

Western Oregon Advanced Health, LLC  
Community Advisory Committee (CAC)

Date: 09/01/2016

**ATTENDANCE:**

<b>Community Advisory Committee</b>		<b>Consumer Members</b>		<b>Agency Representative Members</b>	
<b>X</b>	Betty Albertson CAC Member District Manager for Coos and Curry Counties - Newmark Center <a href="mailto:betty.albertson@state.or.us">betty.albertson@state.or.us</a>		Linda Morris, Consumer CAC Member Representative to the Board		Linda J. Furman Grile CAC Member Executive Director South Coast Hospice <a href="mailto:lfg@schospice.org">lfg@schospice.org</a>
	Dane Smith, DDS PC, Vice Chair CAC Member Advantage Dental Agency Representative Member <a href="mailto:dane@epuerto.org">dane@epuerto.org</a>		Jenny Prichard, Consumer CAC Member <a href="mailto:jenny_prichard@yahoo.com">jenny_prichard@yahoo.com</a>	<b>X</b>	David Geels, LPC CAC Member Behavioral Health Director Coos Health & Wellness <a href="mailto:David.Geels@chw.coos.or.us">David.Geels@chw.coos.or.us</a>
<b>X</b>	John Sweet, Commissioner CAC Member Representative to the Board <a href="mailto:jsweet@co.coos.or.us">jsweet@co.coos.or.us</a>	<b>X</b>	Anna-Marie Slate, Chair Consumer CAC Member <a href="mailto:annamarie_singingcricket@yahoo.com">annamarie_singingcricket@yahoo.com</a>		Kathy Laird, RN MN CAC Member CEO Waterfall Community Health Center <a href="mailto:klaird@wfall.org">klaird@wfall.org</a>
	Melissa Cribbins, Commissioner CAC Member Representative to the Board <a href="mailto:mcribbins@co.coos.or.us">mcribbins@co.coos.or.us</a>	<b>X</b>	Ruby Phillips, Consumer CAC Member <a href="mailto:Boomerang61e@yahoo.com">Boomerang61e@yahoo.com</a>	<b>X</b>	Bob Lieberman CAC Member CEO, Kairos <a href="mailto:rlieberman@kairosnw.org">rlieberman@kairosnw.org</a>
			Evelyn Perkins, Consumer CAC Member	<b>X</b>	Michael Marchant CAC Member District Manager Aging & People with Disabilities <a href="mailto:michael.m.marchant@state.or.us">michael.m.marchant@state.or.us</a> <a href="mailto:Christy.r.shipman@state.or.us">Christy.r.shipman@state.or.us</a>
			Milisa Sapp Consumer Guest	<b>X</b>	Tracy Muday, MD CAC Member Medical Director, Western Oregon Advanced Health <a href="mailto:tracym@woahcco.com">tracym@woahcco.com</a>
		<b>X</b>	Taneal Spriggs Consumer CAC Guest		Florence Pourtal-Stevens CAC Member Public Health Administrator Coos Health & Wellness <a href="mailto:fpourtal-stevens@co.coos.or.us">fpourtal-stevens@co.coos.or.us</a>
					Corey Wampler CAC Member Health Coordinator, South Coast Head Start <a href="mailto:Cwampler.schs@orcca.us">Cwampler.schs@orcca.us</a>

