

# Community Advisory Council (CAC) Meeting Agenda

Date: June 27, 2016

Location:  MCMC  Providence

Agenda Item	Duration, Presenter and CAC Actions
Welcome & Introductions & Announcements	
Approve May CAC meeting minutes	
Recent CGHC Board meeting topics	
<b>Dental Benefits Update</b> <ul style="list-style-type: none"> <li>• Member Communications of Dental Benefits</li> <li>• Dental Care Organization (DCO) implementation</li> </ul>	45 mins. Trudy Townsend. Inform.  Deborah Loy, Corinne Thayer & Molly Johnson. Inform.
<b>Consumer Survey Status Update</b>	15 mins. Coco Yackley. Inform.
<b>Next CAC Meeting</b>	July 25, 2016 @ MCMC, 3 – 5 pm

# Community Advisory Council (CAC) Meeting Attendance

Date: May 23, 2016

Location:  MCMC  Providence

	May 23	Apr 25	Mar 28	Feb 22	Jan 25	Dec 14	Nov 23	Oct 26	Sep 28	Aug 24
<b>VOTING MEMBERS</b>										
Carol S. Olvera, Consumer			X		X		X			
Heather Thompson, Consumer	X	X	X	X	X	X	X			
Jack Miller, Consumer	X	X	X				X	X		
Joel Pelayo, Consumer	X	X	X	X	X	X	X	X	X	
Karen Polehn, Consumer	X	X	X	X	X	X	X		X	X
Luz Oropeza, Consumer	X	X	X	X		X		X	X	X
Mayra Ulloa, Consumer			X		X	X	X	X		
Sharon Parsons, Consumer					X		X	X		
Susan Lowe, Consumer		X	X	X	X	X	X		X	X
Barb Seatter, Mid-Columbia Center for Living		X	P	X	X		X		P	X
Christa Rude, Early Learning Hub			X	X			X	X		
Ellen Larsen, Chair, HRC Health Department	X	X	X	X	X	X		X	X	X
Lori McCanna, DHS	ALMA IN HER PLACE	X	X	X	X	X		X	X	X
<b>LIAISONS</b>										
Dustin Zimmerman, OHA	X		X	X	X	X	X	X	X	X
Trish Elliott, CAP liaison	X	X	X	X	X	X	X	X		X
Trudy Townsend, PacificSource	X	X	X	X	X	X	X		X	X
<b>EXTENDED MEMBERS</b>										
Advantage Dental, Molly Johnson			X						X	X
CGHC, Coco Yackley	X	X	X	X	X	X	X	X		X
CGHC, Claire Ranit	P		X							
CGHC, Suzanne Cross	X	X	X	X	X	X	X	X	X	X
Community Impact Specialist, Paul Lindberg	X	X	X			P		X		X
GOBHI, Kris Boler	P		X	X						X
Gorge Grown, Sarah Sullivan	X						X			
HAVEN, Courtney Gallant				X	X	X	X	X	X	X
HAVEN, Jenna Cohan			X	X						
HAVEN, Tara Koch				X		X	X	X	X	X
HR Co. Prevention Dept., Belinda Ballah	X		X	X	X	X		X		X
HR Co. Prevention Dept., Jane Palmer	X		X							
Klickitat County, Megan Winn	X	X	X	X						
Klickitat County, Renee Wuollet		X	X	X						
Klickitat Valley Health, Jeff Teal	X	X	X	X	X	X		X	X	
Klickitat Valley Health, Jim Daniel, Commissioner				X		X		X		

