



Community Advisory Council (CAC) Meeting Minutes  
**February 6, 2025, 12:00PM**

Time	Agenda Item	Action	Discussion Leader
12pm	<p><b>Welcome</b>  <b>In Attendance:</b> David Rupkalvis, Avery Horton, Lisa DeSalvio, Jeanifer Imbruglia, Coreen Lee, Trudy Simpson, Kristy Martindale, Matthew Lehman, Ariel Hicks, Katie Gonzalez, Sara Stephens, Drew Farmer, Amber Nicole Majeski, Katrinka McReynolds,</p> <p><b>Guests:</b> Isabel Valdez, Sam Baugh, Ross Acker, Brandy Hille, Amanda McCarthy, Kera Hood, Linda Martin Stanger, Anna Marie Slate, Zaria Hamilton, Jayden Ruff, Becky Yaeger, Lisa Frischkorn, Doris Kiragu, Amanda Lampson, Danita Tracey Carter, Doris Kiragu, Kiera Erickson, Krystal Walden,</p>		<b>David</b>
5 Min.	<p><b>Council Business</b></p> <ul style="list-style-type: none"> <li>• Roll call</li> <li>• January 2025 minutes</li> </ul> <p>Motion to approve minutes made by Jeanifer Imbruglia, Second by Matt Lehman none opposed all in favor motion carries.</p> <ul style="list-style-type: none"> <li>• Approve Agenda</li> </ul> <p>Motion to approve by Katy Gonzalez Seconded by Jeanifer Imbruglia</p> <p><b>Suggestion Box</b> <a href="https://forms.office.com/r/B9NTwd9Mte">https://forms.office.com/r/B9NTwd9Mte</a>  I'm hopeful we can find a way to set up protection for mentally ill individuals against stigma. We are on our own in our Healthcare journey. I understand Advanced Health is not in a place to do that for people, but I hope maybe they can set something up. Stigma in Healthcare only hurts the individual being labeled or told they are ineligible for services. Oha wants to build the trust of the community in healthcare. Making some protection against stigma could help people trust more. I'm sure other aware individuals are just as tired of our illness as people in the health network including customer service and ICC workers. Punishing people and creating barriers makes people who had trusted the system become less able to trust the system. I'll be available to answer any questions.</p> <p>Recommendations tracker. -Sam please check  Reopened the recommendation tracker and would like to share a couple of points.</p> <p>First, there was a suggestion to help streamline eye exams for children. This recommendation has been sent to the Board of Directors to explore ways to improve this process.</p>	Ap pro val	<b>David</b>

	<p>Secondly, we are also examining the possibility of streamlining reimbursements through TV. We reached out to Nina at the Bay City brokerage, and she agreed to give us a presentation. However, we are still waiting for that to happen.</p> <p>These are the recommendations we are currently working on.  2025 Member Handbook. <a href="https://advancedhealth.b-cdn.net/wp-content/uploads/2025/01/FinalAdvanced-Health-Member-Handbook_CCO-Model-Member-Handbook-2025_1001.pdf">https://advancedhealth.b-cdn.net/wp-content/uploads/2025/01/FinalAdvanced-Health-Member-Handbook_CCO-Model-Member-Handbook-2025_1001.pdf</a></p> <p>Lisa F- will get a Riders Guide to Sam to distribute the CAC.</p>		
15 Min.	<p><b>Open Floor/feedback loop voting CAC Representatives- Consumer Representatives</b></p> <p><b>Problems and Areas/Opportunities for Improvement</b></p> <p>Dental Billing- Concern with teeth cleaned and questioned some charges on my bill, including a \$51 fee for nutritional counseling. I asked the hygienist if her advice about sugar counted as counseling, and she confirmed it did.</p> <p>Another CAC member experienced the same and reported this to the dental insurance, similar to an issue her child had where she was billed for counseling after Halloween. She hasn't heard back about my report, but I want to ensure everything gets resolved. I also Filled out a Survey received asking if I got all my services and indicated 'No. With hopes that feedback gets forwarded to the right place.</p> <p>How do we hold these agencies accountable? Ensure this is not Fraud, waste, or abuse.</p> <p>One of our goals is to provide better care and improve health at a lower cost. What was just discussed aligns with this objective. I'm curious if we have a metric in place that allows us to evaluate our progress. For instance, can we measure our performance quarterly or annually to determine if we are improving, maintaining the same level, or falling behind in certain areas? Without measuring, we have no way of knowing.</p> <p>Amanda- Generally, the analysis of services will help us determine whether we are experiencing an increase or decrease in utilization. It is somewhat difficult to directly link outcomes to oral health services. What we can measure more easily are assessments for members with diabetes and the use of preventive dental services; these are our primary focus areas. Currently, the incentive measure pool includes these factors, and I believe the state may implement additional oral health-focused measurements. However, as I mentioned, it is indeed challenging to tie specific outcomes to these services. While it is possible to evaluate costs, I do not have any established data on that at the moment.</p> <p><b>Things that are going well</b>-No updates</p>	Discussion/Action	

