

<b>WHO</b>	Community Partner Workgroup		<b>DATE</b>	Thursday June 9, 2022 3-5pm
<b>FACILITATOR</b>	Michael Anderson-Nathe Jon McDaid		<b>NOTE-TAKER</b>	Jeremiah Keisling
<b>WORKGROUP ATTENDEES</b>	<input checked="" type="checkbox"/> Beth Englander <input checked="" type="checkbox"/> Elizabeth Fox <input checked="" type="checkbox"/> Natalia Anand <input checked="" type="checkbox"/> Sheila Anders	<input checked="" type="checkbox"/> Thomas Browne <input checked="" type="checkbox"/> Tara Gray <input checked="" type="checkbox"/> Jackie Leung <input checked="" type="checkbox"/> Stephanie Castano	<input checked="" type="checkbox"/> Erin Fair Taylor <input checked="" type="checkbox"/> Lavinia Goto <input type="checkbox"/> Kalyna Korok <input checked="" type="checkbox"/> Gladys Boutwell	<input checked="" type="checkbox"/> Lourdes Alcala <input checked="" type="checkbox"/> Anji Djubenski <input checked="" type="checkbox"/> Rosetta Minthorn
<b>OHA &amp; ODHS ATTENDEES</b>	<input type="checkbox"/> Maria Castro <input type="checkbox"/> Jillian Johnson	<input checked="" type="checkbox"/> Sarah Dobra <input checked="" type="checkbox"/> Jeremiah Keisling	<input type="checkbox"/> Megan Auclair <input type="checkbox"/>	<input checked="" type="checkbox"/> Chiqui Flowers
<b>Guests</b>	Jon McDaid, Misty Rayas, Carolyn Black, Laune Thomas, Micheil Wallace			

### Mtg Goals:

1. Continue to build relationships among members
2. Adopt CPWG charter
3. Review existing community input that can inform our work
4. Learn about Marketplace and the role it plays in transitions

### Agenda

TOPIC	TIME	LEAD	PURPOSE
1. Welcome and Introductions	30 mins	Michael	<ul style="list-style-type: none"> <li>• Name, pronouns, and any access needs they have to fully participate</li> <li>• Question: what group(s) are you representing or what perspectives are you hoping to bring to this work?</li> </ul>
2. Presentation and discussion on existing community input	25 mins	Sarah	<ul style="list-style-type: none"> <li>• Review of existing community input collected by OHA</li> <li>• Discussion on how it can inform the work of CPWG</li> <li>• CPWG Issues Tracker</li> </ul>
3. Review and adoption of CPWG charter	5 mins	Michael	<ul style="list-style-type: none"> <li>• Finalize charter for CPWG</li> </ul>
4. STRETCH BREAK	5 mins		
5. Overview of Marketplace	30 mins	Chiqui CPOP team	<ul style="list-style-type: none"> <li>• Provide an overview of the Marketplace and its role in supporting transitions</li> <li>• Discussion and recommendations on role of community partners in supporting this work</li> </ul>
6. CPWG member open space	20 mins	Michael	<ul style="list-style-type: none"> <li>• Provide time on the agenda at each meeting for members to raise topics, provide relevant updates, identify discussions they want to have, etc.</li> </ul>

# Community Partner Workgroup

7. Meeting close and next steps	5 mins	Michael	<ul style="list-style-type: none"><li>• Discuss future meetings and agendas</li></ul>
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## Notes:

### Issue Tracker

Presentation by Sarah Dobra (see slides)

- Presented a template for tracking CPWG identified questions, recommendations and action items. This would support transparency and accountability of workgroup recommendations. Would become available on CPWG webpage.
- Discussion of existing items in track from 5/26/2022 meeting
  - o Access to MMIS for approved community partners. This has an identified pathway to move forward.
  - o Pilot of Community Partners doing all Self-sufficiency applications: This is not moving forward in 2022.
- New items to add to tracker:
  - o For the first one (ONE system for all applications), is WIC also included as an application to complete, with follow up from WIC required? (Answer: no, it is separate)
  - o Membership renewals – the letters are extremely clunky. Is there a way to make it clear/get reminders on the ONE system as CP assisters when someone is due for renewal? (Answer: this is in progress, more work to be done)
  - o It would be helpful to make it easier to connect with assistors and more assistors would be useful, particularly in rural regions of the state
  - o Can ONE system can issue reminders to assisters when a client is due for a renewal.
- Group decision to adapt the Issues Tracker for use with minor revisions.
- <https://healthcare.oregon.gov/Pages/find-help.aspx> is the link to find assisters or agents within your area

### Discussion on existing community input:

- Presentation on Existing Community Input Sarah Dobra (presenter)
  - o Staff supporting CPWG have sought to compile existing identified community feedback from multiple sources (although not comprehensive.) This is to recognize that the CPWG brings much wisdom as a group and that many others have also provided feedback to support stretching member-centered process. \
  - o Feedback that is “topic specific” will be brought to each meeting depending on the topic.
  - o Existing Community Partner feedback and concerns impacting priority populations and populations impacted by health inequities shared at 6/09/2022 meeting

### Review and adoption of charter:

- Charter approved with full consensus, will finalize internally before sending to the CPWG for their records.

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## Overview of marketplace:

Presentation by Chiqui Flowers (see slides)

- Question about Marketplace Outreach and Education Turf Map - Workers are assigned to a specific region and support local communities and assisters.
- You can also find the contact information for the outreach team on our website at <https://healthcare.oregon.gov/marketplace/Pages/Outreach-team.aspx>
- CPWG member question: Are we open to co-branding communications going to people coming off OHP.
  - Marketplace staff will follow up outside of meeting.
- How long does it take for a member coming off OHP to be referred to the marketplace?
  - They have 60 days from loss of benefits
- Does coverage start immediately or is there a waiting period?
  - That depends. When a person loses access to coverage, they will have 60 days prior to loss of coverage and 60 days after loss of coverage to select and enroll in a health plan. If they select a plan prior to their coverage end date the marketplace coverage will start the first day of the month after their coverage ends. If they select a plan after their coverage has already ended it will be effective based on the following: If plan selection is made between 1<sup>st</sup> and 15<sup>th</sup> of the month coverage will start the first of the next month. If plan selection is made between 16<sup>th</sup> and end of month, the coverage will start the first of the month after the next month.
- Concern brought up around bad contact info for members from CCOs and provider CPWG members. Many provider partners are ready and willing to help with updated address.
- Are there plans to offer general marketplace training/refreshers for existing community partners?
  - Yes
- Is there a plan to have this information transmitted to members at the doctor's office?
  - No formal plan at this moment at the provider level
- Health organizations should be verifying the patient's address and phone number at each visit so hopefully it is up to date.

## Member open space:

- Is it possible to create a flyer with steps the provider role is during this redetermination phase?
  - Added to CPWG issue tracker.
- One Coordinated Care Organization (CCO) is standing at the ready to create the provider-facing flyers when we have the information to give them. Other CCOs are also eager to spread the word.
- Another CCO works eligibility discrepancies with Medicaid members on their CCO. They see member eligibility totally disappear or an error created due to a change being made in SNAP or a similar program that doesn't update medical, or term medical. Just more training on processes is much needed.
- Training with redeterminations coming needs to be a high priority
- Request to share the written PHE Unwinding plan from OHA with CPWG, so we know what we are "Commenting on" and what suggestions to make.
  - Answer: [HB 4035 Report to the Legislature: Unwinding the Federal Public Health Emergency](#) is available on the [Helping Oregonians Maintain Coverage After the Public Health Emergency Ends](#) website, along with CPWG meeting information.