

MINUTES



CAC Meeting / de la reunión
Tuesday, November 12, 2024 5:00 P.M. – 7:00 P.M.

Facilitator / Facilitadora: Shanna Moon
Scribe / Escriba: Deedee Bloomer

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| <p>Location: Hybrid Lugar:</p> <p>Dial-In: Llamar a la reunión:</p> | <p>In-Person at: 819 NE 3rd St., McMinnville OR 97128 Zoom Meeting / Reunión de Zoom https://zoom.us/j/83722298812</p> <p>Meeting ID / ID de la Reunión: 837 2229 8812 Dial in / Llamar: +1 346 248 7799</p> <p>Cell Phone controls / Controles del teléfono celular: Press / Presione: *6 mute(silenciar) / unmute(reactivar el micrófono) *9 raise your hand(para levantar la mano)</p> <p>Si desea servicios de interpretación marque este número +1 253 205 0468 y después este código 840 3696 9793 seguido por el símbolo # al escuchar la grabación. Nota: la grabación será en inglés pero al ingresar el código se le conectará con un traductor.</p> <p>For language interpretation, call +1 253 205 0468, and enter code 840 3696 9793 when prompted.</p> |
| <p>Attendees: Asistentes:</p> | <p>*Alejandra Cortes, Alisha Overstreet, Beto Reyes, Caitlin Nemeth, Cassie MacPherson, Danielle Russell, Dawn Sward, Deedee Bloomer, Emily Johnson, *Guadalupe Vega, Jeff White, *Jenefar de Leon Cossey, Kristty Zamora-Polanco, Maribel Dobbins, Rachel Flores, Rosio Hernandez, *Seamus McCarthy, Shela Pennington, *Shanna Moon, Shay Mooster, Suey Linzmeier, Traci Moon, Tyler Hartman, *Yvette Clark, Maria Laine, Cori Walter</p> |
| <p>Review Materials: Revisión de Materiales:</p> | <p>Agenda / Programa Executive Brief / Resumen ejecutivo</p> |
| <p>Meeting Norms: Normas de la reunión:</p> | <p>CARE Courtesy: respecting time & each other Agenda: staying on topic Roles: taking responsibility, prepare by reviewing materials Evaluation: meeting the goal and following norms</p> <p>Cortesía: respetar el tiempo y a los demás ATENCIÓN Programa: mantenerse en el tema de la conversación Papeles: asumir responsabilidad, prepararse revisando los materiales Evaluación: alcance de objetivos y cumplimiento de las normas</p> |

(A) Action / Acción, (D) Decision / Decisión, (I) Informational / Informativo, (P) Presentation or Handout / Presentación o Folleto

| Time | Topic(s) | Details / Notes / Action Items | Name |
|-----------------------------|--|--|-----------------|
| 5:00 P.M. 10 min. | Welcome Bienvenidos | Welcome/Tech Review Agenda New Member Welcome Icebreaker | Chair Person |
| 5:10 P.M. 25 min. | CAC Training | CAC Member: Annual Compliance Training YCCO Compliance Officer led a training session on fraud, waste, and abuse, emphasizing the importance of reporting any suspicious activities. Shanna then moved on to discuss conflict of interest, explaining that it occurs when a person's private interest interferes with the interests of the organization. Shanna encouraged everyone to complete and sign the conflict of interest and attestation forms, and to reach out to her with any questions. A reminder about the anonymous reporting method, Ethics Point was also given in conclusion. | Shanna Eide |
| 5:35 P.M. 10 min. | Non-Emergent Medical Transportation (NEMT) | Well Ride - MedChat Manager of Yamhill Well Ride, gave a brief overview of what WellRide is and what it does. She then introduced the new chat feature, Med Chat, for the non-emergency medical transportation benefit for Yamhill CCO members. MedChat is a fully vetted, HIPAA-compliant chat feature that will allow people to request transportation assistance in addition to the option of calling in for services. MedChat is an option for members who are hearing impaired. MedChat will be available starting in January 2025. During the discussion CAC members expressed the desire for a more streamlined reimbursement process through MedChat, which Corey confirmed would not change significantly. CAC members showed appreciation for the option to include more rides in one message. There were concerns about the language options in the app, with suggestions of bilingual prompts. Cori noted that customer service has Spanish-speaking staff that would cover bilingual chats and there is the possibility of interpretation options. Recommendations were made to have bilingual instructions within app. Cori asked the group what type of advertising would be | Cori Walter |