	May 23	Apr 25	Mar 28	Feb 22	Jan 25	Dec 14	Nov 23	Oct 26	Sep 28	Aug 24
MCEDD, Michele Spatz			X							X
MCCOG – Area Agency on Aging, Marvin Pohl			X						X	
MCMC, Alida Raynor		X		X						
MCMC, Blanca Flores	X	X								
MCMC, John Huffman	X	X								
Mid-Columbia Action Council, Jim Slusher		X	X	X					X	
Mid-Columbia Housing Authority, Joel Madsen	X	X					P		X	
Mid-Columbia Housing Authority, Keely Jeffries	X	X		X		X	X			
NCPHD, Hayli Eisland	X		X							
NCPHD, Shellie Campbell	X		X	X	X	X	X		X	X
NCPHD, Teri Thalhofer					X		X	X	X	
OCDL, Sandy Pulido		X		X		X		X		
OHA, Marina Cassandra	X									X
OHSU, Kitsy Stanley			X	X	X	X	X	X	X	X
OHSU, Melinda Davis										X
OHSU, Robyn Pham			X							
One Community Health, Brooke Nicholls	X	X	X	X	X	X	X	X	X	X
Oregon State Ext, Lauren Kraemer						X			X	
Providence, Mark W. Thomas	X	X	X	X		X		X	X	X
Providence, Gladys Rivera		X	X	X	X					
Revell Coy Insurance, Shanon Saldivar	X	X	X	X						
Sherman County Commissioner, Tom McCoy	X								X	X
Skyline Hospital, Debi Budnick		X		X		X				
Skyline, Elizabeth Vaivoda									X	
The Next Door, Eli Bello					X					
The Next Door, Bianca Fernandez		X	X	X	X					
The Next Door, Janet Hamada										X
The Next Door, Yesenia Castro		X	X	X						
United Way, Alison Church						X				
YOUTHink, Debby Jones				P	X	X	X	X		

(P) Partial attendance

#### EMAIL DISTRIBUTION ONLY

Ashley Danielson, Advantage Dental; Tina Castanares, Aging in the Gorge Alliance; Bonnie New, Aging in the Gorge Alliance; James McCormack, Columbia Gorge Family Medicine; Kim Bangerter, MBA, COIPA; Devon Wells, Fire Chief; Cassie Whitmire, Hood River County School District; Jane Palmer, Hood River Prevention Department; Kevin Barry, Klickitat Co Health Dept; Leslie Hiebert, Klickitat Valley Health; Julie Reynolds, MCCOG – Area Agency on the Aging; Dave Lapof, Mid-Columbia Fire & Rescue; Kim Brown, OHSU; Ben Zimmerman, One Community Health; Heather Simmons, MPH, PacificSource; Kate Wells, PacificSource; Lindsey Hopper, JD, PacificSource; Molly Mardesich, PacificSource

# Community Advisory Council (CAC) Meeting Minutes

Date: May 23, 2016

Location:  MCMC  Providence

Agenda Item	Duration, Presenter and CAC Actions
<p><b>Welcome &amp; Introductions &amp; Announcements</b></p>	<p>Guests: None</p> <p>Suzanne announced (on behalf of Kris Boler) a Save the Date announcement for June 27<sup>th</sup> for a talk by Dr. Arbore regarding Depression, Suicide and Aging. On the other side of the flyer is a reminder for The Friendship Line which is a 24 Hr hotline for older and disabled adults.</p> <p>Sarah Sullivan and Paul Lindberg mentioned the Gorge being a finalist for the Culture of Health Prize. There was a visit from members of Robert Wood Johnson Foundation and many community partners assisted in knocking the socks off the visiting members. 😊 Healthy discussions were had about the collaboration and partnership going on in the Gorge as well as the challenges faced.</p>
<p><b>Approve April CAC meeting minutes</b></p>	<p>On a motion made and seconded, the CAC unanimously approved the April minutes.</p>
<p><b>Recent CGHC Board meeting topics</b></p>	<p>Skipped this topic because there was no Board meeting last month.</p>
<p><b>Enrollment Assister Update</b></p>	<p>Marina Cassandra discussed the Community Partner Outreach Program. She mentioned community partners have Enrollment Assisters who have been helping people enroll and re-enroll in Oregon Health Plan (OHP). She also mentioned the ONE (OregoN Eligibility) program where people can go online and register for OHP. In the future, it will also link to the federal healthcare.gov system as well as Adults &amp; Peoples with Disabilities (APD), Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF). Questions were asked around immigration and documentation status as well as about fast tracking enrollment for pregnant women. There have been lots of concerns in our community about the time it takes to enroll, particularly for pregnant women.</p>
<p><b>Pocket Full of Feelings</b></p>	<p>Needed to be cancelled due to Dr. Ann Corwin's flight being delayed.</p>
<p><b>Community Health Improvement Plan (CHIP) Update</b></p>	<p>Trudy Townsend divided the CAC into small teams for a collaborative gallery poster walk to provide input on the successes and challenges of the 10 CHIP topics. In addition, teams were asked to list Examples of Learning Resources and Integration of Services. Trudy will consolidate the information provided for a report that is required by the Oregon Health Authority (OHA).</p>
<p><b>Next CAC Meeting</b></p>	<p>June 27, 2016 @ Providence, 3 – 5 pm</p>

