



Community Advisory Council (CAC) Meeting Minutes
February 1st, 2024, 12:00PM

Time	Agenda Item	Action	Discussion Leader
12:00 pm	Welcome		Anna Marie
	<p>Council Business</p> <ul style="list-style-type: none"> Roll call <p>In Attendance: Anna Marie-Slate, Kathy Abbott, Laura Fitouri, Katy Gonzales, Robert Hall, Brenda Hall, Averi Horton, Shannon Hunter, Jeanifer Imbruglia, Coreen Lee, David Rupkalvis, Sara Stephens, Corey Wampler, Daniel Wells, Stephanie Vaughn, Trudy Simpson</p> <ul style="list-style-type: none"> January 4, 2024 Meeting Minutes <p>Feedback for minutes. Error needs to be corrected in minutes to state that the feedback provided was made by a cac member rather than a guests. Edit corrected by Sam live in meeting.</p> <p>Motion to approve minutes made by Katy Gonzales, seconded by David Rupkalvis. All in favor none opposed motion carries.</p> <ul style="list-style-type: none"> Approve Agenda <p>Edit the next meeting date and the date at the top of the page. No other suggestions Motion made by David and seconded by Katy Gonzales all in favor none opposed motion carries.</p> <ul style="list-style-type: none"> Suggestion Box <p>https://forms.office.com/r/B9NTwd9Mte</p> <p>Sam went back to recheck the box and did find the two suggestions that were discussed in our last meeting but had not been seen yet. Both suggestions were put into the recommendation’s tracker and no other new suggestions were received.</p> <ul style="list-style-type: none"> Recommendations tracker. <p>Kids eye exams – CAC member shared experience of relative who’s primary language is not English failed an eye exam at school and had difficulty navigating her way to an eye exam from there. A referral was needed and for this member that was a barrier. If we were able to take an exam annually without a referral it would remove the barrier.</p> <p>Next tracker is to hire a health navigator and more Traditional Health workers.</p>	Approval	Anna Marie

Advanced Health has hired two nurses in the last month. Coordinated Care will be a topic at the next board of directors meeting.

Feedback from CAC member regarding meal reimbursement when it is a provided ride. She was originally denied reimbursement and had to escalate to a supervisor to get it approved.

Feedback from CAC member: We need to work on the time frame for reimbursement. If someone on a low income must wait 30 days for a reimbursement it becomes a hardship.

Lisa Frischkorn: You have 30 days to file your paperwork, but it only takes 7-10 business days for the reimbursement to be processed once it has been received. They have sped up this process by providing pre-paid cards rather than a check.

CAC member: We don't communicate with our members very well. I have never even heard of reimbursement for mileage and my family, and I have traveled to many distant cities for appointments. I had no idea this was an option. Education about this benefit could improve.

Lisa: I will talk with staff about some ideas to improve this and come back next month with what was suggested.

Shared in Chat from BCB (Bay Cities Brokerage)



3505 Ocean Boulevard SE
Coos Bay, Or 97420
Phone: 1-541-266-4323
Toll Free: 1-877-324-8109

REIMBURSEMENT INSTRUCTIONS

Please cut out one portion of the reimbursement slip and take it with you to your appointment. Fill in all information and obtain physicians signature.

Upon completion, please return your slip by mailing it to Bay Cities Brokerage at 3505 Ocean Blvd SE, Coos Bay OR 97420.

Please return original slips only, as copies the completed slip will not be accepted although you may make copies of the blank original slip. Upon receipt please allow up to 30 days for processing, all reimbursement slips must be returned within 45 days of your appointment. If you fail to bring your slip with you to your appointment we will not authorize secondary reimbursement requests.

Additional information: ALL REIMBURSEMENT REQUESTS MUST HAVE PRIOR AUTHORIZATION or they will not be processed. Please give us at-least 48 hours notice for out of town reimbursement requests.

[OAR: 410-136-3240](http://www.oregon.gov/oha/ohps/insurance/Pages/OAR-410-136-3240.aspx)