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**Guests**

<b>X</b>	Kelli Piburn Guest CAC Coordinator Western Oregon Advanced Health kellp@woahcco.com	<b>X</b>	Renee Menkens, RN Guest OHSU <a href="mailto:renee.menkens@gmail.com">renee.menkens@gmail.com</a>		Cindy Shirtcliff Guest South Coast Regional Manager, Advantage Dental <a href="mailto:cindys@advantagedental.com">cindys@advantagedental.com</a>
	Liz Bardon Guest Long Term Care Innovator Agent Senior and Disability Services <a href="mailto:lbardon@rvcog.org">lbardon@rvcog.org</a>	<b>X</b>	Belle Shepherd Guest Innovator Agent, Oregon Health Authority <a href="mailto:Belle.shepherd@state.or.us">Belle.shepherd@state.or.us</a>	<b>X</b>	Laura Williams Guest Director of Customer & Provider Services Western Oregon Advanced Health <a href="mailto:lauraw@woahcco.com">lauraw@woahcco.com</a>
	Rosemary Bean, RN Guest Community Based Care Nurse <a href="mailto:rosemaryrn@frontier.com">rosemaryrn@frontier.com</a>		Lisa Hendricks Guest Director of Community & Resource Development Western Oregon Advanced Health lhendricks@woahcco.com		Anna Warner Guest Quality Improvement Coordinator Western Oregon Advanced Health <a href="mailto:annaw@woahcco.com">annaw@woahcco.com</a>
	Marka Turner, LCSW Guest Executive Director Coos-Curry Housing Authority		Colette Gillies Regional Outreach Coordinator Oregon Health Authority <a href="mailto:Colette.gillies@state.or.us">Colette.gillies@state.or.us</a>	<b>X</b>	Phil Greenhill, CEO Guest Western Oregon Advanced Health <a href="mailto:philg@woahcco.com">philg@woahcco.com</a>
	Eric Gleason Guest Chair, Suicide Prevention CHIP Subcommittee Coos Health & Wellness		Skaidra Scholey Guest Regional Coordinator for Home Visiting South Coast Regional Early Learning Hub <a href="mailto:sscholey@orcca.us">sscholey@orcca.us</a>	<b>X</b>	Linda Maxon Guest Executive Director Coast Community Health Center
	Janice Roberts, RN Guest Coast Community Health Center		Jenny Sneddon Guest DHS - APD		Stephanie Brouse Guest Advantage Dental
<b>X</b>	Gloria Clark Guest DHS/Admin D7	<b>X</b>	Erika Evans Guest Advantage Dental		

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TOPIC	DISCUSSION/INFORMATION	ACTION REQUIRED	Person Responsible	By When
1.0 Call to Order	The meeting was called to order by Anna Marie Slate at 12:06 PM			
2.0 Past Meeting Minutes	The CAC meeting minutes of August 4, 2016 were reviewed. Betty Albertson moved to approve the minutes as written. Ruby Phillips seconded and the motion passed unanimously.	Action: Approved		
3.0 Follow-up from August meeting	<p><u>Recruiting CAC Members</u> Kelli and Ruby reported that the Mega Sale at NBMC went really well. They have 3 people interested in joining the CAC. Kelli thanked Advantage Dental for donating adult and children tooth brushes to give away. Kelli also reported that she plans to advertise in The South Coast Shopper as they will be having a Health &amp; Wellness section.</p> <p><u>211 Program</u> Laura reported that the coordinator position for Coos and Curry counties has been posted. 211 will allow WOA, South Coast Regional Early Learning Hub (SCREL), and Allcare to participate in the interviews.</p>			
4.0 Membership	<p><u>Advantage Dental Replacement</u> Laura reported that WOA received a written request from Dane Smith, our current CAC member and Vice-Chair, stating that he is unable to continue to participate in the CAC. He is asking that Cindy Shirtcliff with Advantage Dental be able to take over his CAC membership as representing Advantage Dental. David Geels moved to approve Cindy Shirtcliff as a CAC member. John Sweet seconded and the motion passed unanimously.</p> <p><u>Need to Nominate New Vice-Chair</u> Laura explained that we will need to nominate a new Vice-Chair since Dane Smith will no longer be able to attend meetings. The committee agreed to do this at the next meeting.</p>	<p>Action: Approved</p> <p>Nominate new Vice-Chair</p>	CAC Members	10/06/16 meeting

