

## COCAB Meeting 2/18/2021

### Attendance:

Linda, Caroline, Anna, Sarah, Gary, Kay, Mahad, Sandy, William, Graciela, Tom, Lydia, Annette, Jen, Rebecca, Nicole, Marcus

### Jen:

Haven't been able to use the standard channel of communication with members via mail, but we have been able to use the website, social, writing FAO for member facing team which could be CSR, Member Engagement, and Care Coordination Team.

IVR which is a recording system where you call in to the phone system, then press a number to get up-to-date vaccine info. It's about 3 mins long for how people can get any info for the vaccinations.

We are still keeping the website for the Covid-19 site with up-to-date as possible with all of these information, it is being change about once a week to help people get to the scheduling system and other things that people may need to know regarding the vaccines. The website will have highlights that we are trying to share with the communities. We cannot answer any questions for now, it is best to connect with your pcp.

Currently working on a safety and efficacy handout, haven't gotten official approval on this but will share with the group. The front side talks about safe and effective on the vaccine trials. The back is step-by-step phases on how to prepare side effects, what to do before/after, etc. Will have to get this approve through OHA. A postcard might happen as well for this handout if possibly. Will be on the website, share on social, and provided it to community partners, clinics, providers. The postcard will most likely have the back side only due to space, will be provided in other different languages for the handouts and postcards.

\*We can possibly draft a letter from the COCAB to CareOregon to make this happen sooner then later. In the letter it should be mentioned if there are alternatives that CO can grab from for the materials?

### Nikki (Nicole) and Marcus:

Alternative Based Payments or alternative payments models (APM), the usual traditional payment model is FFS which is pay for how much is done and APM is pay for how good the care is. This program is usually a 1-year model for providers. If a provider hasn't seen their member within the 6 months, then they won't get paid. This can affect their score and clinic.

\*Any source of resources for clinics that are accepting CareOregon and new patients?