

WHO	Community Partner Workgroup		DATE	Thursday Sept. 29, 2022 3-5pm	
FACILITATOR	Michael Anderson-Nathe		NOTE-TAKER	Jeremiah Keisling	
WORKGROUP ATTENDEES	<input type="checkbox"/> Beth Englander <input checked="" type="checkbox"/> Elizabeth Fox <input type="checkbox"/> Natalia Anand <input checked="" type="checkbox"/> Sheila Anders	<input checked="" type="checkbox"/> Thomas Browne <input checked="" type="checkbox"/> Tara Gray <input checked="" type="checkbox"/> Jackie Leung <input checked="" type="checkbox"/> Stephanie Castano	<input type="checkbox"/> Erin Fair Taylor <input type="checkbox"/> Lavinia Goto <input type="checkbox"/> Rosetta Minthorn <input type="checkbox"/> Gladys Boutwell	<input type="checkbox"/> Lourdes Alcala <input checked="" type="checkbox"/> Anji Djubenski <input type="checkbox"/> Nashoba Temperly	
OHA & ODHS ATTENDEES	<input checked="" type="checkbox"/> Maria Castro <input type="checkbox"/> Jillian Johnson <input checked="" type="checkbox"/> Peter Threlkel <input checked="" type="checkbox"/> Michael Lemke <input checked="" type="checkbox"/> Kaela Kennington <input type="checkbox"/>	<input checked="" type="checkbox"/> Sarah Dobra <input checked="" type="checkbox"/> Jeremiah Keisling <input checked="" type="checkbox"/> Alyssa Guzman <input checked="" type="checkbox"/> Misty Dvorak <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Megan Auclair <input checked="" type="checkbox"/> Hilde Hinkel <input checked="" type="checkbox"/> Micheil Wallace <input checked="" type="checkbox"/> Michael Mcdaid <input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> Chiqui Flowers <input checked="" type="checkbox"/> Miranda Amstutz <input checked="" type="checkbox"/> Emily Burnett <input type="checkbox"/> <input type="checkbox"/>	
Guests					

Mtg Goals:

1. Continue discussion and CPWG recommendations on redetermination sequencing and priority population and subpopulations.

Agenda

TOPIC	TIME	LEAD	PURPOSE
1. Welcome and Introductions	10 mins	Michael	<ul style="list-style-type: none"> Name, pronouns, and any access needs they have to fully participate
2. Updates and follow up	10 mins	Sarah	<ul style="list-style-type: none"> Follow up on any items from previous meetings
3. CPWG member open space	15 mins	Michael	<ul style="list-style-type: none"> Provide time on the agenda at each meeting for members to raise topics, provide relevant updates, identify discussions they want to have, etc.
4. Redetermination sequencing conversation *Will take 5-min break during this time	80 mins	Sarah	<ul style="list-style-type: none"> Finalize CPWG redetermination sequencing Identify other populations CPWG wants to discuss regarding programmatic, data, and communication approaches
5. Meeting close and next steps	5 mins	Michael	<ul style="list-style-type: none"> Discuss future meetings and agendas

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Notes

Welcome and Introductions

- Discussion on whether to proceed with meeting given only six CPWG members present (eventually went up to 7 members). Given that CPWG recommendations on redetermination sequencing and priority populations are due soon, decided to proceed with meeting otherwise CPWG would miss the deadline to give the state input. We agreed that notes would be sent to the remaining CPWG members and input collected via email.

Updates and Follow Up

- This week the state began sending out 25,000 letters a day to OHP members asking them to update their contact information. This will continue over the next month until we send out over 900,000 letters total.
 - Plan to use returned mail to conduct further outreach to support members in updating their addresses.
- At the last meeting CPWG members requested more information on the Bridge Plan. We discussed with staff and are planning on providing written information and focusing on the Bridge Plan in January or February of 2023.
 - If the CPWG wants to engage earlier, we could ask the Bridge Plan group to hold a separate meeting for CPWG members and anyone they would want to invite to learn more. This will not be planned unless specifically requested by the CPWG.
- Reviewed questions from previous meeting. Answers in [blue](#)
 - What overlap is there between Community Partners and Marketplace Assisters.
 - 100% of all Community Partner and Outreach Program (CPOP) Community Partner Organizations have at least one person on their team who is fully trained and certified to assist anyone applying for coverage through the marketplace. (This does not mean that all community partner assisters are certified to do marketplace applications but rather all of our community partner organizations are required to have at least one person in their organization at each of their sites must be fully certified to assist through the marketplace.) Additionally, all of CPOP community partners must at least take annually the marketplace overview training.
 - 100% of all Marketplace assisters are CPOP certified to assist with OHP applications.
- Call Center Wait Times and Call Back options. There will be a call back option for when individuals call the OHP line (to reduce hold times). This is currently being implemented and should be available to those calling the call center by early October.
 - It would be ideal to allow a caller to select a time for a call back.
 - The system does have the ability to call back at a specific time, but we are not offering that feature currently due to staffing concerns
 - Call Back feature is in testing phase.
 - Previous Question: Will calls always be returned the same day or could it be a different day?
 - Currently, we are only exploring same day call backs
 - If expected wait times exceed the end of the day a call back will not be offered.
 - Callers will get an estimated wait time for a call back
 - If call back is missed the number will be attempted again at least once.

