

WHO	Community Partner Workgroup	DATE	Thursday July 14, 2022 3-5pm
FACILITATOR	Michael Anderson-Nathe Sarah Dobra Maria Castro	NOTE-TAKER	Jeremiah Keisling
WORKGROUP ATTENDEES	<input type="checkbox"/> Beth Englander <input checked="" type="checkbox"/> Elizabeth Fox <input type="checkbox"/> Natalia Anand <input checked="" type="checkbox"/> Sheila Anders	<input checked="" type="checkbox"/> Thomas Browne <input type="checkbox"/> Tara Gray <input checked="" type="checkbox"/> Jackie Leung <input type="checkbox"/> Stephanie Castano	<input type="checkbox"/> Erin Fair Taylor <input checked="" type="checkbox"/> Lavinia Goto <input checked="" type="checkbox"/> Rosetta Minthorn <input checked="" type="checkbox"/> Gladys Boutwell <input checked="" type="checkbox"/> Lourdes Alcala <input checked="" type="checkbox"/> Anji Djubenski
OHA & ODHS ATTENDEES	<input checked="" type="checkbox"/> Maria Castro <input type="checkbox"/> Jillian Johnson <input checked="" type="checkbox"/> Vivian Levy <input checked="" type="checkbox"/> Micheil Wallace	<input checked="" type="checkbox"/> Sarah Dobra <input checked="" type="checkbox"/> Jeremiah Keisling <input checked="" type="checkbox"/> Christy Sinatra <input checked="" type="checkbox"/> Michael McDaid	<input type="checkbox"/> Megan Auclair <input checked="" type="checkbox"/> Lisa Morawski <input checked="" type="checkbox"/> Laune Thomas <input checked="" type="checkbox"/> Jessica Mcgraw <input type="checkbox"/> Chiqui Flowers <input checked="" type="checkbox"/> Miranda Amstutz
Guests	Lisa Morawski and Rob Cowie		

Mtg Goals:

1. Provide a foundational overview of communication efforts for redeterminations and early plans for communicating about upcoming renewals

Agenda

TOPIC	TIME	LEAD	PURPOSE
1. Welcome and Introductions	30 mins	Michael	<ul style="list-style-type: none"> Name, pronouns, and any access needs they have to fully participate Question: what do you think is the biggest barrier our members face in the redetermination process? <i>Or</i> What have you seen work for individuals to apply for benefits and update their addresses?
2. Updates and follow up	10 mins	Sarah	<ul style="list-style-type: none"> Follow up on any action items from previous meeting and general updates
3. CPWG member open space	15 mins	Michael	<ul style="list-style-type: none"> Provide time on the agenda at each meeting for members to raise topics, provide relevant updates, identify discussions they want to have, etc.
4. STRETCH BREAK	5 mins		
5. Overview of Redetermination Communications	55 mins	Lisa Morawski and Robb Cowie	<ul style="list-style-type: none"> Provide an overview of communications related to redetermination process
6. Meeting close and next steps	5 mins	Michael	<ul style="list-style-type: none"> Discuss future meetings and agendas

Community Partner Workgroup

Meeting Notes

Welcome and Introductions

Member feedback: What do you think is the biggest barrier our members face in the redetermination process some

- Clients don't have a consistent phone number
- Members changing phone numbers; if the Community Partner or others working with the individual not also notified, then difficult to connect with members; particularly for individuals entering and existing county jail settings
- Members unsure of who and where to seek assistance from
- Long call center wait time – many members cannot be on hold for 1+ hours when calling on lunch breaks, etc.
- Community Partner assisters are also often on hold for 1 hour + when calling to get assistance for a member
- For individuals who may not be eligible for the Oregon Health Plan (OHP), navigating timelines is difficult (e.g., waiting to hear from OHP eligibility and not knowing if they will keep OHP or move to marketplace)
- Ensuring accurate member contact information – often providers have the most up to date information, but they cannot update addresses for OHP eligibility
- Shortage of assisters
- Receiving correspondence only in English – e.g., letters over the past year saying that “you don't have to do anything...” These letters immediately cause anxiety for Limited English Proficiency members who do not know what the communication is about.