	<b>Community Partner Representatives</b> -No updates		
15Min.	<b>Vote for CAC</b> <ul style="list-style-type: none"> <li>- Chair Katy Gonzalez</li> <li>- Vice Chair Jeanifer Imbruglia</li> </ul> Both Katy and Jeanifer have been voted in unanimously.		<b>Sam</b>
15 Min.	<b>Changes in Care Coordination</b> -included in the minutes  <b>Care Coordination Model</b> Multi-disciplinary approach <ul style="list-style-type: none"> <li>• LPC, RN, LPN, CHW</li> </ul> Community referral <ul style="list-style-type: none"> <li>• Phase I – 2019 to 2024</li> <li>• About 130 referrals every 3 months</li> </ul> Risk Stratification <ul style="list-style-type: none"> <li>• Phase II – 2025+</li> <li>• Calling moderate, and high-risk members</li> <li>• 10+ % more referrals</li> <li>• Assess needs (physical, behavioral, social)</li> </ul> Hired 3 additional Community Health Workers Hiring another Nurse (RN) care coordinator Huddle weekly and monthly to problem solve cases  <b>The numbers of Care Coordination</b> <ul style="list-style-type: none"> <li>• Current state vs future state</li> <li>• Care coordinator to member ratios</li> <li>• Contact frequency (weekly, monthly, quarterly)</li> <li>• Lengths of care</li> </ul> <b>Care Coordination Referral Sources</b> <b>Referral sources</b> <ul style="list-style-type: none"> <li>• <b>Internal</b> <ul style="list-style-type: none"> <li>○ Medical case management</li> <li>○ Customer service</li> <li>○ Claims</li> <li>○ Pharmacy</li> <li>○ Behavioral Health</li> <li>○ <b>Utilization Review</b></li> </ul> </li> <li>• Self-referral</li> <li>• Primary Care Provider</li> <li>• Bay Area Hospital Nursing case management</li> <li>• FQHC – Coast Community and Waterfall clinic</li> <li>• Juvenile and Adult Probation</li> <li>• Medical Clinics</li> <li>• Collective Medical</li> </ul>		<b>Ross Acker</b>

	<ul style="list-style-type: none"> <li>• Private Practice Therapists</li> <li>• DHS APD and Child Welfare</li> <li>• Homeless services</li> <li>• Community Living Case Management (I/DD)</li> </ul> <p><b>Alcohol and Drug Services</b></p> <ul style="list-style-type: none"> <li>○ ADAPT</li> <li>○ Bay Area First Step (peer run)</li> </ul> <p><b>Medical Sheltering at Coal Bank Village</b>  <a href="https://vimeo.com/calcanomedia/review/734899141/727d4afda7">https://vimeo.com/calcanomedia/review/734899141/727d4afda7</a></p>		
25 Min.	<p><b>OHA update-</b> included in the minutes</p> <p><b>Talking points for Community Partners</b>  The Oregon Health Authority has established a federal response team to address any concerns about federally funded health services. Currently, there are no changes to health programs, including the Oregon Health Plan, Healthier Oregon, and the Bridge Program. Access to healthcare remains a priority as we work to eliminate health inequities by 2030. While changes in federal administration may impact healthcare policy, OHA will monitor and inform the public about any potential changes. We are committed to ensuring affordable, quality care and protecting essential health benefits.</p> <p><b>Healthier Oregon</b>  The law passed in 2021 that people of any age or immigration status qualify for full OHP benefits. (Oregon House Bill 3352)  All OHP members, including those enrolled via Healthier Oregon, continue to have health care coverage and access to health benefits under these programs. OHA is required by law to inform members about any changes to the Healthier Oregon program in a timely manner.  Legislators: Find your local legislators:  <a href="https://www.oregonlegislature.gov/FindYourLegislator/districts-initial.html">https://www.oregonlegislature.gov/FindYourLegislator/districts-initial.html</a></p> <p><b>Coast Community Health Center Announces Withdraw of Closure</b>  Since issuing that notice, Coast has experienced a groundswell of public and private support to keep this vital resource open and available to the community. Among other things, Coast has received a commitment to sufficient initial support to continue its operations going forward and is making plans to secure the clinic's long-term future. As a result, Coast is pleased to announce that, effective immediately, the Closure Notice issued is rescinded.</p> <p>Coast is working closely with local health care payers, providers, and regulators to bring their services under new management. Currently, Coast is working with Adapt Integrated Health Care (Adapt) on an arrangement intended to transition the operation of Coast's medical clinics to Adapt. This transition from VVHV to ADAPT could take 4-6 months.</p>		<b>Bevin</b>