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<b>5.0 Transportation</b>	<p>Laura reported that WOAHA added a lot of information about transportation in the updated WOAHA Member Handbook. There are still many members who do not know they have the benefit.</p> <p>Laura shared the utilization reports from Translink, WOAHA's delegated transportation brokerage who manages the Non-Emergent Medical Transportation benefit for WOAHA members in Coos and Curry counties.</p> <p>The <b>Provider Trip Count</b> graph shows that from 11/02/15 – 1/25/16 Yellow Cab provided the highest number of trips for our members. Bay Cities Ambulance followed in second and UTRAN (volunteer drivers) was third. Laura explained that in order for Translink to meet the demand of our members, they have had to pull in cabs from Grants Pass. Per Translink, WOAHA has the highest average trip miles and the highest number of same day requests.</p> <p>Looking at the <b>Provider Miles</b> report, you can see that the volunteer drivers drive the most miles with Yellow Cab as second.</p> <p>The <b>Provider Payment</b> report shows that Bay Cities is paid the most (overall) with Yellow Cab as second and the volunteer drivers as third. This has to do with type of ride provided as well as volume.</p> <p>Laura reviewed the <b>Provider Direct Service Report</b> from June 2016 with the committee. This report shows type of service provided (i.e. stretcher, wheelchair, cab, secured, bus tickets, bus passes, etc.) and number of rides provided for each type of service. Translink provided rides to 821 members in June 2016.</p> <p>Linda asked if WOAHA was happy with the services provided by Translink. Laura responded that Translink is an experienced transportation brokerage who has worked hard to meet the demands of our population. She stated that WOAHA is satisfied with Translink's service and their ability to manage the benefit within the budget.</p>			
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	<p>Laura indicated that the Customer Service, Provider Relations, and Care Management Team meet each week with Translink's General Manager and have been able to improve processes and quickly address issues that come up.</p> <p>Mike Marchant shared that some issues with transportation occur in regards to escorts. Patients will need an escort but the facility does not have staff available. This causes problems because the drivers are not trained to be escorts and not allowed to be escorts. Mike state this is an opportunity for improvement. Anna-Marie suggested caregivers or APD case managers could meet this need.</p>			
<p><b>6.0 WOA Member Grievance Report, 2<sup>nd</sup> Quarter 2016</b></p>	<p>Dr. Muday reviewed the report with committee. We see an increase of 9.8% of complaints received from the 1<sup>st</sup> quarter of 2016; however the grievance count has plateaued after the gradual increase throughout 2015. The #1 reason for complaints continues to be <i>Access with Interpersonal</i> as second.</p> <p>The number of denials decreased from the 1<sup>st</sup> quarter, and the proportion of denials resulting in an appeal declined as well. WOA made some additions to our formulary of medications that were often requested for non-funded conditions and we think this had a slight impact. The proportion of the appeals overturned declined significantly and continues to be consistent with random variation. The rate of hearings remained stable from the 1<sup>st</sup> quarter to 2<sup>nd</sup> quarter.</p>			
<p><b>7.0 Update from Oregon Health Authority</b></p>	<p>Belle reported that the One System will open to new members on 9/19/16. The current members should still go through the Application Assistants to renew.</p> <p>Belle stated that the Oregon Health Policy Board is holding Listening Sessions around the state to hear feedback from members, providers and others. There is a Listening Session in Eugene on September 26, 2016. Phil indicated that WOA would be happy to send CAC members to that session. Both Anna-</p>	<p>Arrange transportation for Anna-Marie and Ruby to attend the Eugene Listening Session.</p>	<p>Kelli</p>	<p>9/21/16</p>

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	<p>Marie and Ruby indicated they would like to go. Kelli will follow up with them to arrange transportation.</p> <p>Belle stated that OHA will also be emailing out a link to a survey for those people who cannot attend a Listening Session in-person.</p>			
<b>8.0 Any items for the WOA Board?</b>	There were no items for the WOA Board.			
<b>9.0 Consumer Input &amp; Public Comment</b>	Phil announced that he is the new President of COHO (Coalition for Healthy Oregon, made up of 8 CCO's) for this next year. He stated that the new waiver (contract between Oregon State and Centers for Medicare & Medicaid (CMS) was submitted to CMS. There is some debated on whether we will get additional funding for the added requirements. Negotiations are underway.			
<b>10.0 Next Meeting</b>	<p>The ORCCA room is unavailable for our next meeting. Instead we will be meeting in the North Bend Public Library Conference Room at 1800 Sherman Avenue, North Bend, OR 97459.</p> <p>October 6, 2016 12:00 pm – 1:30 pm</p>			
<b>11.0 Meeting Adjournment</b>	This meeting was adjourned at 1:35 pm			

Kelli Piburn  
CAC Coordinator  
9/16/16