## Acronyms

ADHD. Attention Deficit Hyperactivity Disorder	GGFN. Gorge Grown Food Network
AGA, Aging in the Gorge Alliance	GOBHI. Greater Oregon Behavioral Health Inc.
AHA, Affordable Care Act	HERC. Health Evidence Review Committee
APD. Adults & Peoples with Disabilities	HIE. Health Information Exchange
AWCV. Adolescent Well Child Visit	HIT. Health Information Technology
BMI. Body Mass Index	HRCHD. Hood River County Health Department
CAHPS. Consumer Assessment of Healthcare Providers and Systems	IIS. Immunization Information System
CAWEM, Citizen Alien Waived Emergent Medical	IMMS. Immunizations
CCO. Coordinate Care Organization	MA. Medical Assistant
CGFM. Columbia Gorge Family Medicine	MLR. Medical Loss Ratio
CGHC. Columbia Gorge Health Council	NCPHD. North Central Public Health District
CHA. Community Health Assessment	NICH. Novel Interventions in Children’s Healthcare
CHARA. Community Health Advocacy & Research Alliance	OCDC. Oregon Child Development Coalition
CHIP. Children’s Health Insurance Programs	OHA. Oregon Health Authority
CME. Continuing Medical Education	OHP. Oregon Health Plan
CMS. Center of Medicaid Services	OHPB. Oregon Health Policy Board
COIPA. Central Oregon Independent Practice Assoc.	OHSU. Oregon Health and Science University
CRAFFT. (Adolescent Screening Technique) Car, Relax, Alone, Forget, Friends, Trouble	OKQ. One Key Question
CRC. Colorectal Cancer	ONE. OregoN Eligibility
DCO. Dental Care Organization	OSAA. Oregon School Activities Association
ECU. Effective Contraceptive Use	PCP. Primary Care Provider
ED. Emergency Department	POTA. Pain and Opiate Treatment Advisory
EHR. Electronic Health Record	QHOC. Quality & Health Outcome Committee
FIT. Fecal Immunochemical Test	QIM. Quality Incentive Measure
	SBHC. School-based Health Center
	SNAP. Supplemental Nutrition Assistance Program
	TANF. Temporary Assistance for Needy Families

