

<b>WHO</b>	Community & Partner Workgroup	<b>DATE</b>	Thursday February 23, 2023 3-5pm	
<b>FACILITATOR</b>	Yamileth Gonzalez Perez Sarah Dobra	<b>STAFF SUPPORT</b>	Hilde Hinkel & Lilly Bork (notetakers) Yamileth Gonzalez Perez (share slides)	
<b>WORKGROUP ATTENDEES</b>	<input checked="" type="checkbox"/> Beth Englander <input type="checkbox"/> Jill Andrews <input type="checkbox"/> Natalia Anand <input checked="" type="checkbox"/> Sheila Anders	<input checked="" type="checkbox"/> Thomas Browne <input type="checkbox"/> Tara Gray <input type="checkbox"/> Jackie Leung <input type="checkbox"/> Stephanie Castano	<input type="checkbox"/> Erin Fair Taylor <input checked="" type="checkbox"/> Lavinia Goto <input type="checkbox"/> Rosetta Minthorn <input type="checkbox"/> Gladys Boutwell	<input type="checkbox"/> Lourdes Alcala <input checked="" type="checkbox"/> Anji Djubenski
<b>OHA &amp; ODHS ATTENDEES</b>	<input checked="" type="checkbox"/> Yami Gonzalez <input type="checkbox"/> Jillian Johnson <input checked="" type="checkbox"/> Miranda Amstutz	<input checked="" type="checkbox"/> Sarah Dobra <input type="checkbox"/> Christy Sinatra <input checked="" type="checkbox"/> Hilde Hinkel	<input type="checkbox"/> Megan Auclair <input type="checkbox"/> Vivian Levy <input checked="" type="checkbox"/> Lilly Bork	<input checked="" type="checkbox"/> Micheil Wallace <input type="checkbox"/> Emily Burnett
<b>Guests</b>	Jennifer Messenger (Metropolitan Group)			
<b>Meeting Link</b>	<p>Microsoft Teams meeting            Join on your computer or mobile app            Click here to join the meeting &lt; <a href="https://teams.microsoft.com/l/meetup-join/19%3ameeting_NDg3ODQxZjktYWNkOS00OGZiLWE3ZDctNWRmYWlyYzY2M2Yx%40thread.v2/0?context=%7b%22Tid%22%3a%22658e63e8-8d39-499c-8f48-13adc9452f4c%22%2c%22Oid%22%3a%2207b69f57-e102-4442-a97b-3cb305598cea%22%7d">https://teams.microsoft.com/l/meetup-join/19%3ameeting_NDg3ODQxZjktYWNkOS00OGZiLWE3ZDctNWRmYWlyYzY2M2Yx%40thread.v2/0?context=%7b%22Tid%22%3a%22658e63e8-8d39-499c-8f48-13adc9452f4c%22%2c%22Oid%22%3a%2207b69f57-e102-4442-a97b-3cb305598cea%22%7d</a>&gt;</p> <p>Or join by entering a meeting ID            Meeting ID: 258 365 443 021            Passcode: byEqjh            Or call in (audio only)            +1 971-277-2343,,134405578#&lt;tel:+19712772343,,134405578#&gt; United States, Portland            Phone Conference ID: 134 405 578#</p>			

### Meeting Goals

1. Continue to build relationships among members
2. Guiding values for prioritizing recommendations
3. Preview the legislative report and Met Group communications plan to reach priority populations

### Agenda

TOPIC	TIME	SPEAKERS / FACILITATORS	PURPOSE
1. Welcome and Introductions	3:00-3:15 (15 min)	Yami G	<ul style="list-style-type: none"> <li>• Welcome</li> </ul>

