

Health and Safety Subcommittee

of the CoC Collaborative Committee

Minutes for Tuesday, April 25, 2023

In attendance: Chris Barber, Kristin Kuenz-Barber, Elaine Lozier, Christina McCollum, Kat Mullins, Corissa Neufeldt, Kathy Savicki, Trisha, Josie Silverman-Méndez, Rylie Tiffin, Sara Webb, Nichole Whitfield, Kari Wilhite

Guests: Erin Benjamin (Church at the Park), Jan Calvin (consultant to the Mid-Willamette Valley Homeless Alliance), Alicia Cowthorp (Northwest Human Services), Justin Hopkins (Willamette Health Council), Trisha Kumar (Willamette Health Council), Lynelle Wilcox (SafeSleep United)

1. Co-chair Chris Barber called the meeting to order at 1:03 pm with a quorum. Attendance listed above.
2. Kristin made a motion to approve the March 28th meeting minutes. Kathy seconded and the subcommittee unanimously passed the motion.
3. Action Item Follow Up
 - a. Education workgroup
 - i. Two subcommittee members have expressed interest in joining Chris Barber, Steven Goins and Jimmy Jones to continue discussing education opportunities for health/safety topics for CoC members.
 - b. Infectious disease policy creation
 - i. Annual NOFO requires an infection disease policy. Polk County and Marion County Public Health are meeting with Chris to discuss how to create this policy.
4. Re-determinations
 - a. Josie and Elaine gave a presentation about Oregon Health Plan (OHP) redetermination (renewals). They discuss what the renewal process is, what OHP members can expect, and state and local efforts. A subcommittee member asked if people could call OHP to renew prior to being contact. Elaine said she would ask OHA and send the response to the group. Key messages are as follows:
 - i. Encourage OHP members to update their contact information with OHP directly or with PacificSource
 - ii. Encourage OHP members to watch and open mail from OHP and/or PacificSource
 - iii. Connect people to an OHP or Marketplace assister if they need help

See attached slides for further details.

5. Data Discussion

Resources: <http://pehgc.org/wp-content/uploads/2016/09/VI-SPDAT-v2.01-Single-US-Fillable.pdf>

https://mwvhomelessalliance.org/wp-content/uploads/2023/02/PE-Annual-Report_final.pdf

The subcommittee discussed how they could use the VI-SPDAT and information from the Performance and Evaluation Committee to direct case management and care.

- a. Data fields available
 - i. Demographics
 - ii. Physical and mental health conditions
 - iii. Disabling conditions and income for adults at exit
 - iv. Health insurance (start, annual update, at exit)
 - b. Data that would be helpful
 - i. Re-admission rates for the hospital
 - 1. How many are being re-admitted every month or 2 weeks and why?
 - 2. PacificSource can track this for contracted providers.
 - ii. Healthcare utilization information
 - 1. Clinical entities can use Collective's hospital event notification system to identify when someone has been in the hospital.
 - 2. Through Premanage, clinics can create a cohort of patients and be notified when the hospital admits those patients.
 - 3. Outside of ED and hospital utilization, it would be helpful to track other types of utilization (e.g., PCP visits)
 - 4. To provide system-level data, PacificSource would need a clear purpose and data request.
 - iii. Mental health is self-reported on the VI-SPDAT. Unable to report observations by housing workers. Without a release of information signed by an individual or their legal guardian, medical information cannot be disclosed. Housing workers can record relevant observations in the Client Notes field within HMIS.
 - iv. Publicly funded behavioral health providers must report housing to OHA through the Measures and Outcomes Tracking System (MOTS). There could be an opportunity to pull and review data from MOTS.
 - v. During the next five years, healthcare providers are increasing efforts to screen patients for Social Determinants of Health (SDOH) related needs, including housing.
6. Care Coordination, Hospital Discharge, Warm transfers and Resources workgroups
Co-chair, Chris, shared there will be information soon regarding new workgroups to map care coordination among clinical providers and housing partners to track care across the continuum.
7. Co-chair, Chris, adjourned the meeting at 2:05 pm.



Marion-Polk CCO: OHP Renewal

April 25th, 2023



Agenda

- Renewal basics
- State and local efforts
- Resources
- Discussion and questions

Renewal Basics



What is renewal and why is it happening?

During the COVID-19 emergency, people were allowed to stay on Oregon Health Plan (OHP) without submitting income information.

With the emergency ending, 1.4 million people need to be re-screened to see if they still qualify for OHP. This process is called **renewal** or **redetermination**. It started on April 1, 2023, and will end on May 31, 2024.

Notice sent in the fall of 2022

In the fall of 2022, the state sent letters to OHP members asking them to:

1. Update their mailing address, email address and phone number
2. Check their mail for notices and respond with the requested information
3. Keep up to date with the latest OHP news

English

Statewide Processing Center
PO Box 14620
Salem, OR 97309



P.O. Box 14015, Salem, OR 97309
Voice: 1-800-699-9075
FAX: 503-378-5628
TTY: 711
www.ohp.oregon.gov

September 2022

Case number:

Keep your contact information current to help keep your benefits

Dear Oregon Health Plan member,

Your Oregon Health Plan (OHP) coverage is not changing! This letter is about the steps you should take to help keep your coverage in the future.