# Columbia Gorge Health Council Board Meeting

Wednesday, May 25, 2016  
5:30 – 8:00 PM

Agenda	Board Actions, Duration and Materials
<ul style="list-style-type: none"> <li>I. Call to Order</li> <li>II. Welcome new members and/or introductions</li> <li>III. Additions or Deletions from the Agenda; Request to remove an item from the Consent Agenda</li> <li>IV. Conflicts of potential conflicts of interest</li> <li>V. Non-agenda items from the Public</li> </ul>	<p>Up to 5 min per public attendee</p>
<ul style="list-style-type: none"> <li>VI. Consent Agenda               <ul style="list-style-type: none"> <li>a. Minutes of Previous Board Meeting</li> <li>b. Finance Committee Report                   <ul style="list-style-type: none"> <li>i. Minutes of Finance Committee Meeting                       <ul style="list-style-type: none"> <li>1. April</li> <li>2. May</li> </ul> </li> <li>ii. Finance Committee meeting material                       <ul style="list-style-type: none"> <li>1. April</li> <li>2. May</li> </ul> </li> </ul> </li> <li>c. CCO Reports                   <ul style="list-style-type: none"> <li>i. CCO Director’s Report</li> <li>ii. CCO Dashboard                       <ul style="list-style-type: none"> <li>1. April</li> <li>2. May</li> </ul> </li> <li>iii. 2016 Clinical Measures</li> <li>iv. OHA QIM</li> </ul> </li> <li>d. CAC Report                   <ul style="list-style-type: none"> <li>i. CAC Meeting Minutes – March 2016</li> <li>ii. CAC Meeting Minutes – April 2016</li> </ul> </li> <li>e. CAP Report                   <ul style="list-style-type: none"> <li>i. CAP Meeting Minutes – April 2016</li> <li>ii. CAP Meeting Minutes – May 2016</li> </ul> </li> <li>f. CGHC Operations Report                   <ul style="list-style-type: none"> <li>i. Columbia Gorge Health Council Financials                       <ul style="list-style-type: none"> <li>1. March</li> <li>2. April</li> </ul> </li> </ul> </li> </ul> </li> </ul>	<p>5 min. Approve</p>
<ul style="list-style-type: none"> <li>VII. New Business               <ul style="list-style-type: none"> <li>a. MARC grant and Intro to Sanctuary Model</li> <li>b. CMS Waiver status</li> <li>c. Board Discussion of Health Council directed spending</li> <li>d. Public Comment Period on discussion</li> <li>e. Board Motions, decisions and directions</li> </ul> </li> </ul>	<p>20 mins. Claire Ranit &amp; Trudy Townsend. Inform. 15 mins. Lindsey Hopper. 75 mins. Coco Yackley / Kristen Dillon. Discuss. 3 mins/person. Karen Joplin. 30 mins. Karen Joplin. Discuss.</p>
<ul style="list-style-type: none"> <li>VIII. Calendar               <ul style="list-style-type: none"> <li>a. Upcoming events</li> </ul> </li> <li>IX. Adjournment</li> </ul>	<p>CAP: June 2, 2016 @ MCMC CAC: June 27, 2016 @ Providence Board: June 29, 2016 @ Providence</p>



PacificSource Community Solutions, Inc.  
PO Box 5729, Bend, OR 97708-5729  
800.431.4135 Central Oregon  
855.204.2965 Columbia Gorge  
CommunitySolutions.PacificSource.com

<Date of letter>

<<Case Name>>

<<Street Address>>

<<City, State>> <<ZIP>>

Si necesita servicios de intérprete, llame al 541-382-5920 o (800) 431-4135.

You can get this letter in another language, large print, or any way that is best for you. Please call (800) 431-4135 or TTY (800) 735-2900.

**More OHP Dental Services Starting July 1, 2016:  
Adults may have more OHP dental services**

Dear PacificSource Community Solutions member,

On July 1, 2016, the Oregon Health Plan (OHP) will add these dental services for adults age 21 and older. Some adults with OHP already had these services:

- Stainless steel crowns for molars (back teeth)
- Full dentures every 10 years and partial dentures every five years no matter how long ago your teeth were removed, even if you were denied dentures in the past
- Routine care for gum disease (periodontitis) every six months
- Deep cleaning for gum disease every two years

**What does this mean for me?**

Adults already have basic dental care that covers exams, teeth cleaning, fluoride, fillings and tooth removal. Starting on July 1, 2016, we will pay for the services listed above if your dentist thinks you need them.

**Questions?**

If you have any questions about this letter or about how to find a dentist, you can call us from 8:00 a.m. to 5:00 p.m., Monday through Friday:

Central Oregon: (800) 431-4135

Columbia Gorge: (800) 204-2965

TTY: (800) 735-2900

Sincerely,

Customer Service  
PacificSource Community Solutions



# Oregon Health Plan Dental Benefits

June 27, 2016

# Who is Covered?

- \* **If you have OHP, you have dental coverage**
- \* **If you have dental coverage through PacificSource, the CCO will assign you to a local dental plan**
  - \* You can choose or change your **DCO** by calling the CCO
  - \* You can choose or change your **dentist** by calling your dental plan
  - \* If you do not know who your DCO is, call the CCO