	<p>support@bca-ride.com for emailing back your mileage reimbursements to BCB.</p> <p>CAC member feedback: I appreciate that they reimburse us at all. Most insurance companies wouldn't offer this service and my family appreciates it.</p> <p>Lisa: Offer to have BCB give us a presentation when the new riders guide is published. Some CAC members are interested in having this presentation. It will be scheduled in the future when the riders guide is released.</p>		
	<p>Open Floor/feedback loop voting CAC Representatives-</p> <ul style="list-style-type: none"> • Consumer Representatives <ul style="list-style-type: none"> ○ Problems and Areas/Opportunities for Improvement <p>CAC Member: Having difficulties with providers scheduling a month out and taking an hour with a scheduled appointment to be seen. This is a barrier, and I am suffering.</p> <p>CAC member: Someone I know had a serious dental emergency and was scheduled 3 months out. This was Advantage Dental.</p> <p>Please call Customer Service. Sometimes they can assist in securing an appointment sooner.</p> <p>DSN report is submitted from each CCO that shows the number of providers in the network within that CCO. This is submitted twice a year.</p> <ul style="list-style-type: none"> ○ Things that are going well. <p>CAC member: Daughter went to Coos Health and wellness. This was very welcoming, trauma informed, had snacks, and offered to meet with us weekly. This was a beyond positive experience.</p> <p>CAC member: At waterfall I am not able to see my mental health provider every two weeks rather than the previous every 8 weeks and that is a big improvement.</p> <ul style="list-style-type: none"> • Community Partner Representatives <p>Shannon Hunter: (Aging and people with disabilities) I wanted to let you know we are in the process of creating an advisory council. We will have an informational meeting on from</p>	<p>Discussion / Action</p>	

	<p>02/08/2024 10AM -12PM in North Bend at our office in Colorado. If you want to attend digitally that is an option. We invite all individuals and hope to get some with disabilities to advocate on policies, goals, legislative and benefits around services. We did have a disability advisory council back in 2015 but have not had one since then. At the meeting we will talk more about what the expectations will be for the advisory committee members. After the initial meeting we will meet monthly and once we are well established it will move to quarterly. They will serve both Coos and Curry counties. If you have any questions or to get and invitation, please contact Shannon directly: 541-756-9133 shannon.hunter@odhs.oregon.gov</p> <p>Melinda Torres: AYA Housing and Coos bay transportation in school district – If you know anyone students that are struggling with houselessness. We have a few units in transitional housing as well as some pallet shelters currently open. Youth need to be under 24 or a family with children. Referrals should be sent to the ARK.</p> <p>Stephanie Polizzi: Update on food and nutrition group. We now have 47 healthy bite initiative handouts available in Spanish on our website. I have 3 classes this month: Fliers will be attached to minutes.</p> <p>Renee Menkens: Living well with Chronic Disease workshop. This deals with anyone with any chronic condition including nutrition and a host of other topics to improve health living. Flier will be attached to minutes.</p> <p>Matt Vorderstrasse: We are in the process of waiting for the state funding applications for the funding for new housing projects. These should be released in April as we have been in a meeting with OCHS. They will be making a large investment, but we do not know what that looks like regionally. We will be trying to get the banger site up. We also have a project in Gold Beach that we are working on as well.</p>		
	<p>OHA update Attached to minutes</p>		<p>Bevin Ankrom</p>
	<p>Medical Health Navigator – Continued Discussion Last month we started this conversation. The committee requested we continue to discuss this on Feb agenda, and we open the floor for discussion. Waterfall has someone doing this work and so does Bay Area. Intensive Care Coordination can also assist members with navigating medical issues, medications, appointments etc. NBMC also offers a service like this.</p>	<p>Discussion</p>	<p>Sam</p>

Member Feedback: I had an appt at OHSU with a specialist and I had to sign a form that stated if I had anything that would take longer than 5 minutes to discuss that it would take an additional appointment.

Room discussion regarding my chart and its functionality. The experiences shared made it look like this can vary depending on who the provider is.

Member Feedback: If you must reschedule a doctor's appointment it will be at least a month out no matter how urgent your issue is. We did call customer service and they moved our appointment from 8 weeks to 2 weeks. To be seen at the waterfall clinic you must be approved to be a member and it took a long time for approval.

Member Feedback: I am not a consumer of OHP, only my child is. I have a private plan and still had to wait 8 weeks for an appointment just to share the perspective that it is not just OHP consumers that are experiencing this.

Discussion in room and most agree that if you have an urgent situation and call your provider, they tell you to go to the hospital or urgent care. Then you go to the ER and they tell you it's not an emergency and you need to see your provider.

CAC Member: Are we able to cover genetic testing? Several CAC members in the room have been able to have this testing completed and it was approved.

Anna Warner: Advanced Health is currently evaluating the care coordination contracts. I appreciate hearing everyone's experiences and ideas around how to improve care coordination in our local health care system.

CAC member question: If they do have these navigators how do we access them and get this service?

It is recommended that if you have an appointment and it is confusing, or you need assistance navigating or figuring things out you should stop at the desk at the provider's office and ask if they have this service and how to get assistance.