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			<ul style="list-style-type: none"> <li>Name, pronouns, and any access needs to fully participate</li> </ul>
<b>2. Summary of CPWG Recommendations</b>	3:15-3:25 (10 min)	Sarah D	<ul style="list-style-type: none"> <li>Summarize all CPWG recommendations made to date</li> </ul>
<b>3. Guiding Values for Prioritizing Recommendations</b>	3:25-3:55 (30 min)	Sarah D	<ul style="list-style-type: none"> <li>Discuss CPWG guiding values for recommendations</li> </ul>
<b>4. STRETCH BREAK</b>	3:55-4:00 (5 min)		
<b>5. Guiding Values for Prioritizing Recommendations</b>	4:00-4:20 (20 min)	Sarah D	<ul style="list-style-type: none"> <li>Continue discussion of CPWG guiding values for recommendations</li> </ul>
<b>6. Preview Legislative Report</b>	4:20-4:35 (15 min)	Megan A	<ul style="list-style-type: none"> <li>Preview the legislative report due March 1</li> </ul>
<b>7. Communications Plan Update</b>	4:35-4:50 (15 min)	Jennifer H.	<ul style="list-style-type: none"> <li>Update from the Metropolitan Group on outreach and communications plan</li> </ul>
<b>8. Wrap-up and next steps</b>	4:50-5:00 (10 min)	Sarah D & Yami G	<ul style="list-style-type: none"> <li>Discuss agenda for the last CPWG meeting and next steps for wrap-up</li> </ul>

## Notes

### **Welcome and Introductions**

- CPWG members introduced themselves: name, affiliation, pronouns, any access needs for participating.
- OHA and ODHS staff introduced themselves in the chat.
- Sarah reviewed the agenda.

### **Updates and Follow Up**

- CPWG members will receive a Word document with a summary of CPWG recommendations broken down by topic. The topics are introduced by respective, draft guiding values (see discussion notes below).
- Members were asked to finalize the guiding values and identify their top 20%, or 12, recommendations that they would like the agencies to prioritize.
- The State will use group voting and take the top 25% (16) recommendations to flag for OHA and ODHS to prioritize in operational, communications, and programmatic planning.
  - Note: A follow-up email was sent to CPWG members on 2/25 with the Word document for their feedback by COB Friday, March 3.*

### **Guiding Values for Recommendations Discussion**

- The nine topics for the 62 CPWG recommendations are:
  - ONE System Improvements

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- Communication Strategies and Priorities
- Navigating Insurance Transitions
- Community Partners
- Data and Dashboard Reporting
- Accessibility and Disability Access
- Language Access/ Language Justice
- Unhoused Populations
- Migrant and Seasonal Farmworkers
- Sarah noted that regardless of ranking by CPWG members, the State will respond to all recommends, including ones that can't be implemented. The idea of ranking is that prevent the long list of recommendations from hurting what should be prioritized.
- The HB 4053 report to legislators is due March 1. All CPWG recommendations will be in there, but prioritization will be a follow up. We will provide updates on work that's continuing.

## *ONE System Improvements Guiding Values:*

- **Sarah:** The value is to help people maintain OHP when they are eligible and provide strong support system for people who need to transition to other coverage.
  - **Member input:** It should be improving the redeterminations process versus just ONE Systems Improvements.
  - **Member input:** Is there a place where members can access info if paperwork is received?
    - **Sarah:** This seems like a specific recommendation versus values, but we will keep in mind.

## *Communication Strategies and Priorities*

No concerns

## *Navigating Insurance Transitions*

- **Member Input:** Change last sentence to “individuals who will experience gaps in coverage in an accessible way.”
- **Marketplace SME:** People losing OHP coverage have a 60-day period where they can transition into Marketplace coverage without gaps in coverage. In addition, there will be a special enrollment period to allow people who lose Medicaid to enroll anytime from April 2023 to July 2024. However, while this allows people enroll during a longer period, Marketplace coverage won't be retroactive. We encourage people to enroll as soon as they can before losing their Medicaid coverage (in that 60-day period).
- **Sarah:** We can update to broad language to cover more populations.

