

County LCAC Meeting Minutes

<p style="margin: 0;">DATE: JULY 8, 2016</p> <p style="margin: 0; text-align: right;">OCDC MILTON FREEWATER OREGON LOCATION</p>	
MEETING CALLED BY	Catie Brenaman, LCAC Chair
CALLED TO ORDER	Catie Brenaman, LCAC Chair
ADJOURNED	
NOTE TAKER	Charlotte Dudley
ATTENDEES	Taylor Smith, Sherrie Winks, Cameron Larsen, Diana Romero, Jeremy Umbarger, Darrin Umbarger, Julie White, Emily Smith, Cathy Wamsley, Julki Gregory, Kevin Campbell, W Kirt Toombs, Jeff Williams, Christie House, Heidi Ziegler, Carol Johnson, Maritza Madgril, Rebecca Gardner, Catie Brenaman, Susan Montgomery, Carol Speed, Marina Cassandra, Rod Harwood, Kris Boler, Teresa Hollibaugh, Cheryl Pierce, Bart Murray Guest- Dan Schwanz, Rich Eberle, Marina Cassandra
<p>Old Business Catie is passing around a new roster and asked participants to include their email, mailing address, phone number and organization. Catie will be bringing this sign in sheet to the next 3 meetings in an effort to update the LCAC membership and contact list. June's LCAC meeting minutes were reviewed. Cathy Wamsley moved to approve and Darrin Umbarger seconded. Minutes were approved.</p>	
DISCUSSION	Group Discussion- What are we hearing from consumers- Some Members of OHP are receiving letters that they have new providers. Catie did not know why that is happening. Happened to two people that she knows of. The IPA makes those assignments and people should contact Russ.
<p>New Business: Preventative Care – Cathy Wamsley mentioned that the What to do when your child gets sick happening in Hermiston on August 11 and the ESD is taking reservations. One class in English and one in Spanish. The classes are also happening on Sept 30 in Milton Freewater . And at the Good Shepherd Medical Center from 1130-230. As part of the EOCCO Transformation Grants. July 31st Mirosoal Clinic festival.</p>	
<p>New Business: Richard Eberle and Dan Schwanz discussed the medical transportation services available to people with OHP. The group mentioned that sometimes it is difficult to coordinate rides or getting prescriptions.</p> <p>Dan works for Greater Oregon Behavioral Health Inc. He distributed materials to the group. Dan will email Charlotte an electronic copy for those that did not receive the information. The discussion included information that several folks come from Morrow and Union county to receive services as well. A lot of people receive services across the county and state border. And some riders travel all over the state of Oregon. Dan reviewed numbers of riders and statistics are slightly</p>	

misleading because some people receive direct reimbursement and get travel and meals. The state and federal government are the 2 primary rule providers of the services. If we can't do a standalone trip for prescription, it is not an EOCCO rule. When the EOCCO started, the federal govt. said about 5% would be fee for services in rural communities. But the fee for service % is much higher.

The transportation services cover 12 EOCCO counties. As a general rule- people go to the closest local provider but if there is a doctor who can provide services more local then transportation pays for that local provider but if there is a long wait list at the local provider an exception can be made. If advocating for self or others and you has an issue, it was suggested to start with Mid-Columbia. Dan could be contacted at GOBHI as a next step.

Fee for service are the individuals who have Medicaid but did not get enrolled in EOCCO (dual eligible or Tribal members are two examples) and the transportation is available but from this different fund. This is an open card.

Dan discussed who to call for services. There is a whole new phone system and so the regular number works for Milton Freewater. Some of the operators are bilingual and also have a language line if it is a usual language.

No child under 12 can go without an adult who is related or unaccompanied. (For safety). Same day rides- if it is a legitimate issue that needs to happen today it can be done but if it is because a person forgot to call, folks should reschedule. Encourage riders to make their transportation at time that they make appointments. And please remind people to cancel if they need to. Subscription rides for reoccurring appointments (dialysis or cancer treatment) can be made with a person making one call and set up several appointments for the ongoing treatment. Ambulance transportation-a lot of money is spent on this Transportation is available 24/7.

Catie mentioned limited access to emergent care and public transportation during weekend and sometimes folks call 911. One of the EOCCO Transformation projects is patient education and the education kits can be shared with fire dept. Julie- Riders have been referred to Connexions for assistance if they have had repeated transportation issues. The brokerage requires 24 hour notice.

Darrin from Clearview Medication mentioned that they had donated an ambulance but it was too expensive to repair so it was given to Pilot Rock. This may be a new resource. Volunteers- Heidi Ziegler manages volunteers in several counties.

Rural transportation is not really available. There was an attempt to contract with taxi and that did not last. Private for profit and nonprofit resources have been developed. Cars, SUVs, wheelchair and stretchers are all options. Reimbursements have turned out to be a big part. Buried in DHS budget so about 2 years ago, the brokerage took it on and now there are 2 staff- if a person has access to a vehicle (doesn't care if it is your or not or insured) you get 25 cents a mileage to and from an appointment and lodging at \$40 per night. (Ronald McDonald house will take the \$40 but for most part must supplement) and up to \$12 per meal.

Door to door- drivers do not go into the houses to help people get ready to go.

If a person needs assistance while traveling- bathroom understanding apt- an/attendant companion can ride for free. Extra children with a mother cannot go along because of federal and state rules. Brokerage says no because of these rules. Parent or guardian is responsible for bringing and installing the car seat. (However, it is kind of scary that parents don't really know how to install the car seat.) If there is not a child seat- the drivers have been instructed to say no to the ride. The guideline is 8 years old or 80 pounds. Brokerage safety training includes Idaho Oregon and Washington rules.