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| 5:35 P.M. 10 min. | Non-Emergent Medical Transportation (NEMT) | <p>helpful. Flyers with QR codes were recommend. Other recommendations included that the service be accessible on a desktop computer as well as a phone.</p> <p>Other questions that were raised during the Well Ride discussion were around mileage limits for the transportation benefit and types of appointments transportation is available for. Cori clarified that Well Ride offers flex trips for members to places like grocery stores, housing appointments, and employment services and that there is no milage or flex trip limit but Well Ride does monitor usage. Cori stated that an open line of communication with YCCO exists for any patterns or discovered needs of an individual member.</p> | Cori Walter |
| 5:45 P.M. 25 min. | Demographic Data | <p>REALD-SOGI</p> <p>Emily Johnson gave an overview of REALD-SOGI. The aim is to ensure that committees and staff represent the diverse membership of the Health Plan and to identify gaps in services.</p> <p>Emily also mentioned the challenges of collecting data on sexual orientation and gender identity, and the need for increased awareness on how this information is protected and used. The discussion also covered the complexities of categorizing individuals with multiple racial or ethnic identities.</p> <p>Emily expressed a desire to delve deeper into the data and answer any questions at current and future CAC meetings if requested.</p> | Emily Johnson |
| 6:10 P.M. 15 min. | Community Engagement Update | <p>Survey Results Member Orientation Development Site Visits</p> <p>Beto shared with the CAC that he had 991 touch points of community engagement within Yamhill County, mostly McMinnville, in October. He asked the CAC members to provide ideas around places he should visit or people he should meet for community engagement. He offered the option to visit places together with CAC members.</p> <p>Beto reminded the CAC to take the survey that was sent out in an email in October. The survey can be resent if needed or printed and filled out in-person, although harder to remain anonymous.</p> | Beto Reyes Shanna Moon |

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| 6:25 P.M. 5 min. | Vote | <p>December CAC Meeting</p> <p>A vote was opened to either keep or cancel the December CAC meeting. The CAC group unanimously agreed to cancel the December meeting and reconvene in January of 2025.</p> | Chair Person |
| 6:30 P.M. 10 min. | OHA Update Registro y actualizaciones | <p>Innovator Agent</p> <p>Medicaid Advisory Committee has a subcommittee called the Advancing Consumer Experience that is looking for members with experience to voice ideas and advocate for changes within the Healthcare system.</p> <p>Farm Direct Dollars, vouchers that the WIC program provides for fresh and local foods are expiring November 30, 2024</p> <p>HRSN Housing benefits are live. Members are encouraged to talk with their providers or a case manager to help them make those requests. The CAC will talk more about HRSN at a future meeting.</p> | Kristty Zamora-Polanco |
| 6:40 P.M. 10 min. | Early Learning, Service Integration Updates | <p>Service Integration Specialist</p> <p>The SIT Newsletter was emailed to Beto and Shanna and provided 97 resources to the CAC. Two notable resources are the biannual baby shower happening on November 21, 2024 from 4-7pm and that Preschool Promise is accepting applications in McMinnville. Please reach out to yamhillearlylearning.org for more information.</p> <p>Action Item - Emily to forward SIT Newsletter to CAC members.</p> | Maribel Dobbins |
| 6:50 P.M. 10 min. | Action Item Update(s) and Review | <p>Reminders (Recordatorio)</p> <p>Captured Action Items (Capturar los puntos de acción)</p> <ul style="list-style-type: none"> • CAC members to complete and sign conflict of interest forms and attestation forms. • Shanna to resend survey to CAC members who have not completed it yet. • Emily to forward SIT Newsletter to CAC members. <p>Future Agenda Items Request</p> <ul style="list-style-type: none"> • CAC to discuss how to increase community understanding of REALD and SOGI at a future meeting. | Deedee Bloomer |

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| 7:00 P.M. | Adjourn Cierre | For the Good of the Order (Por el bien del orden) | Chair person |

Next CAC Meeting: January 14, 2025 5:00PM to 7:00PM

*Respectfully submitted,
Deedee Bloomer, YCCO Integrated Systems Coordinator*