## *Migrant and Seasonal Farmworkers*

No concerns

## *Language Access/Justice*

No concerns

## *Community Partners*

No concerns

## *Accessibility and Disability Access*

- **Member Input:** The goal is to make redeterminations easier forever – not just this special PHE ending period.
- **Sarah:** This work is being driven by the PHE Unwinding, but some of the work done will result in lasting systems improvements. This could be a core value for all recommendations: That the recommendations that have lasting effect be prioritized.
- **Member Request:** To see the report that went to CMS.
  - **OHA:** Will follow up and share the report.

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## Legislative Report and Interactive Timeline

- **Interactive timeline** on PHE Unwinding for people to see major activities and key milestones. Intent is to help people know what to expect. Would love to hear about what would be more useful.
- **HB 4035 Report** is due March 1. The report is an update to the Legislature on process since the last report in May 2022, including changes to timeline, risks and issues we are addressing, etc. as well as what CPWG recommendations we've integrated and where some suggestions have longer implications to set the stage for funding and resources.

## *Interactive Timeline*

- The Unwinding Experience Timeline will be interactive. It intends to show major milestones and periods of time relevant to people going through redeterminations. The timeline is most useful for partners assisting or serving members, showing when members will receive an initial notice and reminder notices, when their case will close, when their coverage would end if they aren't eligible or don't respond, when they can still respond without having to reapply, etc.
- We try to depict workload for CCOs, Community Partners, and case workers. When people get a confusing notice, they will go to trusted resources.
- The information will be updated to be more digestible for System, Operations, and Member Outreach activities.
- Starting in May, on the 15<sup>th</sup> of every month, specific partners (i.e., CCOs, Kepro, CareOregon, Tribes, Community Developmental Disability Program, and Senior Health Insurance Benefits Assistance) will receive data on people who have not responded, so they can help with outreach and get ahold of these members to take actions.
- This timeline tool also includes all the possible redetermination pathways.
- This is not the online dashboard. The timeline is for informational purposes. This is for coverage providers, Community Partners, and others who are impacted by operations. Not a member-facing product. This will be housed on the PHE Unwinding webpage beginning on March 3. Will include the timeline slide in meeting notes.
- **Member Question:** When folks are referred to the Marketplace/data report, is there a way that could be shared with Community Partners, so we can do outreach to our respective populations?
  - **State SME:** We will check in on this to see if we can provide data reports to community partners. Are we thinking community partners who are insurance brokers?
  - **Member Clarification:** Where people are going to be disenrolled are the most actionable for CPs.
  - **State SME:** We are planning on anytime we have data report that shows people will be disenrolled to share with the Marketplace.
- **Sarah:** Suggest adding audio to accompany slides to help bridge various styles of learning.
- **Member Question:** How do we document and confirm with the people that they have received documents to confirm that people have submitted info within the requested timeframe?
  - **State SME:** When a member uploads a verification document, it triggers a task. Once it's done, the task will be marked as a document. Members can also verify that the document has been uploaded. They do get notified when the updates are made.

## *Legislative Report*

- Still in draft form. It is a revision/expansion of the May 2022 report to legislators.
- This report will include PHEU timeline, communications and outreach plan and activities, planning for risks, phasing of redeterminations as well as CPWG recommendations and respective state activities.

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- Currently in process of finalizing guiding values that will help with the legislator report on prioritize recommendations.
- Will email final report to CPWG members.

## **Metropolitan Group Campaign Update**

- Created this plan to reach priority populations with CPWGs, OHA, ODHS and other advisors as well as through surveys, input sessions with COBs, and five focus groups with people with lived experience.
- Contracted with paid campaign advisors to provide feedback on what's working on the ground.
- The communication plan is for all 19 priority populations with specific channels for each.
- Next steps: The guiding values should be integrated and acted upon. We will share the slides with this workgroup, and members can share feedback by COB March 8.

## **Next Steps**

- March 9 will be the last CPWG member meeting
- There will be follow-ups even after the last meeting and an establish feedback loop outside of this formal meeting space.
- Conduct evaluation