

Minutes

CAC Members			Willamette Health Council Staff		
Cherity Bloom-Miller	Confederated Tribes of the Siletz Indians	E	Justin Hopkins	Willamette Health Council	P
Tammy Brister	Marion County Health & Human Services	P	Stephanie Jensen	Willamette Health Council	P
Enrique Garcia	Legacy Health	P	Rachel Lakey	Willamette Health Council	P
Christina Korkow	Recovery Outreach Community Center	P	PacificSource Staff		
Maria Lemus	Mano a Mano Family Center	P	Elaine Lozier	PacificSource	P
Jamie Lent	Peer/Advocate	A	Guests		
Lisa Lillico, Co-chair	Peer/Advocate	A	Rebecca Donell	Oregon Health Authority	P
Melissa Lindley	Willamette Valley Hospice	P	Buffy Hurtado	PacificSource	P
Tim Markwell	New Perspectives Center	A	Sierra Prior	Marion County Health & Human Services	P
Breanna McLeod	Peer/Advocate	P	Cassandra Vigil	PacificSource	P
Clay Peterson, Co-chair	Project ABLE	P	Scott Vu	Marion County Health & Human Services	P
Paola Ramirez del Valle	Mano a Mano	E	Jessica Waltman	PacificSource	P
Jacqui Umstead	Polk County	A			
Kiara Yoder	Marion-Polk Early Learning Hub	P			

P – present; E – excused; A - absent

Agenda Item	Discussion	Action / Follow-up
Welcome/Introductions	Mr. Peterson, CAC Co-chair, called the meeting to order at 1:03 pm and led the group with introductions and an icebreaker.	
Public Comment	Mr. Peterson allowed for public comment; there was none.	
Oregon Health Authority (OHA) update	Ms. Donell provided a variety of OHA updates. <ul style="list-style-type: none"> • COVID-19 • Link to OHA dashboard with updated vaccination data & information by county. • COVID-10 technical assistance and training opportunities through the transformation center • A series called “Safe & Strong” communication tools & videos from OHA to address questions regarding COVID-19 vaccinations. Currently available in English & Spanish and • OHA “office hours” June 24th, 2-3 PM will focus on Race, Ethnicity, Age, Language, and disability (REAL-D) data collection 	Ms. Donell will send more detail on updates in a follow-up email. Rebecca.j.donell@dhsosta.state.or.us
Welcome Buffy Hurtado, PacificSource Tribal Liaison	Ms. Lakey welcomed Ms. Hurtado, PacificSource Tribal Liaison. <ul style="list-style-type: none"> • Ms. Hurtado works across four regions, including Marion & Polk counties. • Her main focus is the promotion of tribal relations and tribal affairs. 	

