

Minutes

Board Members			Willamette Health Council Staff		
Sarah Brewer, Treasurer	Legacy Health	P	Andrea Dabler	Willamette Health Council	P
Noelle Carroll	Polk County Health Services	P	PacificSource Staff		
Peter Davidson	PacificSource	P	Lindsey Hopper	PacificSource	P
Josh Graves	Catholic Community Services	P	Elaine Lozier	PacificSource	P
Jackie Haddon	Valley Mental Health	P	Dr. Bhavesh Rajani	PacificSource	
Dr. Mark Helm, Chair	Childhood Health Associates of Salem	P	Josie Silverman-Méndez	PacificSource	P
Dr. Leslee Huggins	SmileKeepers / Gentle Dental	P	Trudy Townsend	PacificSource	P
Paul Logan	Northwest Human Services	P	Guests		
Eric Richards	Salem-Keizer School District	P	Marin Arreola	Interface Network	P
Beth Spinning, Vice-Chair	Kaiser Permanente	P	Michael Gay	Salem Health	P
Dr. Nap Steele *	WFMC Health	E	Tina Foss	Yakima Valley Farm Workers Clinic	P
Commissioner Colm Willis	Marion County	P	Lisa Harnisch	Marion & Polk Early Learning Hub	P
			Janice Hazel *	WFMC Health	P
			<i>proxy for Nap Steele</i>		
			Dustin Zimmerman	Oregon Health Authority	P

P – present; PH – phone; E – excused; A - absent

Agenda Item	Discussion	Action / Follow-up
Welcome/ Introductions	Dr. Helm, Board Chair, called the meeting to order at 2:00 PM and Ms. Silverman- Méndez did a roll call for everyone connected via Skype by phone or video. This meeting did not take place in-person.	
Public Comment	Dr. Helm allowed for public comment; there was none.	
Approval of March 4, 2020 Minutes	Draft minutes from the March 4, 2020 board meeting were distributed in advance. There were no corrections. MOTION: <i>Mr. Richards made a motion to approve the minutes from the March 4, 2020 meeting; Jackie Haddon seconded the motion. The motion passed unanimously.</i>	
PacificSource CCO Transition Updates	Ms. Hopper shared a slideshow presentation on PacificSource (PS) Coordinated Care Organization (CCO) transition updates in the following areas: <ul style="list-style-type: none"> • Patient assignments and capitation <ul style="list-style-type: none"> ➤ Choice period closed March 31st. Looking 	Ms. Hopper offered to

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	<p>forward to collaborating with Yamhill CCO with preliminary discussions in February and March.</p> <ul style="list-style-type: none"> • Provider service visits and discussion <ul style="list-style-type: none"> ➤ Teams are meeting upon request via Skype on topics of encounter data challenges, claim submissions, and assignment to claims. • Ms. Hopper reported on customer service, claims, case management, and outbound welcome calls <ul style="list-style-type: none"> ➤ There is still a high volume of customer service calls compared to utilization management volume. ➤ There were 20,224 calls in March. ➤ The overall service level reported 56.26%. ➤ The average call wait time is 2.3 minutes with length of call exceeding historical norms. ➤ Service level was nearly 90% for the last 3 weeks in March. ➤ The claims department is still experiencing high claims volume. ➤ Teams are working on outbound welcome calls to members. ➤ Coaching is being provided to teams around access and priority access is being offered to members identified as high-risk. 	<p>provide a best-estimate follow-up of the 3 service areas that are crossing over into other CCOs at the end of choice period. A copy of Ms. Hopper's CCO transition update will be sent to the board following this meeting.</p>
Executive Director Recruitment	<p>Ms. Spinning gave an update on the WHC Executive Director recruitment.</p> <ul style="list-style-type: none"> • The Executive Director interview committee is comprised of Ms. Spinning, Ms. Brewer, Dr. Steele, Commissioner Pope, and Ms. Silverman-Méndez. • As reported at the March 4th board meeting, 14 applicant resumes were received. • Ms. Spinning reported on the committee's screening and interview progress to date. • Per the board's agreement at previous meetings, 2-3 finalists will be brought forward for the board to meet & interview. • The board deliberated on a process and timeline for interviewing the finalists. • Due to the Coronavirus, interviews will be conducted by video/phone conference. • Ms. Dabler will work with the board to schedule with interviews with finalists in advance of the May board meeting. 	
Community Advisory Council (CAC)	<p>Ms. Silverman-Méndez presented updates outlining CAC requirements.</p> <ul style="list-style-type: none"> • At the March 4th board meeting, the board approved seating the initial 9 member CAC members as presented by the selection committee. • All 9 members accepted the appointment. 	<p>A copy of Ms. Silverman-Méndez's CAC update will be sent to the board following this meeting.</p>