Committee agrees this can be removed for discussion for now however, the committee would like to be sure to keep this on the table for consideration of the board of directors to have Advanced Health provide this service or at least a list of providers that this is available from.

	<p>Chair and Vice Chair Nominations</p> <p>Each person nominated will be given 3 minutes. Votes will be taken by email. If you do not have access to email, you can contact Sam directly to record your vote.</p> <ul style="list-style-type: none"> - Chair nominations <ul style="list-style-type: none"> o David Rupkalvis <p>I was asked to consider running and agreed to do so. I am interested because I have seen what Advanced Health can do for families. I have a child that has needed some additional help to benefit. This is one of the first times my family has ever actually benefited from health insurance. I would not be alive today if it was not for Advanced Health. I want to give back and help as much as I can. I have been inspired by the conversations in the CAC since I joined. I believe we can make changes and have some improvements to be made as well.</p> <ul style="list-style-type: none"> o Jeanifer Imbruglia <p>I was Co-Chair of the Systems of Care advisory committee for over a year, and I am committed to being here and I do think we can make things better and make a difference. I love my community and I have been here for a decade. I am willing to learn and listen.</p> <ul style="list-style-type: none"> - VC nomination <ul style="list-style-type: none"> o Avery Horton <p>I served as chair for two years and brough forth suggestions, resolutions, ideas etc. I do not want to be a seat hog, so I didn't want to run for a chair position to allow others the opportunity. As vice chair I will be able to assume the role when the chair is unavailable and provide adequate facilitation.</p> <ul style="list-style-type: none"> o Anna Marie Slate <p>This is my 3rd year and I love the work we have done as a CAC and the changes we have made. I really care about the community we live in, and I want to be part of making where we live a better place.</p>		<p>Sam</p>
	<p>2024 Community Health Improvement Plan</p> <p>We are required by state mandate to have a new CHIP every 5 years. It is time for us to start working on a new CHIP this year. We will be getting together a steering committee to identify our target areas and from there we will make subgroups. I will attach the highlights of the CHA with our minutes. We are looking for 3-4 individuals to serve on the CHIP steering committee. Those interested in participating. Jennifer, Katy, David, Anna-Marie all volunteered.</p> <p>Advanced Health also has an annual Community Health Improvement Plan progress report as well.</p>		<p>Sam</p>

	<p>The CAC is responsible for overseeing the Community Health Improvement Plan.</p> <p>Question regarding how we can see what has improved from our last CHIP and where we still need improvement. The CHIP progress report that is submitted yearly would show some of that information.</p> <p>The most recent CHA can be found on the Advanced Health website.</p>		
	<p>Open Floor – Public comment</p> <p>Suggestion: The time for the next meeting is currently incorrect on the website. The next meeting is going to be in the evening.</p>		Anna Marie
1:30 pm	Adjourn	Action	Anna Marie
Next Meeting	Thursday, March 7, 2024 5:30 pm		

LIST OF ACRONYMS

- ACE – Adverse Childhood Experience
- ACA – Affordable Care Act
- APD – Aging and People with Disabilities
- BAH – Bay Area Hospital
- BC – Bay Clinic
- BCB – Bay Cities Brokerage
- BH – Behavioral Health
- CAC – Community Advisory Council
- CCH – Curry Community Health
- CCHC – Coast Community Health Center
- CCO – Coordinated Care Organization
- CGH – Curry General Hospital
- CHA – Community Health Assessment
- CHN – Curry Health Network
- CHIP – Community Health Improvement Plan
- CHNA – Community Health Needs Assessment
- CHW – Coos Health & Wellness or Community Health Worker
- CVH – Coquille Valley Hospital
- CWS – Child Welfare Services
- DCO – Dental Care Organization
- EHR – Electronic Health Record
- EMR – Electronic Medical Record
- FQHC – Federally Qualified Health Center
- MAPP – Mobilizing for Action through Planning and Partnerships

- MAT – Medication Assisted Treatment
- MH – Mental Health
- NBMC – North Bend Medical Center
- OAR – Oregon Administrative Rule
- OHA – Oregon Health Authority
- OHP – Oregon Health Plan
- ORCCA – Oregon Coast Community Action
- ODHS – Oregon Department of Human Services
- ORS – Oregon Revised Statutes
- PSS – Peer Support Specialist
- QI – Quality Improvement
- SUD – Substance Use Disorder
- SCHHS – Southern Coos Hospital & Health Center
- SCHC – South Coast Head Start
- SDS – Senior & Disability Services
- SSP – Self-Sufficiency Programs
- TPEP – Tobacco Prevention & Education Program
- THW – Traditional Health Worker
- WCHC – Waterfall Community Health Center