age to purchase tobacco and tobacco products to 21. Now the state is trying to pass Tobacco 21.

Bills in Legislature:

There is a bill in the legislature that would require all CCOs to be 401(c)3 or a B Corporation by 2022. This would change how the reserves are managed. This legislative session is scheduled to end in June.

Char Reavis went to the state to testify about the CAC / RAC work that we have accomplished.

There is still a budget revenue deficiency of .4 to 1.6 million.
 - b. **CAP – Report by Richard Kincade.**

We looked at the review of our integrated behavioral health done by consultant Dale Jarvis. The CAP recommended to the Board to move forward with those recommendations.

Transformation Plan – it is now required distinct funding and prioritization of the plan. Prior to authorization, the authorization process was slow. Now we want to assure authorizations are done promptly.
6. **Periodontal Project – Report by Victoria Henson-Apollonio**

Please see attached report and 4-CERT questions. If you have any questions regarding the project, please contact Tara DaVee or John Rolling Thunder. Richard Kincade expressed an interest in being a stakeholder for the project and available to look over the data the project receives.
7. **Charter Approval**

Reviewed changes to the CAC Charter. Cindy Shirtcliff moved to approve the new charter with the amendment: Charter will be reviewed on an annual basis. John Rolling Thunder seconded the motion.

Motion approved with amendment.

8. **Member Issues Brainstorm** – We will brainstorm issues members are having with Trillium. After we collect the issues, they will go to the Member Engagement Committee and they will research the issues.

Issues:

- a. Members are required to have prior authority from multiple providers for lab work and there is a long wait time at the lab. (Marianne Malott)
- b. Opioid prescriptions have been dropped. How can people find help withdrawing from their opioids? Providers aren't following opioid protocol and don't know where to send patients for withdrawal assistance. Members affected by this need to know their options. (John Rolling Thunder)
- c. What is the Prior Authorization Protocol? What does the system look like? Patients need to know. (Tara DaVee)
- d. Diabetics need timely access to providers when they have wounds and training on how to treat and prevent wounds. (David Parker)
- e. Need a list of providers who have the ability to work or who will work with patient with developmental disabilities. (Andrea Muzikant)
- f. Members need timely access to mental health services and approval for mental health services for children. (John Radich)
- g. Better access to mental health services and approval for residential mental health services for children. (Val Haynes)
- h. System is difficult to navigate for patients and providers. Need easy to read aids to show who to contact for services. (Rick Kincade)
- i. Need handouts for tobacco cessation. (Cindy Shirtcliff).

Note: If members need their Trillium cards replaced or who haven't received them, they need to contact Trillium Member Services.

PARKING LOT:

No parking lot items.

Next meeting: Monday, June 26, 2017; 12 – 2 pm at the Trillium Oregon Research Institute Building, 2nd Floor. There is an elevator.

Meeting Adjourned.