# What are the OHP Dental Benefits?

	Emergency	Diagnostic/ Preventive	Restorative	Oral Surgery & Endodontic
Under 21 and Pregnant Women	<ul style="list-style-type: none"> <li>Covered 24/7 including out of network when traveling</li> </ul>	<ul style="list-style-type: none"> <li>Exams</li> <li>Cleaning</li> <li>Fluoride treatments</li> <li>X-rays</li> <li>Sealants</li> </ul>	<ul style="list-style-type: none"> <li>Fillings</li> <li>Partial dentures</li> <li>Complete dentures (limited)</li> <li>Crowns (limited)</li> </ul>	<ul style="list-style-type: none"> <li>Extractions</li> <li>Root canal therapy</li> </ul>
All other Adults	<ul style="list-style-type: none"> <li>Covered 24/7 including out of network when traveling</li> </ul>	<ul style="list-style-type: none"> <li>Exams</li> <li>Cleaning</li> <li>Fluoride treatments</li> <li>X-rays</li> <li>Sealants</li> </ul> <p><i>Frequency of services may differ</i></p>	<ul style="list-style-type: none"> <li>Fillings</li> <li>Partial dentures (limited)</li> <li>Complete dentures (limited)</li> <li>Crowns (not covered)</li> </ul>	<ul style="list-style-type: none"> <li>Extractions</li> <li>Root canal therapy (limited)</li> </ul>

# How Long Does it Take to get an Appointment?

- \* **Emergency** – Immediate treatment. Call your dentist. If you can't reach your dentist, or need help finding emergency dental care, call your DCO 24/7 (phone number found on your PacificSource ID card). Emergency dental care is responded to within 24 hours.
  - \* Examples of a dental emergency: abscess (an infection in or around the tooth), severe tooth pain, unusual swelling of the face or gums; or a tooth that has been knocked.
- \* **Urgency** – Prompt treatment to avoid worsening a condition. Dental urgency responded to within days, but no later than two weeks.
  - \* Examples: lost or cracked fillings, a broken tooth, crowns that have fallen off or are broken.
- \* **Routine Care** – Regular or routine treatment. Scheduled within 0-12 weeks depending on provider; or community standard, whichever is less.
  - \* Examples: exams, cleanings, fillings, dentures, etc.
  - \* A dental service (such as dentures) may require several appointments over time and consistent member engagement. Missed or rescheduled appointments can set back routine care.

# How Does Coverage Work?

## \* **Why are there differences?**

- \* Medicaid requires dental coverage for children and pregnant women.
- \* Adult dental is an optional benefit under Medicaid not required by the Federal Government like it is for children and pregnant women.
- \* The state of Oregon covers a comprehensive dental benefit for all members even though there are some differences for adults.

## \* **How are benefits determined?**

- \* Neither the CCO or DCOs set the dental benefits. Dental benefits are set by the state and the Health Evidence Review Commission (HERC).

# How Does Coverage Work?

## \* **Are all the dental procedures in the benefit package always covered?**

- \* No. There are coverage rules written around the OHP dental benefits. These rules are used to make coverage decisions. A major theme that overrides all coverage decisions is whether the service is dentally appropriate. Just because a member or dentist requests a service, does not mean it will be approved by the DCO. If the coverage rule criteria is not met, the service will be formally denied. The member will be given formal appeal rights.

- \* Examples of when a service might be denied:

- \* It is not dentally appropriate – ex. not the right treatment based on clinical findings

- \* If a lesser cost service could meet the need – ex. member or dentist requests a crown, but a filling can fix the tooth

- \* If it does not have a good outcome – ex. member has active periodontal disease and/or is not engaged in home care making a partial denture a poor long term outcome.

## \* **Are there any upcoming changes?**

- \* Yes.

# Upcoming Benefit Changes

- Effective July 1, 2016, OHP will add these dental services for adults 21 and older:

Service	Previous OHP Coverage	Effective July 1, 2016
<b>Stainless steel crowns for molars (back teeth)</b>	Covered for children up to age 21 and pregnant women	Covered for all OHP members
<b>Routine care for gum disease</b>	Covered every 12 months	Covered every 6 months
<b>Deep cleaning for gum disease</b>	Covered every 3 years	Covered every 2 years
<b>Dentures</b>	Covered if the member is recently without teeth – 6 months since last extraction No coverage for replacement of dentures, regardless of age	Full dentures every 10 years no matter how long ago your teeth were removed
<b>Partial dentures</b>	Covered if the member is recently without teeth – 6 months since last extraction Replacement of partial dentures limited to every 10 years	Partial dentures every 5 years no matter how long ago your teeth were removed

# Upcoming Benefit Changes

- \* **Are there any variations from the DCOs that members would see?**
  - \* No, not in benefits themselves, but there can be in how DCOs administer the benefits.
- \* **Are there providers in the local area who provide these new services?**
  - \* Yes.
  - \* Some of the benefits, such as dentures, may need to be prior authorized. The DCO will review the request for a denture to decide if it is dentally appropriate. DCO reviewers will review dental appropriateness and ensure compliance with the OHP Dental Services Rulebook.
- \* **How does someone access these services?**
  - \* Call your dentist. If you do not know who your dentist is, call your DCO to help you find a dentist.