Member Feedback: What have you seen work for individuals to apply for benefits and update their addresses?

- Community Partners have been a valuable resource – relationships between community partner assisters and insurance brokers helps with a warm handoff.
- Using text messages and using links to forms for text messages – helps those with smart phone who don't have internet at home
- Within senior populations not a lot, referral forms to collect info and expedite info has worked in some cases (For NW senior and disability services)
- Increase the number of assisters within medical settings

Updates and follow up

- No announced date for ending of the public health emergency – this will come from the Federal Government. Will likely be in 2023 rather than 2022. This will support opportunities to ensure CPWG recommendations can be acted on within the Oregon Health Authority and Oregon Department of Human Services
- Thursday July 21, 2022, 5 – 7 pm, listening session on Affordable Health Insurance for Oregonians – the Joint Task Force on the Bridge Health Care Program. CPWG members are invited to participate and to share this invitation with others. How to participate:

Community Partner Workgroup

- To testify by phone or video: If you would like to provide spoken input during the meeting, please register at https://survey.sjc1.qualtrics.com/jfe/form/SV_5u3vH8HR7IR11We. Staff will contact you with more information.
- To submit written comments: If you would like to provide written input outside of the meeting, please send your written comments to jtbhcp.exhibits@oregonlegislature.gov.
- To watch: You can watch a broadcast of the listening session on the Oregon Legislature's website at <https://olis.oregonlegislature.gov/liz/202111/Committees/JTBHCP/2022-07-21-17-00/Agenda>. You can also watch a recording later.

CPWG member open space

Leaving county jails and OHP:

- People leaving incarceration do not remember exact date of entry/exist required or application. If the dates do not exactly match up, then it goes as pending in the system. If the individual knows the exact dates, then it goes through; if dates don't match, then it gets pended
 - This slows down getting into a treatment bed
 - Jail Assistors can help streamline this process and are used effectively in some settings

Working with CCOs to update addresses – how can CCOs help to update member addresses - updates:

- Historically there has been a federal prohibition on CCOs updating member addresses for OHP. This requirement has been in place historically due to safety and Domestic Violence concerns for members.
- CMS changed a rule that allows us to collect information from CCOs
- This will allow OHA vendor PHtech to update addresses in the system.
- Updates cannot be collected from providers. CMS has given specific permission that addresses can only be updated from member update to the CCO not from a provider.

Other strategies to get contact information.

- Health systems with OHP members who have opted into email communications from their health system can send out OHP approved communications to OHP members to support them in updating their contact information with OHP.
- Tribal and community partners can update addresses through the ONE System Community Partner Dashboard.
- Dashboard has been improved in the ONE system so that Community Partners can report addresses directly.
- Is there a form that helps community partners collect contact info from members?
- One concern is the process when member eligibility or demographic information is updated. Often the member is temporarily disenrolled from their home CCO and enrolled in FFS. This can create a Continuity of Care issue. How will this be handled during the Redetermination process?
- Providers usually have the most up to date information. Could hospitals and providers help to facilitate in some way such as a referral form to Community Partners?

Community Partner Workgroup

Overview of Redetermination Communications

- Reviewed Comms Slide Deck

What are some of the communications outreach lessons you learned during the pandemic?

- Facebook Meeting Place
- Updating social media platform, website and Member Portal
- Email works far better than phone and/or fax
- If a response is needed including an envelope with return postage makes a big difference.

In reflecting on your own interactions with people received benefits, which of our tactics or tools will be most helpful?

- Warm hand offs really help
- The states monthly meetings to help assisters learn different lessons
- Leveraging what we learned from the PHE

What else should we consider?

- Text small video with needed message
- Realize that outside of the Portland Metro area there are less options to help stay enrolled
- Offer incentive to those populations that are hesitant to re-enroll

Meeting close and next steps

- Meeting notes, PowerPoint, and Issues Tracker from this meeting will be shared with workgroup and posted on website.