

CareOregon Community Advisory Board

Thursday, January 16th, 2019

12PM-3PM

315 S.W. 5th Avenue,
Portland, Oregon 97204
Gathering Room 1st Floor

COCAB Members:

Gary Cobb
Nancy Romero
Annette Parker
Judy Kent
Kay Dickerson
Rebecca Green
Victoria Rieth

CareOregon Staff:

Anna Lynch
Caroline Pope

Guests: Erin Vogeltanz

Shawn DeCarlo
Jen Echternach

Absent:

Tom McConnell

Introductions and Announcements:

Erin Vogeltanz from Cascadia Behavioral Health attended her 2nd meeting and would like to come to the next.

Tom was absent due to illness, Gary must leave at 2pm.

Annette and Judy took more COCAB invite cards to circulate in their communities.

Minutes Approved

Bylaw Changes-

Amendments to consider:

- COCAB members are informed of election one month prior
- Nominations can occur up until voting
- Election is staggered
- When a Co-Chair can't complete term, emergency election to fill the seat

- Paper election, secret ballot style. All members are given one-vote (except for CareOregon staff)
- No campaigning
- Co-Chair responsibilities-agenda planning 2 weeks before each regular meeting, facilitate meetings and be able to respond and keep up with email correspondence
- Two months before election a reminder will be sent out to COCAB members that nominations are coming
- One month before election. Nominations are due
- Self-nominate
- Secretary? Third in line if both Co-Chairs are absent.
- On voting day- Nominees can back out
- Reasonable accommodations can be made
- December is election month.

Potential new position?

Secretary

- Goal Keeper
- Time Keeper
- Run Elections
- 3rd in line if both Co-Chairs are absent.

Visions for COCAB 2020

3- buckets

- Recruitment
- Influence/Operations
- Education (both of COCAB members and CO members)

Recruitment-

Circulate more cards

Add COCAB info to member portal

Who is missing from the table/how do we strategically recruit?

- Outside In
- Street Roots
- Rose Haven

- TPI
- Reach
- IRCO
- SEI
- Virginia Garcia

Outreach to provider network

Outreach to parents of CareOregon members-youth and teens

Operations/influence

Increase COCAB visibility within CareOregon

Are members getting their needs met at their PCP homes?

COCAB presentation for provider network

Listening Session (April 2020)

How to help members self-advocate?

Continue to enhance marketing materials

COCAB stamp of approval

Updates to COCAB web presence

Educate (both self and member education)

COCAB lobby day or report back

Review member data with COCAB

Review grievances with COCAB

Advocacy Training

- Gary Cobbs storytelling workshop?

Leadership Training

How to pick/find a PCP

When to utilize urgent care/when to use PCP

Bringing something from each bucket into the monthly agenda.

February- Enhance COCAB Page, member data, bring bylaw to approve, invites for listening session

March- Legislative report back, plan out listening session, Shawn present on grant sponsorship

April-Listening session- OFB West, Beaverton. Pizza and Salad for lunch

May

Community Benefit Grants:

- Shawn presented 2019 grant and sponsorship summary
- \$1M budget. Will do Spring and Fall grants and have a general adaptive fund for small grants and sponsorships
- COCAB participation in Spring grant review may be tight due to scheduling and April listening session.
- Shawn invited members to attend the MLKjr brunch put on by the Skanner

Marketing Team:

Jen showed updates to the website about OHP for 2020.

There may be confusion around new assignment. Health Share is working to fix any problems. Some important things to remember:

- You should never be refused care, all services covered under OHP should still be available to you at the providers, hospitals and pharmacies that you visit in your network.
- All your providers should honor your appointments
- You can change your physical health plan or your dental plan by calling CareOregon Customer services.
- CareOregon provides Mental Health and Substance use treatment services for all Health Share members, no matter which physical plan you are assigned to.
- Careoregon advantage members (Medicaid/Medicare) have no change in their coverage and should continue seeing their same providers.

Health Share customer service staff is experiencing extremely high call volume, if you cant get through call CareOregon customer service.

Request for Topics for February:

Nancy requested someone from Care Coordination present.

Plan Listening session