



Community Advisory Council (CAC) Meeting Minutes
January 5, 2023 – 12:00 pm to 1:30 pm

In Attendance: Ashley Matsui, Becky Yeager, Gloria Clark, Darron Barfield, Doris Kiragu, Jaimie Simmons, Jen Schafer, Jim Gardner, Kera Hood, Lela Wells, Lisa Frischkorn, Renee Menkins, Sara Stephans, Shannon Hunter, Stephanie Polizzi, Mellissah Hendrickson +

Time	Agenda Item	Action	Discussion Leader
12:00 pm	Welcome		Avery Horton CAC Chair
	<p>Council Business</p> <ul style="list-style-type: none"> • Role call <p>In Attendance: Avery, Anna Marie, Kathy Abbot, John Sweet, Lisa DeSalvio, Dale, Katrinka, Trudy Simpson, Corey Wampler, Savannah Workman, Robert and Brenda Hall, Laura Fitouri, Michael Marchant</p> <ul style="list-style-type: none"> • Approve December 1, 2022, Meeting Minutes <p>Motion made for approval of minutes by Anna Marie seconded by Kathy Abbot. Invite for discussion. None heard. None opposed. Motion carries.</p> <ul style="list-style-type: none"> • Approve Agenda <p>Motion to approve today’s agenda made by Dale Seconded by Savannah Workman. Invitation for discussion. Active living and recommendations will be removed. Addition for CHA update. None opposed. Motion carries.</p> <ul style="list-style-type: none"> • Financial Report & CHIP grant reports <p>A group of CAC members agreed upon the following awards.</p> <p>The Nancy Devereux Center received \$1000 SER Vida Wellness coaching received \$5590 College Park Church Meals received \$3000 Oregon Dept of Human Services received \$500 The Beet Food Systems received \$1820 Totaling \$11,910</p>	Approval	Avery Horton CAC Chair
	<p>Open Floor / feedback loop voting CAC Members-</p> <ul style="list-style-type: none"> • Consumer Members <p>Suggestion to improve performance and add it to the recommendation’s tracker.</p> <p>Advanced Health didn’t meet the performance measures on the OHA website for several years. The initiation and engagement measure has been the topic at our inner agency quality committee. Perhaps that committee could present to the CAC</p>	Discussion/ Action	Avery Horton CAC Chair

	<p>to let you know our plans to improve. There are a lot of things in the works right now. We have secured a grant to work on a sobering agency and we will be happy to review the link shared in chat. It is a huge goal of the BH department to improve these efforts.</p> <p>Suggestion made to include specific titles in our chair and vice chair.</p> <p>Suggestion made to Advanced Health to share reports with the CAC quarterly.</p> <p>Coos Bay school district is working on strategic plans for social emotional learning and social emotional health. We will be looking for people that will want to be involved in that work.</p>		
	<p>Recommendations tracker Requests from previous months were reviewed on spread sheet which was attached to the same email as the agenda.</p> <p>Suggestion made to track the timeline from when an order is placed for DME (Durable Medical Equipment) to when it was delivered to the consumer.</p> <p>Customer service has up to 14 days to approve the prior authorization that comes from the medical supplier.</p>	Discussion/ Action	Avery Horton CAC Chair
	OHA updates	Discussion	Bevin - OHA
	<p>Grievance and appeals</p> <p>Presentation given by Lela Wells on the process of Grievance and Appeals.</p> <p>You should not be billed for a service if you did not sign a form agreeing to be billed for the service.</p> <p>Appeal resolution meetings happen every Friday.</p>		OHA and AH

OHP Prioritized List of Guideline Notes
<https://www.oregon.gov/oha/HPA/DSI-HERC/Pages/Searchable-List.aspx>

Member Forms Page
<https://advancedhealth.com/members/forms/>

Drug Use Criteria
<https://advancedhealth.com/providers/pharmacy-info/>

Example of denial letter was shared. v

OHP process regarding an appeal trial process shared by Melissa Mumey (Hearing Representative)

A member would need to request a hearing within the allowed time frame which would be listed in the denial letter sent by the CCO.

Currently the timeframe is 120 days from the date of the notice of appeal resolution. Due to being in the state of an emergency the time frame is doubled at 240 days.

It is most important to see the date that is listed on the letter as the timeframe will change frequently.

It is helpful if you submit your denial with your request.

The full process was shared.

You will be able to call your representative and they are a third party in this process and does not represent you or OHA.

Advanced health provides free copies of all documents related to a denial.

The hearing is telephonic (Over the telephone) They are administrative rule-based hearings. The judge's role is not to decide if they feel the service would benefit a member. Their role is to determine weather or not the CCO denied the

	<p>specific request they received from the provider in accordance with the rules in the Oregon Health Plan.</p>		
	<p>Nominations for Chair and Vice Chair</p> <p>Dale nominates Lisa DeSalvio who shares she does not have the capacity to serve.</p> <p>Sara Stephens nominates Katrinka for Vice Chair</p> <p>Savannah Nominates Avery as Chair</p> <p>Anne Marie Nominates herself. Dale nominates Anne Marie as well.</p> <p>If voting members would like to turn in nominations, they can do so by emailing Sam. Samuel.baugh@advancedhealth.com until Jan 26th . Votes will be during the next CAC meeting in February.</p>		Sam Baugh
	<p>CHA update</p> <p>A discussion group met with ORPRN and they are in the final draft process of the questionnaire. All voting CAC members and Community Committee attendees will be seeing an email requesting a vote for approval of the final draft which will be released to the public by the end of the month.</p>		
	<p>Open Floor – Public comment</p> <p>Every Child Coos & Curry are hosting a virtual Explore Fostering Coffee House on Tues Jan 10 @ 5:30. Please share with anyone you know who might be interested in the fostering journey. Registration link here: Event Detail · Customer Self-Service (microsoftcrmportals.com)</p>		Avery Horton CAC Chair
1:30 pm	<p>Adjourn</p> <p>Motion to adjourn Anna Marie Second by Dale</p> <p>Meeting Adjourned at 1:30PM</p>	Action	Avery Horton CAC Chair

Next Meeting	Thursday, February 2, 2023 12:00 pm to 1:30 pm		
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