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	<ul style="list-style-type: none"> • Ideally, the first CAC meeting will take place in April. Due to the Coronavirus, the first meeting will be via video/phone conference. • Ms. Silverman-Méndez emphasized 3 requirements and deadlines for CCOs as set forth by the Oregon Health Authority (OHA). <ul style="list-style-type: none"> ➤ A CAC OHP member must be appointed to the WHC board by March 31st. ➤ A 2nd CAC member (not required to be an OHP member) must be appointed to the WHC board by June 30th. ➤ Appoint tribal representation from each of the 3 federally-recognized tribes in the CCO region by April 30th. The Confederated Tribes are: 1) Grand Ronde, 2) Siletz Indians, and 3) Warm Springs. ➤ The CAC must include a majority of Oregon Health Plan (OHP) members (at least 51%) from the CCOs region. • Ms. Silverman-Méndez said a request for a June 30th extension for the CAC deadlines noted above has been submitted to OHA. As of this meeting, an answer from OHA was still pending. 	
Finance Committee	<p>Ms. Brewer recapped the March 19th Finance Committee meeting.</p> <ul style="list-style-type: none"> • The finance committee reviewed the estimated Marion-Polk CCO financials for month ended January 2020. • Discussed differences in former Willamette Valley Community Health (WVCH) financials and what PS is offering and adjusting to the new financial report structure. • A large percentage of incurred but not reported (IBNR) is shown under claims expense. • The committee is still working to finalize the draft Finance Committee charter to bring to the board for approval. • The Finance Committee has finalized the draft Credit Card Policy. 	A copy of the draft Credit Card Policy will be sent to the board for review and vote by email.
Outreach Committee	Dr. Helm said Salem Health leadership asked to revisit their participation on the WHC board in the fall as their resources are limited with COVID-19 response. No further updates.	
Approval of Contracting Guidelines document	Defer to a future meeting.	
<p>Coronavirus / COVID-19 Information Sharing</p> <ul style="list-style-type: none"> • First responder / provider childcare – Lisa Harnisch 	<p>Ms. Harnisch, Executive Director, Marion & Polk Early Learning Hub offered information regarding first responder/provider childcare initiative in our region in response to COVID-19.</p> <p>https://parentinghub.org/covid-19-resources-information/</p> <ul style="list-style-type: none"> • Ms. Harnisch requested that organizations reach out to her to share their need for staffing and support. 	<p>Contact Ms. Harnisch for information sharing or questions/comments.</p> <p>lharnisch@earlylearninghub.org</p>

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<ul style="list-style-type: none"> PacificSource COVID-10 information sharing – Lindsey Hopper 	<ul style="list-style-type: none"> Putting together regional list to give out to first responder employer to share with their employees 211 is a resource to share with families. All of childcare providers are being briefed and trained on protocols. Dr. Helm thanked Ms. Harnisch for the information. <p>Ms. Hopper moved on to her presentation on COVID-19 updates.</p> <ul style="list-style-type: none"> PS leadership team has been meeting since January regarding COVID-19 to address a variety of preparedness and workforce updates. A provider relief package was rolled out the end of March. Mr. Ken Provencher, President and CEO, PS, sent an email via provider email database outlining these changes. There is a Telehealth FAQ on PS’s website that is updated daily. There has been an increase in telehealth claims across all lines of PS Medicaid business as illustrated in the graph on page 5 of the presentation. This represents the claims for the first 14 weeks of 2020. Ms. Hopper touched on updates from OHA and noted 1135 waiver. Ms. Hopper addressed 1) early return of 60% of the 2019 Quality Pool and 2) suspension of the 2020 Quality Incentive Metrics (QIM) funds withhold. <ul style="list-style-type: none"> Ms. Hopper walked through timelines and the information known to date from OHA and said more information from OHA would be forthcoming. Board discussion ensued regarding the QIM funds and timeline. 	<p>Ms. Hopper’s COVID-19 presentation will be forwarded to the board following this meeting.</p>
<p>WHC Community Engagement</p>	<p>The board segued to discussing early release of 2019 QIM funds and an opportunity for WHC community engagement.</p> <ul style="list-style-type: none"> Ms. Silverman-Méndez prepared a 2-option COVID-19 response proposal for a community funding opportunity. The board discussed the quick turn-around needed to distribute the funds to the Marion-Polk community. Ms. Brewer expressed her appreciation to Ms. Silverman-Méndez for her proposal. Ms. Brewer recommended organizing an ad hoc Community Impact Committee (including Ms. Silverman-Méndez) to take a closer look at the COVID-19 response proposal. The impact committee would be tasked with assessing community need and prioritizing distribution of funds and bring a recommendation to the board. Dr. Helm, Mr. Graves, Ms. Haddon, Ms. Foss, Ms. 	<p>Ms. Silverman-Méndez’s proposal will be sent to the board following this meeting.</p> <p>Ms. Dabler will work with the Community Impact Committee to get a meeting scheduled.</p>

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	Spinning, Ms. Brewer, Ms. Hazel, and Ms. Silverman-Méndez volunteered for the Community Impact Committee.	
Clinical Advisory Panel (CAP)	<p>Ms. Dabler prepared a memo included in the meeting packet with an update on the CAP.</p> <ul style="list-style-type: none"> • 25 applications have been received to date. • There are presently 21 seats identified for the CAP. • The board agreed to wait until the WHC Executive Director is hired to reconvene the CAP selection committee. 	
Adjourn meeting	Dr. Helm adjourned the meeting at 3:21 PM.	

Minutes were prepared by Andrea Dabler and approved by the Willamette Health Council Board of Directors on May 6, 2020.