# Upcoming Benefit Changes

- \* **When might a DCO deny one of the new dental services?**

- \* Member has a partial denture that does not need replacement, but can be made serviceable by other covered procedures.
- \* Member has had no teeth for years and years. This has resulted in significant bone loss so making a good fitting denture has a poor prognosis.
- \* Member does not have the cognitive function needed to use a denture. A denture is not the same as real teeth. It takes a certain level of cognitive function in order to use a denture.

# Upcoming Benefit Changes

## \* What else should I know?

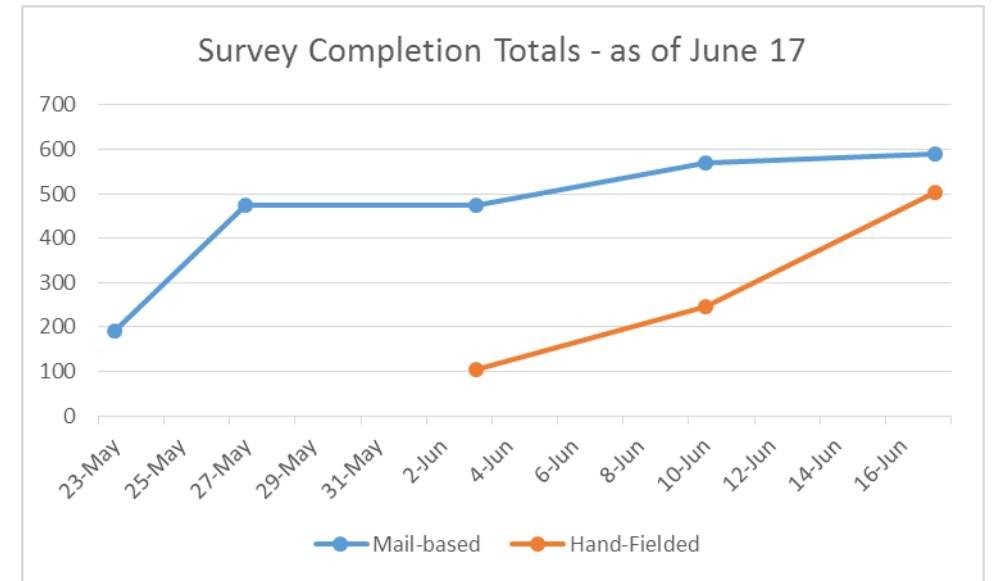
- \* Getting a denture made can take several appointments. It is not an overnight process. For a good outcome, the process can't be rushed. It's important to work with your dentist towards a good outcome.
- \* DCOs understand members are anxious for the new benefits, especially those who have been without teeth for a long time, and/or have been denied dentures in the past. It's important to remember a member will first need to see the dentist for him/her to determine if a denture is clinically appropriate. If yes, a prior authorization may be required by the DCO. Once the dentist receives approval, he/she will contact the member to schedule an appointment to begin the denture making process.

# Community Health Assessment 2016

Status of Survey

# Consumer Survey Status

- Mail-based Consumer Survey 2016
  - 2,500 Mailed based Surveys (up from 1,400 in 2013)
    - 2<sup>nd</sup> reminder mailed June 14
  - Added Wheeler County for 4 Rivers Early Learning Hub
  - Any zip code with >10% Spanish speaking households gets both English & Spanish surveys in the mail
    - Gilliam County 97812
    - Hood River County 97031 & 97041
    - Klickitat County 98670, 99356, 98605, 98672
    - Skamania County 98651
    - Wasco County 97040, 97063, 97058
  - Distributed proportionally based on total population
- Hand-fielded Surveys
  - 1,450 Hand-fielded Surveys (up from 750)
  - Used to 'Over-sample' specific At Risk populations