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	<ul style="list-style-type: none"> • For Marion & Polk counties, this covers: <ul style="list-style-type: none"> ✓ The Confederated Tribes of Warm Springs ✓ The Confederated Tribes of Grand Ronde ✓ The Confederated Tribes of the Siletz ✓ Chemawa Indian Health Center • Ms. Hurtado shared that she lives on Warm Springs Reservation. 	
PacificSource flyer	<p>Ms. Lozier provided background on the PacificSource flyer intended to be a guide to assist PacificSource members navigate health services and benefits.</p> <ul style="list-style-type: none"> • Flyers have been drafted in English and Spanish language. • Ms. Lozier requested feedback on the Spanish language translation for accuracy and proper translation. • Group discussion and committee feedback was offered. 	
Approval of March 25 th and April 22 nd CAC meeting minutes	<p>Draft minutes from the March 25th and April 22nd CAC meetings were provided in the advance packet.</p> <p>MOTION: <i>Ms. Korkow made a motion to approve the March 25th and April 22nd 2021 meeting minutes; Ms. Lillico seconded the motion. The motion passed unanimously.</i></p>	
Adopt final CHIP	<p>Ms. Lakey presented the latest version of the 2021-2025 Marion-Polk Community Health Improvement Plan (CHIP) and called for feedback and input.</p> <ul style="list-style-type: none"> • Ms. Lillico complimented the work. • Ms. Sierra shared next steps for the CHIP. <ul style="list-style-type: none"> ✓ Hosting virtual events. ✓ Hoping for widespread community buy-in and community policy makers. <p>MOTION: <i>Ms. Lillico made a motion to adopt the final version of the CHIP as presented; Ms. McLeod seconded the motion. The motion passed unanimously.</i></p>	<p>Ms. Lakey emailed an updated version to the CAC earlier this day.</p> <p>Direct additional feedback and/or questions to</p>
CBI Progress report	<p>Ms. Lakey will provide a progress report of the 2020 Community Benefit Initiative (CBI) grant recipients at the June CAC meeting.</p>	
July CAC meeting	<p>Ms. Lakey took a poll for whether the group wants to meet in July. The group took a vote and the majority of people agreed to cancel the July meeting and resume in August.</p>	
CBI Spending Plan recommendation	<p>Ms. Lakey walked the committee through the issue brief for the proposed 2021 CBI spending plan and timeline.</p> <ul style="list-style-type: none"> • The proposal still needs to be presented and approved by the WHC Board of Directors and will be brought forward to the CAC for further discussion. 	
Quarterly discussion: appeals & grievances	<p>Ms. Waltman, Appeals and Grievance Manager for PacificSource gave a presentation on the 1st quarter of 2021 member appeals and grievances that highlighted the following.</p> <ul style="list-style-type: none"> • Complaints <ul style="list-style-type: none"> ➤ Primary reasons: interaction with plan or provider <ul style="list-style-type: none"> ✓ Communication ✓ Understanding information ➤ Secondary reasons: access to care <ul style="list-style-type: none"> ✓ Challenges with scheduling ✓ Transportation • Appeals 	

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	<ul style="list-style-type: none"> ➤ Primary reason: denied authorizations to: <ul style="list-style-type: none"> ✓ Medications ✓ Out of network services/non-Oregon Health Plan (OHP) providers ➤ Secondary reason: denied claims for: <ul style="list-style-type: none"> ✓ Services delivered by a non OHP provider(s) • Actions and Strategies <ul style="list-style-type: none"> ➤ Keeping pulse on member impact due to COVID-19 <ul style="list-style-type: none"> ✓ Vaccine complaints ✓ Increase appeals or complaints due to services re-opening ➤ Partner with transportation brokerages to identified actions to address service and access ➤ Improve dental health access ➤ Improve member letter • Feedback – Appeal letter <ul style="list-style-type: none"> ➤ CAC feedback was shared and used to develop new templates for responses to appeals ➤ Improvements include significant reduction in paragraphs of information ➤ Simple and to the point • Feedback – Denial letter <p>Ms. Waltman allowed for discussion and Q&A.</p>	
Word on the Street – Information Sharing	<ul style="list-style-type: none"> • Mr. Peterson said Project ABLE is providing a Veteran-informed training. Resources for Veterans services. More scholarship opportunities available and continuing education units (CEUs) available for Peer Support Specialists who attend. • Ms. Korkow said ROCC, in partnership with Santiam Hospital, hosted a vaccine clinic and 60 people were vaccinated. They will host a 2nd event on June 3rd. ROCC will be partnering with JD Health & Wellness for another event at ROCC. Please let Ms. Korkow know if your organization would like to set up a table at their next event to provide information about your organization. • Mr. Garcia shared that Legacy Health had a successful vaccine clinic serving nearly 400 people. They will be opening additional vaccine clinics in Mt. Angel, Silverton, Woodburn, and Keizer. He thanked the group for their support. • Ms. Brister said Marion County Health & Human Services made a proclamation before the Marion County Board of Commissioners in support of May Mental Health Awareness month; two members provided testimony. 	<p>Please contact if you have questions or would like more information about their upcoming events.</p> <p>Clay Peterson - cpeterson@projectable.org</p> <p>Christina Korkow christina@roccsaalem.org</p> <p>Enrique Garcia - lugarci@lhs.org</p>
Adjourn meeting	Ms. Lakey adjourned the meeting at 3:03 PM.	

Minutes were prepared by Andrea Dabler and approved by the Community Advisory Council on June 24, 2021.