How to keep your contact information current:

1. **Let us know right away when your mailing address, email address or phone number changes.** See page 2 for ways to report changes.
2. **Check your mail and read the notices we send.** Always send us the information we ask for.
3. **Keep up to date with the latest OHP news.** Go to OHP.Oregon.gov or ask your local OHP community partner organization. Find one at bit.ly/ohplocalhelp.

Spanish

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September 2022

Case number:

Mantenga su información de contacto al día para ayudar a conservar sus beneficios

Estimado miembro del Plan de Salud de Oregon:

¡No hay cambios en su cobertura del Plan de Salud de Oregon (OHP)! Esta carta es sobre los pasos que debe tomar para ayudar a conservar su cobertura en el futuro.

Cómo mantener al día su información de contacto:

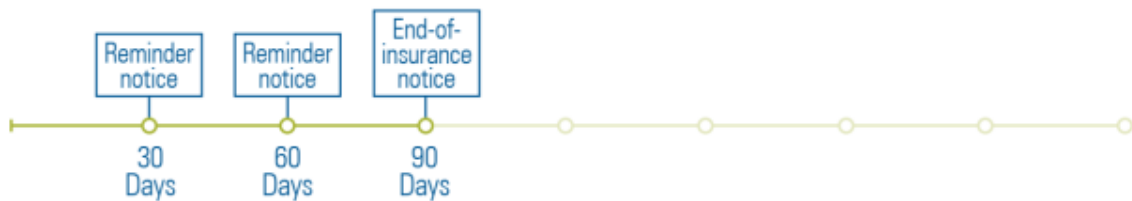
1. **Avísenos inmediatamente cuando haya algún cambio en su dirección postal, correo electrónico o número de teléfono.** Consulte la página 2 por maneras de notificar los cambios.
2. **Revise su correo y lea las notificaciones que le enviamos.** Siempre envíenos la información que solicitamos.
3. **Manténgase al corriente con las últimas noticias del OHP.** Vaya a OHP.Oregon.gov o consulte con la organización socia comunitaria de OHP de su zona. Encuentre una en: bit.ly/ohplocalhelp.

What to expect

- A renewal letter from the Oregon Health Plan
- Reminder letters from the Oregon Health Plan
- Calls from PacificSource and/or the Oregon Health Plan to update your contact information and/or help you with the renewal process

How long do people have to respond to a renewal letter?

90 days. During those 90 days, people will receive reminder notices each month, if they haven't responded.



What if people don't respond?

If people don't respond for 90 days, they will receive a notice that their OHP insurance is ending. But they will continue to receive insurance benefits for 60 more days. If they don't respond during this extra 60 days, **then their benefits will stop.**



Can people still send in their renewal form after their benefits stop?

Yes. After the first 150 days from receiving their renewal letter, they will have 90 more days to send in their renewal forms. If they do not send their forms during this 90-day period, they will no longer be eligible for the renewal process and will need to submit a new OHP application.



State and local efforts



What's happening now?

- Oregon Health Authority (OHA)
 - Public messaging
 - Training and supporting OHP Assistants
 - Working with partners
- PacificSource
 - Member and provider communication
 - Working with OHA, health councils, providers and other partners
- Willamette Health Council
 - *See next slide*

WHC Support for Local OHP Redetermination Efforts

- Resourcing OHP enrollment assistance
 - Focus on community-based, safety net organizations
 - Targeted funding to increase capacity
 - After hours and weekend assistance at WHC Partners
- Helping to keep the community informed
 - Updated information on our website:
<https://willamettehealthcouncil.org/community-health/oregon-health-plan-ohp-redeterminations/>
 - Includes local OHP enrollment assister list
 - Supplementing OHA statewide communication → local, culturally and linguistically responsive communication (e.g., radio, print materials, social media)



Engaging with Housing & Homeless Service Providers

- We'd like your feedback...*how do we partner to ensure our neighbors experiencing homelessness have the support they need?*
 - Informational webinars
 - OHP enrollment assister training and certification
 - Referral pathways
 - Enrollment events
 - Other ideas?



How you can help...

- Encourage OHP members to update their contact information
 - PacificSource at 800-431-4135
 - OHP at 800-699-9075
 - <https://one.oregon.gov/>
- Encourage OHP members to open their mail and pick up the phone
- Connect people to an OHP/Marketplace Assister
 - [Marion County and Polk County assisters](#)

Resources



Where to go for more information

- [Keep Covered updates](#)
- [Timeline for benefit changes](#)
- Certified Assister trainings in [English](#) and [Spanish](#)
- [Preparing for Changes to Benefits FAQ](#)
- COVID-19 Public Health Emergency (PHE) Unwinding Partner/Provider meeting series in [English](#) and [Spanish](#)
 - [Webinar Questions and Answers document](#)
- [Willamette Health Council](#)

Discussion and questions