# Hand-Fielded Surveys

Distribution far and wide in region

All populations of interest had at least 1 agency reaching that community

## Populations of Interest

< 100% FPL

Dual eligible (Medicaid + Medicare)

Food Assistance Programs

High Trauma History (e.g Sexual Assault/Domestic Violence)

Home-bound adults and/or those in elder caregiving roles

Housing Assistance Programs

Limited English Proficiency

Migrant/Seasonal workers (farm & fish)

OHP, CAWEM, CAWEM+, uninsured

Parents of At-risk children (e.g. HeadStart, Early Intervention, HVC)

Physical and/or Mental Disability

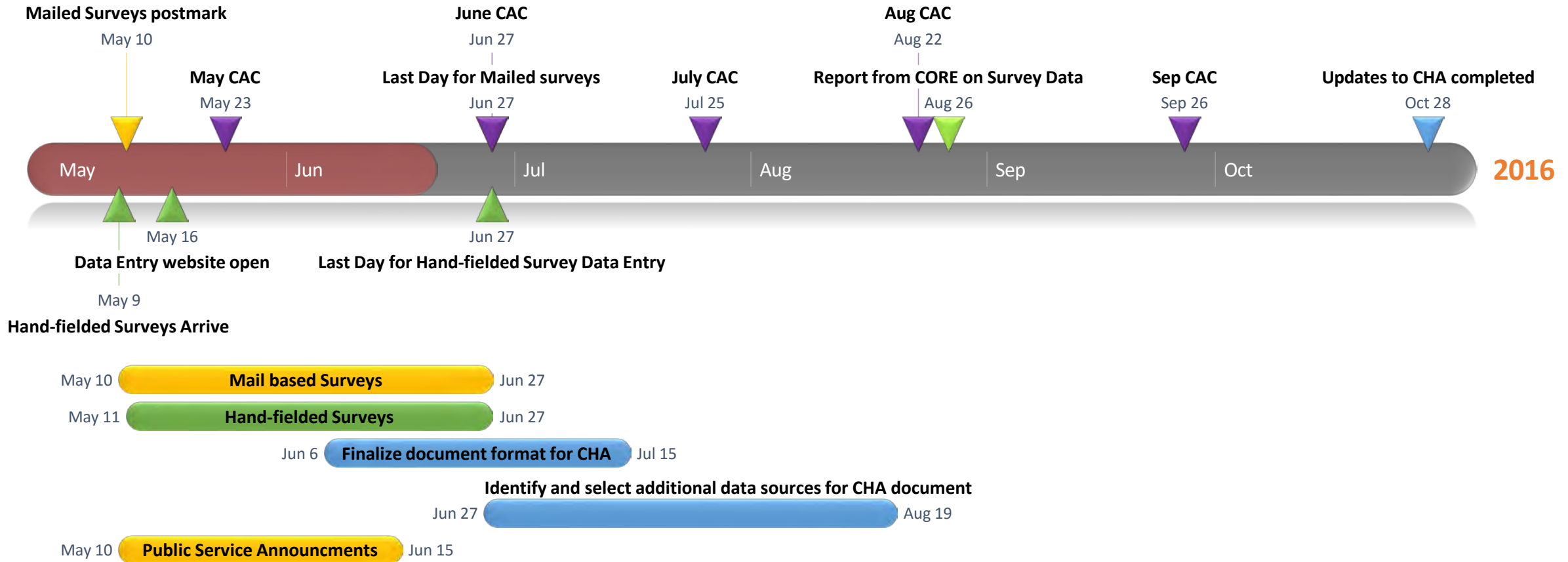
Unemployed

Transportation challenged

Native American

Justice Involved households (adults, DHS custody, youth)

# Consumer Survey Timelines



# Data Mining Work Team Volunteers

- Yesenia Castro (TNDI)
- Ellen Larsen (HRCHD)
- Bianca Fernandez (TNDI)
- Shanon Saldivar (Revell Coy)
- Alida Raynor (MCMC)
- Megan McAninchJones (Providence)

