

Summary of Minutes October 2016 Clatsop County Community Advisory Council

The meeting was called to order. The October minutes were approved without amendment. Members present discussed changing time and location of meetings. The group decided to leave the meeting the same time/location to the end of this year the same, and to decide on a change when people have better idea of if daytime works for the group. The group decided to stay with this location until time change might cause location change need.

Jason Jones of Sunset Empire Transportation District gave the CAC information regarding non-emergency medical transportation. NEMT provides rides to CPCCO members in three counties. This program came into existence in 1974 due to a patient lawsuit. Patients were guaranteed access to their healthcare through transportation if they were on Medicaid. Current services today are in partnership with Columbia Pacific CCO and are locally run through Sunset Empire Transportation District.

NEMT transports OHP members, Veterans, DHS clients, Health Resiliency Service Program clients, Secure transportation and Stretcher.

Some examples of NEMT: Dialysis, primary care, behavioral, dental, surgeries, specialty medicine. Clatsop County has a higher rate of need for transportation to dialysis. About 35 people locally need dialysis NEMT. About 20% of Medicaid members go out of county for health care services. Volunteers from 10 organizations and individuals in the three counties, provide the NEMT transportation. NEMT has a gas reimbursement program for members that can be used instead of NEMT. There is secure transportation for people experiencing a mental health crisis. Bus passes are available as well.

The program is currently working on alternatives such as telemedicine and face time. Calls come in 8-5 Monday through Friday. After hours calls are for emergencies only. They are thinking about purchasing more bus stops.

Ride Share (NEMT) Manages up to 500 calls a day. Do around 9000 rides per month. Recently there has been a big increase in rides to addiction treatment.

Ruby Graven discussed the OHP Application Assistor program. Ruby is the regional manager for OHP assistance. This program assists individuals who have private insurance and OHP Medicaid to apply for health insurance. They work with clinics, faith based, and other stakeholders. There are 500 contracted partner organizations in Oregon and over 1000 certified application assistors. The CAC asked why do we make the process for applying so hard when it is actually just four pages? The answer to this question is that there are many steps along the way where it gets filled out wrong which delays the process. Additionally, there are many barriers that should not be there for Medicaid that are the result of federal (CMS) rules and there are many secondary paperwork requirements that can cause a delay such as pay stubs. The process is quicker if an individual can sit down with an assistor. There are OHP assistors in Clatsop County who speak Spanish. They can be accessed through the Lower Columbia Hispanic Council.

The CAC discussed the process of redetermination: The system for applying and updating (yearly redetermination) is called the Oregon One system. If you apply through the federal website they will send the information to Oregon healthcare.gov. The member portal is not open yet. Assistors have a higher clearance and access to OHA and can offer trainings locally or on-line. Locations in Clatsop County to get help with applying or redetermination are; Coastal Family Health, Columbia Memorial Hospital, Providence Seaside Hospital, Helping Hands and Lower Columbia Hispanic Council are the local partners that have assistors. Need and work plan is decided who to fund each spring. Providence has an assistor who can get same day insurance in an emergency. There is also assistance 24/7 through federal customer services and OHA 7am-5pm M-F to get assistance by phone.

Ruby asked the CAC's help with getting the word out where the current supports are and if the CAC knows of any organizations that are interested in applying to be an assistor host please let Ruby know. The CAC discussed consumer advocacy level helping: The CAC could be helpful in helping to get the word out about helping people to get back on coverage. OHP renewal happens every year but, it is not exactly every 12 months sometimes. Let clients know to update address with OHP anytime you move. Closure letters are sent. Redetermination happens once a year. The CCO also sends out reminders.

Discussion of Churn members (people who drop off and either don't or are able to get back on coverage in 90 days) About 40% of people do not re-determine and fall off of coverage. In Oregon about 30% do not get back on coverage within 90 days. It is not incentivized.

Ruby is willing to a workshop in Clatsop that the CAC can sponsor but, it would happen during the day.

Justin Johnson: Providence Community Connections offers rides outside of medical transportation for people who do not have cars, benefits or have service needs outside of the regular transportation benefit. They have 12 volunteers and one paid employee. They are looking for volunteers to help with all kinds of service needs. here are many people who have had successful interactions and long-term outcomes with this program. Right now have about 200 people who are accessing services.

Updates: Number of people in Oregon who do not have insurance is at record lows (7.4%). Are there people who are off insurance and do not want insurance. Can look at poverty level for a county then look at the number of people who are on OHP to get an idea of uninsured. (or at ALICE population).

Oregon Health Policy Board survey is on-line. Link is in Joel's updates

Next month: Project report on Prov/sunset project and alcohol PIP. No December meeting.

Sealant program data and update. Recent data is showing a big increase in the number of kids (1&2nd) bring consent forms in and getting sealants. There are less kids getting referred as well. Incentive program is working well. Teachers are incentivized. Sealants last 15 years.