Drivers are trained to assist people with one step in a wheelchair. Rule is person in a wheelchair has to be ready and waiting on the curb if there are several stairs. System designed around ADA specifications- 600 pounds and vehicle can transport the chair it is ok. Mini vans are hard because they are narrow. Transporting portable oxygen is ok but drivers cannot administer. Service animals are permitted but provider must know ahead of time. Transportation rules say that any animal that provides a service for a person it is any animal (not just dogs and mini horses). Seat belt usage is required unless the person has a medical card that states they are exempt. Cars are equipped with seat belt extenders.

If you have complaints- please let Dan know if there are problems or complaints. Kevin also encouraged the discussions because it helps service providers to hear as many details as they can when making the complaint, in order to address the issues.

CAPECO and Clearview received funds to provide services for people on Medicare.

There was a ribbon cutting for new transit center, Started in June. Training now had a dedicated driver to get certified defensive driving. She will be traveling around the region starting in July and August. Umatilla, Ontario The Dalles and Grant County will start. It is a two day program- Pass and defensive driving.

Connexions received approval to purchase a vehicle- should contact Brent Olsen but can start with Richard Eberle to see if reimbursement is available.

Marina Cassandra- Christine House is also at the meeting today and she is from PHTECH. PHTECH has been coming from Salem to help enroll folks but PHTech funding has stopped. The group is committed to community partners and clients. Outreach strategies ensure all Oregonians sign up for health coverage (not just OHP). There are 8 regional outreach coordinators across the state. The Oregon Health Authority is organizing a provider summit- doing this at St Anthony's Hospital and with the community engagement coordinator- Antonio Torres from OHA, seeks out underserved population. He can train community partners- continuous updates, online group site for assisters, and work with regional Coordinators. They meet monthly- In Hermiston at DHS next week. Track and report outreach to community and attend events (many are bilingual) and many work for providers. Antonio also works with LGBTQ community. Training and certifying assisters are a huge part of success.

Assisters will often talk with patients and help remind them to change address- Dan said transportation too. Always preferring local community partners to become assisters. There is a new campaign for Headstarts to have certified application assisters. There is a legal and responsible right of clients to use the grievance process. Community partners to become application assisters contracted with DMAP, you can do a volunteer agreement with Marina if you

are not a provider. Assister must pass a background check, checklist you can request. Certified application assisters are the name (not navigators- different requirements).

Renewals have to be manually entered through the back door cannot use ONE. July- PHTECH will continue to do an application over the phone- trying to do same day call but smaller staff. Also trying to get a list together for other helpers. Hold times when calling OHP are huge- many people cannot sit on hold that long with their minutes. Expedited applications are tough right now- best to do hospital presumptive eligibility. Native American applications and pregnancy apps can get emailed. (Pregnant email only if this is issues).

EOCCO Transformation and incentive grants- Juli informed the group that the mid program reports were submitted. The first report was about getting started- posted positions and hiring and ordering. Juli had to develop an agreement with other partners because Good Shepherd has the funds.

Cathy reported that there have been 2 dental labs. Advantage dental and the dental lab are at the Lifeways summer camp.

RCAC- LCAC support funds form- due August 31st- Catie will put together a possible budget to share and discuss at the next meeting. Also Public Health Dept. has ICAC operating funds from previous year. Connexions may take over the Coordinator duties. Kevin explained that there used to be \$4600 and was for person to convene the meeting and provide some food. During the Regional Community Advisory Council meeting it was brought up that there is a lot of reporting for various LCAC activities and Incentive funds projects but no administrative fees attached. So the LCAC operating funds were raised to \$10,000 to help support staff time if that was a need identified by the LCAC. The RCAC also reviewed the Incentive Measures that are given to the EOCCO by the Oregon Health Authority (OHA). OHA withholds funds from the EOCCO and the amount of funds returned to the EOCCO is based on the number of Incentive Measures that have been met. The EOCCO as a whole met 13 of the 17 measures- this allowed for 100% return of withheld funds. When reviewing the Incentive measures by EOCCO Counties, Umatilla County did not meet as many as other counties. Future agendas will include more discussion and information on Incentive Measures

St Anthony Care Clinic will be open on weekends (10-6 on weekend-Sat/Sun and walk ins 8am-7pm Monday-Thursday.

Currently there are open positions for EOHLA and LCAC Vice Chair- will email out info.

ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
<ul style="list-style-type: none"> LCAC members will share information about complaints or issues with Dan Schwanz and Rich Eberle of transportation services 		Ongoing
<ul style="list-style-type: none"> The Membership and Equity subcommittee will share information about the Round Table event with group. 	Subcommittee	August meeting
<ul style="list-style-type: none"> The LCAC members will receive additional transformation materials by email. 	Catie Brenaman or Charlotte Dudley	August meeting
Anyone interested in filling the vacant Vice Chair or		

EOHLA Board member position will let Catie know. The first report was getting started- posted positions and hiring and ordering. Juli had to develop an agreement with other partners because good shepherd has the funds.		
Catie will have a sample budget of the LCAC operating expenses to be reviewed and approved by the group during the August meeting.	Catie Brenaman	August meeting
LCAC participants will complete the sign in sheet to update the contact list. Anyone who is not an LCAC member but is interested in becoming one will ask Catie for an application		Ongoing

**Next meeting scheduled for August 12, 2016 at 8:30 am
St Anthony's Hospital/Conference Room
Pendleton, Oregon**