



Community Advisory Council Minutes

September 20, 2016 at Noon
FamilyCare Office
Multnomah County

Members Present: Royal Harris, Zuri Lopez, Celia Higuera, Leticia Sainz, Rowan Everard, Rose Sherwood, Jessica Coshatt, Martha Spiers, and Estefany Carcano.

Members Absent: Christine Lau, Lance Gilbert, Sarah Keefe.

Staff Present: Brett Hamilton, Annette Dieker and Lamar Tillman.

Guests/Others: Dustin Zimmermann, Oregon Health Authority (OHA); Suzanne Hensche, Allies for a Healthier Oregon

Welcome/Introductions: Chair Royal Harris welcomed the Council members and guests. Called the meeting to order at 12:10.

Allies for a Healthier Oregon: Suzanne Hensche from Allies for a Healthier Oregon came to the meeting to invite Council members to special forum, *Future of CCOs in Oregon*, October 11, 2016, partnership with the Oregon Public Health Institute.

Hensche has been designed to provide community members an opportunity to hear from speakers as well as discuss CCOs. The panelist will include: Representative Mitch Greenlick, Zeke Smith of the Oregon Health Policy Board, Royal Harris of our FamilyCare Health Community Advisory Council and policymakers, advocates, and consumers.

Royal Harris invited Hensche to the meeting to share the type of questions and topics would be discussed. Harris told the other Council members that he was happy to be part of the panel and wanted to make sure that he was representing all of their views and not solely his view point.

Hensche shared the following set of questions that were planned to ask each panelist:

1. How are CCOs living up to the promise of healthcare transformation?
2. What do you see as CCOs successes?
3. What are some important lessons learned?
4. What are your greatest concerns?
5. What should be considered highest priorities moving forward?

This is how Council members responded:

Rowan Everard

- An improvement has been that Transgender services are being covered
- A concern is that providers don't believe that they will get paid CCOs, therefore, are reluctant to seeing OHP
- Some providers claimed that they didn't get paid for a full year after services being rendered
- Everard suggested a public relations campaign to promote that providers are now being paid and on a timely basis
- An improvement has been that the prior authorization for acupuncture has been removed



Leticia Sainz

- Transformation hasn't been accomplished yet
- Providers are understaffed because they are underpaid
 - Access to care is still a challenge
- More emphasis needs to be placed on care coordination
 - There needs to be better matching of patients to services

Martha Spiers

- Transformation hasn't been accomplished yet, true transformation is single payer
- Providers are understaffed because they are underpaid
 - Access to care is still a challenge
- The safety net is too fragmented
- Need to move even further away from fee-for-service
- Still need to embrace the use of peers and traditional health workers

Estefany Carcano

- System still needs to improve for Oregonian with special needs
- More flexibility is needed on caps for those with special needs

Zuri Lopez

- Concerned that there isn't universal coverage for undocumented people with chronic conditions
- Concerned about barriers to access, specifically language
 - Need improved interpretation services
 - Need information in more languages

Celia Higuera

- Interested in how CCOs will work with population health
- Interested in created bridges between social services and health care

Jessica Coshatt

- Youth need help navigating the healthcare system

Oregon Health Policy Board Listening Sessions: Brett Hamilton promoted the Oregon Health Policy Board Listen Session on October 18th to gather input from key stakeholders, including OHP consumers, advocates, and providers about coordinated care in Oregon. Hamilton explained that their input will be used to help shape recommendations for a report to the legislature and OHA about the future of Oregon's coordinated care organizations.

Hamilton encourage all Council members to attend and share their input.

Provider Relations: Lamar Tillman a Provider Relations Representative joined the meeting to provide an overview of the duties and responsibilities of the Provider Relations Department. Tillman explained that their department is the liaison between members and providers. Also, Provider Relations are advocates for the providers to OHA. A main function of the Provider Relations Department to assist the provider in being successful in meeting the 33 metrics, 18 of which have incentives.

Tillman also asked for the Council's feedback:

Marth Spiers

- Getting the correct contact for providers is sometimes challenging for providers working with FamilyCare

Leticia Sainz

- Expand the provider network for behavioral health providers
- Improve how crisis services work at FamilyCare
 - It appears that the insurance coverage is better when someone is in crisis, which is backwards

Rowan Everard

- There isn't a smooth transition of when a provider submits to be credentialed and when they officially become a provider.
 - There isn't a notification process.
 - Providers don't know that they are contracted with FamilyCare unless they call and ask
 - CareOregon sends a welcome letter informing providers when they are under contract

Agenda Setting: Harris asked the Council what they wanted on the agenda for the November meeting. Here is the list:

- Dental Care Organizations
- Vice-President of Integrated Services
 - P²ORTs
- CCO Waiver
 - Housing

Group Activity: Harris expressed an on-going interest of Council members getting to know each other better. He posed two questions:

- *What do you want to see happen on the Council?*
- *What do you do to stay active?*

Carcano

- Enjoy walking and exploring new parts of Portland
- More discussions with Provider Relations

Lopez

- Trains and competes in triathlons and runs
- More discussions with Provider Relations

Sainz

- Sainz enjoys dancing
- A focus on developing a work plan for the future

Spiers

- Would like to discuss more about how to impact members lives

Coshatt

- Coshatt stays active by walking her dog
- Coshatt announced that she was moving to Eastern Oregon

Dustin Zimmerman

- Dustin Zimmerman stays active by bowling
- Zimmerman liked the template presented for selecting priorities

Everard

- Everard stays active by reading books
- More discussions with Provider Relations

Annette Dieker

- Stays active for walking dogs
- Enjoys hearing different perspectives

Higuera

- Enjoys dancing
- Higuera really appreciates having a safe place to share
- She liked the template presented for selecting priorities

Rose Sherwood

- She enjoys cooking
- She liked the template presented for selecting priorities

Harris

- Stays active playing golf and marshball
- She liked the template presented for selecting priorities

Meeting Adjourned at 2:05