**Oregon Health Plan (OHP) returns to a 30-day renewal response timeline.**

Oregon Health Plan members will return to a 30-day timeline for renewing benefits. During the COVID-19 public health emergency, we allowed extra time for people to respond to eligibility notices. Now, it's important to follow the standard 30-day timeline.

Members who lose their benefits for not responding in time can still ask to have their benefits reinstated within 90 days. They can do this without submitting a new application. Although it may seem like a short timeframe because benefits may be closed, contacting us within the 90 days can lead to restoring eligibility for the Oregon Health Plan without needing a new application.

We want to make sure everyone knows this information.

**OHP Eligibility Criteria for Medicare members**

DHS and OHA are addressing concerns for older adults and people with disabilities who are losing their Oregon Health Plan benefits at a higher rate. We're aiming to ensure equity in the eligibility processes. Currently, Medicare members face lower income limits—\$943 a month or \$567 in 2025—compared to \$1,732 for adults without Medicare. Additionally, Medicare members must have resources capped at \$2,000. Other states like California have made changes to create uniform income limits across Medicaid programs. Oregon is exploring similar changes, which would require legislative action, to benefit Medicare members and improve access to programs.

**For Members: Self-service options-ONE Account**

You can create your own self-service benefits account online using the live [ONE Online accounts](#). We also have an Oregon 1 mobile app [Oregon ONE Mobile app](#) for easier access, so you won't have to wait for phone assistance. Feel free to share this information with anyone interested in setting up their account.

**Providence Health- Strike Coming to an End**

Providence has resolved most issues with the Oregon nursing association, and a deal to end the strike is on the table. It still needs a vote this weekend, but it seems promising. This is great news for those who rely on Providence services in the valley.

**School Exclusion Day February 19, 2025**

Where can children go to get immunizations?

1. Pediatricians
2. Family doctors
3. Pharmacies (7 years or older)
4. School based health centers
5. Nonprofit clinics

Call Advanced Health or AllCare Health CCOs

**Donate blood and help save lives:**

As the American Red Cross continues to face the fewest number of people

	<p>donating blood in the past two decades, they are urging people to donate this post-holiday season. As a special thank-you, the Red Cross is offering everyone who donates blood between Jan. 1 – 26, 2025, a chance to win a <a href="#">trip for two to Superbowl LIX</a> in New Orleans in February. You can help save a life. Make an appointment today to give blood or platelets. Use the <a href="#">Red Cross Blood Donor App</a>, visit <a href="#">RedCrossBlood.org</a> or call 1-800-RED CROSS (1-800-733-2767). Learn about blood donor eligibility requirements <a href="#">here</a> and check out the work being done by the Red Cross Cascades Region <a href="#">here</a>.</p>		
5 Min.	<b>Open Floor – Public comment-</b> No comments		
	<p><b>Adjourn</b> Meeting Adjourned at 1:04PM</p>	Action	
<b>Next Meeting</b>	<b>Thursday, March 6, 2025, 5:30 pm</b>		