

Minutes

CAC Members			Willamette Health Council Staff		
Cherity Bloom-Miller	Confederated Tribes of the Siletz Indians	E	Justin Hopkins	Willamette Health Council	E
Tammy Brister	Marion County Health & Human Services	P	Stephanie Jensen	Willamette Health Council	P
Enrique Garcia	Legacy Health	A	Rachel Lakey	Willamette Health Council	P
Christina Korkow	Recovery Outreach Community Center	P	PacificSource Staff		
Maria Lemus	Mano a Mano Family Center	A	Elaine Lozier	PacificSource	P
Jamie Lent	Peer/Advocate	A	Guests		
Lisa Lillico, Co-chair	Peer/Advocate	P	Naja Hyder	Children's Public Private Partnership	P
Melissa Lindley	Willamette Valley Hospice	P	Christian Moller-Anderson	A Smile for Kids	P
Tim Markwell	New Perspectives Center	P	Scott Vu	Marion County Health & Human Services	P
Breanna McLeod	Peer/Advocate	P	Jessica Waltman	PacificSource	P
Clay Peterson, Co-chair	Project ABLE	P			
Paola Ramirez del Valle	Mano a Mano	A			
Jacqui Umstead	Polk County	P			
Kiara Yoder	Marion-Polk Early Learning Hub	P			

P – present; E – excused; A - absent

Agenda Item	Discussion	Action / Follow-up
Welcome/Introductions	Ms. Lillico, CAC Co-chair, called the meeting to order at 1:05 pm and Mr. Peterson led the group with introductions and an icebreaker.	
Public Comment	Mr. Peterson allowed for public comment; there was none.	
Community Health Improvement Plan (CHIP) update	<p>Ms. Lakey shared a CHIP update for Behavioral Health & Substance Use Disorders (SUD) and elaborated on the goals and strategies for each topic.</p> <ul style="list-style-type: none"> • Behavioral Health <ul style="list-style-type: none"> ➤ Zip code data from PacificSource will be available in the future. ➤ The group discussed strategies and offered suggestions. • SUD <ul style="list-style-type: none"> ➤ Review and discussion of goals. <ul style="list-style-type: none"> ✓ Recovery looks different for everyone. ✓ It depends on what a person is in recovery for and the community. ✓ Recovery is ongoing. ✓ Individuals can use a scale approach (1-5) for their goals and different aspects to 	

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	<p style="text-align: center;">focus on.</p> <ul style="list-style-type: none"> • Ms. Lakey said the housing workgroup has taken a different path. <ul style="list-style-type: none"> ➤ They will adopt some of the goals and strategies in the Mid-Willamette Valley Homeless Alliance. http://mwvhomelessalliance.org/wp-content/uploads/2020/07/MWVHA-Strategic-Plan-adopted-6.11.20.pdf <p>The CAC has the responsibility to review and approve the CHIP per the CCO contract. Ms. Lakey will send the first draft to the CAC in April for review to be approved at a future CAC meeting.</p>	
Supporting Health for All through Reinvestment (SHARE) Initiative	<p>Ms. Lozier presented the SHARE initiative that included the following.</p> <ul style="list-style-type: none"> • CCOs must spend part of their net income in their communities to address: <ul style="list-style-type: none"> ➤ Health inequities ➤ Social Determinants of Health & Equity (SDOH-E) • Annual spending plan requirements <ol style="list-style-type: none"> 1. At least one of the following SDOH-E areas: <ul style="list-style-type: none"> ✓ Economic stability ✓ Neighborhood and build environment ✓ Education ✓ Social and community health 2. Housing supports (statewide priority) 3. Align with the regional CHIP priorities: <ul style="list-style-type: none"> ✓ Behavioral health ✓ SUD ✓ Housing 4. Include funding for SDOH-E partner directly. 5. CAC has a role in SHARE spending decisions. • Discussed next steps • More information available by the Oregon Health Authority (OHA) <ul style="list-style-type: none"> ➤ SHARE Initiative 2-page document ➤ SHARE Initiative webinar 	
Appeals & Grievances presentation	<p>Ms. Waltman, PacificSource, Appeals & Grievances Manager provided an Appeals & Grievances presentation and elaborated on the details and process.</p> <ul style="list-style-type: none"> ➤ Appeals <ul style="list-style-type: none"> ➤ Denial of payment, referral or authorization of service ➤ Complaints & concerns <ul style="list-style-type: none"> ➤ Care or service from a provider ➤ Health plan service and materials ➤ How to share a complaint <ul style="list-style-type: none"> ➤ Call PacificSource customer service ➤ Write and send via mail or send electronic email ➤ Anonymous feedback coming soon • What do we do and why? <ul style="list-style-type: none"> ➤ It is a process required by the Oregon Health Plan (OHP) ➤ PacificSource takes a member-first approach ➤ Feedback provides an opportunity for 	

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	<p style="text-align: center;">improvement</p> <p style="text-align: center;">➤ Educate and partner</p> <ul style="list-style-type: none"> • Member information is not used in sharing the data as to protect the integrity of the member and/or provider. • The CCO does not use the information for retaliation. • Ms. Waltman welcomed group discussion and Q&A. • The CAC expressed interest in receiving quarterly reports on trends, etc. • It was suggested to invite Ms. Waltman back to CAC quarterly. 	<p>PacificSource contacts: M-F, 8:00 am – 5:00 pm</p> <p>Phone: 1-800-431-4135 TTY: 1-800-735-2900</p> <p>Email: CommunitySolutionsCS@PacificSource.com</p> <p>Mail: PO Box 5729 Bend, OR 97708-5729</p>
Word on the Street – Information Sharing	Mr. Peterson said Project ABLE has scholarships available to Veteran’s or people to support Veteran’s for Trauma-Informed training. It is available statewide.	Mr. Peterson will send the information to the group. cpeterson@projectable.org
Adjourn meeting	Mr. Peterson adjourned the meeting at 3:00 PM.	

Minutes were prepared by Andrea Dabler and approved by the Community Advisory Council on March 25, 2021.