

Community Advisory Council (CAC) Meeting Minutes

October 6, 2022 – 12:00 pm to 1:30 pm

Time	Agenda Item	Action	Discussion Leader
12:00	<p>Welcome</p> <p>In Attendance: Sam Baugh, Anna Warner, Mellissah Hendrickson, Anthony A, Avery Horton, Anna Marie, Kathy Abbot, Laura Fitouri, Dale Hodges, Tonya Lamar, Ruby Phillips, Trudy Simpson, Becky Yeager, Doris Kiragu, Jim Gardner, Lisa Castle, Stephanie Polizzi, Renee Menkens, Jamar Ruff, Savannah Workman, Shannon Hunter, Tammy Alley, Veronica Delmoral, Ruby, Sara Stephens, Daniel Wells,</p>		<p>Avery Horton <i>CAC Chair</i></p>
	<p>Council Business</p> <ul style="list-style-type: none"> • Roll call • Approve September 1, 2022 Minutes <p>Anna Marie makes a motion to approve minutes, Trudy Simpson Seconds. Discussion invited for corrections needed. None made. Call for any opposed. None spoken. Minutes approval Carries.</p> <ul style="list-style-type: none"> • Approve Agenda <p>Dale makes a motion to approve Agenda, Ruby seconds. Discussion invited for any corrections. None spoken. Call for any opposed. None spoken. Agenda approval carries.</p> <ul style="list-style-type: none"> • Financial Report & CHIP grant reports <p>We will discuss some left over CHIP funds a little later in the meeting. We have \$11,000 in funding left.</p> <p>Chair: Was everyone fully funded? Most were partially funded.</p>	Approval	<p>Avery Horton <i>CAC Chair</i></p>

	<p>Sam: There are not enough funds to fully fund all the projects that were previously approved.</p> <p>Chair: What are our limitations?</p> <p>Anna: It needs to be spent by this year with objects that align with the CHIP.</p> <p>Sara expressed how messy this has been. Chair describes it as unacceptable.</p> <p>Motion to open another round of grant applications made by Dale, Seconded by Ruby. Invitation for discussion. Dale asks if we can just role it over to next year. Rollover not available. No other discussion made. Any opposed? None heard. Motion carries.</p> <p>Chair asks if they can make it for the organizations that have already been approved.</p> <p>That is not available.</p> <ul style="list-style-type: none"> • Suggestions and Complaints • Recommendations to Advanced Health / Recommendations tracker <p>Dale: On the tracker we have the pie chart idea on it twice but still have not seen it.</p> <ul style="list-style-type: none"> • Sub-committee reports 		
	<p>Open Floor – Consumer Members</p> <p>Discussion regarding where we are lacking preventative services focus on the current CAC.</p> <p>Discussion regarding reasons that members should call customer service. Advanced health is here to assist our members. Our member services team is trained, capable and ready to assist.</p>	<p>Discussion/ Action</p>	<p>Avery Horton <i>CAC Chair</i></p>

Consumer came forward to discuss a time delay in her getting a preventative piece of equipment to manage her diabetes. She did have several calls to customer service and there was still a delay in receiving this equipment. It took 8 months for her to get the piece of equipment.

A Different consumer came forward to express how hard it can be for people with a different level of self-advocacy may have accomplishing navigating their way to get the services from Advanced Health that they need.

Community member came forward to share that they appreciate this conversation and believes that it is hard to stay on the line and endure the hold times. How can we build trust between the consumer and CCO.

Chair expresses that having to wait 8 months for something that is life changing for a member this is not an acceptable time frame. We need to focus on these kinds of issues and hold the CCO accountable so we can see a change. We need to track when someone has situation how long it takes to get it resolved.

Dr. Sharman spoke to share that we are an action driven team and he plans to investigate what has happened to this consumer. We welcome these conversations and plan to act.

Chair would like to have more information from Advanced Health about what is happening with the CAC to be sure we are doing what we are supposed to be according to OHA guidelines. We need to have more information to be sure we are tracking

	things and know where we are. I would really like to know all of the suggestions CAC's have made over the years and how many of those suggestions have been implemented.		
	OHA updates Update will be sent with minutes.		Bevin Ankrom
	Food and Nutrition resources Lifestyle medicine: Provides a source of lifestyle interventions to treat chronic conditions including CVD, T2D, Inflammation and obesity. Six Pillars of Lifestyle Medicine are: Eat plants, Keep moving, Sleep well, Be present, Stay calm, Love people. Power point presentation will be sent out with minutes. Food and Nutrition group meets monthly.		Stephanie Polizzi
	Left-over CHIP funds Motion carries to move forward with second round of funding earlier in the minutes.	Action	Sam Baugh
	Ideas from CAC members for better Care, Better Health, Lowering Costs		Avery Horton CAC Chair
	Open Floor – Agency Members & Public Comment	Discussion/ Action	Avery Horton CAC Chair
1:30	Adjourn	Action	Avery Horton CAC Chair
Next Meeting	Thursday, November 3, 2022 12:00 pm to 1:30 pm		Avery Horton CAC Chair