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- State does have the option of setting how many call backs a person receives before getting a message asking them to call OHP again
 - The state also can call in back up staff to assist with finishing up calls by the end of the day
 - Software does have the option to choose a call back time. However, staff capacity means that not currently turning this on. Will be a new software for the call center
- Previous Question: What if someone calls the line again while waiting for their call back? Will that clog up the line and further delay calls?
 - The system is designed to recognize numbers and if someone calls again while in the queue for a call back, they will get the option of keeping their place in the call back line or cancelling that and remaining on hold.
- Eager to feedback and hearing options and ideas to those we serve

CPWG Member Open Space

- No new topics

Redetermination Sequencing Conversation

- At the start of the conversation, Sarah notified the group that:
 - We would not be discussing and making a recommendation on the sub population: American Indian/Alaskan Native as that discussion would go through the Tribal Consultation process
 - We also revisited the questions from the COVID Exemption population discussion
 - Previous question: Will there be additional staffing in the Marketplace to help with enrollment?
 - Yes, we are hiring additional staff (6-7) and can access some dedicated capacity through our contractor, PH Tech.
- We then continued the redetermination sequencing conversation on the following populations and subgroups:
 - Parent Caretaker
 - This group includes cases with at least one individual receiving program benefits which indicate they are a parent or caretaker relative of a child in their home. Generally, under 55% of FPL. If lose eligibility, they move into adult program.
 - Current plan is to Front-Load given that we expect most of this group to maintain their eligibility
 - This group will also have more frequent contact with state because of they are receiving other benefits like SNAP.
 - **CPWG agrees this group should be Front-Loaded.**
 - Do we want to think about additional outreach possibilities?
 - No. CPWG believes the outreach provided to this group is sufficient.
 - Supplemental Security Income Benefits
 - This group includes cases with at least one individual receiving Supplemental Security Income Benefits.
 - Current plan is to Front-Load
 - Why are we front loading this group?
 - If someone who is only on OHP because of their income qualifies for SSI, they are more likely to stay on OHP – so front loading makes more sense.
 - The subgroups will help distribute the populations with other challenges in different ways.

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- **CPWG agrees this group should be Front-Loaded.**
- Do we want to think about additional outreach possibilities?
 - Yes, if no other modifiers, who is getting in contact with this group. E.g., APD. Social Security Marketing Strategy. Workgroup requested if this was occurring for if there is a plan to do so.
- Child Benefits
 - This group includes cases with at least one individual under the age of 19. This is the Medicaid child with income under 138% of FPL; this is not Children's Health Insurance Plan (CHIP where child eligibility is up to 305%); SNAP likely companion
 - Current plan is to Front-Load
 - UPDATE: Oregon's 1115 Waiver was just approved and there are changes that will impact this regarding continuous enrollment for kids up until age 6. State is getting more information in next couple of days that may change our approach.
 - **CPWG PAUSE: Proposal to wait to form a recommendation on this group until we have additional information.**
- Stand-Alone Medicare Savings Program
 - This group includes cases with at least one individual not receiving OHP coverage but receiving assistance paying for their Medicare premiums. State pays out-of-pocket Medicare costs.
 - Current plan is to Spread Throughout
 - Medicare program will also be providing outreach to this group
 - **CPWG agrees this group should be Spread Throughout**
 - Do we want to think about additional outreach possibilities?
 - No. This group has additional resources available to them meaning we do not need additional outreach.
 - Medicare will conduct outreach – Social security office will likely conduct outreach for this population. May be notified by APD. Must fill out form for Medicare savings program each year.
 - May not need other outreach strategies. Medicare side will also conduct outreach
- Other
 - This group includes any cases with individuals not part of the other listed groups.
 - Estimated 697,724 cases
 - Current plan is to Spread Throughout
 - **CPWG agrees this group should be Spread Throughout**
 - We are exploring additional outreach possibilities with this group.
- Houseless Population
 - This subgroup includes cases with at least one individual address which is identified as 'no permanent address' in the One System
 - Current plan is to Spread Throughout
 - Estimated cases of 47,255 comes from ONE system
 - Question: Should mail that comes back with a bad address be identified/assumed as additional houseless population?
 - Great question and we should discuss at next meeting when we focus on houseless populations
 - Comments specific to this population:

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- Many of the houseless population use business addresses for mail so the estimated cases of 47,255 is likely an underreported number
- Community Partners might be a good source for outreach for this group.
- We might want to avoid redeterminations in January for this group since January is also the time when people are trying to get on Section 8, and it can be overwhelming to have additional things to worry about
- **CPWG agrees this group should be Spread Throughout with the caveat of skipping the month of January.**
- SNAP
 - This subgroup includes cases with at least one individual who is receiving both medical and SNAP benefits. Estimated at 90,000 cases
 - Current plan is to Spread Throughout
 - This population is in contact with the state more frequently because of SNAP benefits so likely have updated contact information
 - Question: some communities (pacific islander was presented as an example) have multiple families residing in one household. Are they treated as one case or is each family unit a separate case? If treated as one case, how will they be sequenced?
 - Each family unit is a separate care even if they reside in the same household.
 - **CPWG agrees this group should be Spread Throughout.**
 - Do we want to think about additional outreach possibilities?
 - No. This population is more likely to stay in contact with the state meaning they should not need additional outreach.
- Non-English Language
 - This subgroup includes cases with at least one individual who indicates that their primary language is something other than English
 - Current plan is to Spread Throughout
 - Question: does this apply to children who may not speak English or just the adults in the household?
 - We believe this applies if anyone, regardless of age, reports a primary language other than English, BUT WILL CONFIRM.
 - **CPWG agrees this group should be Spread Throughout.**
 - Do we want to think about additional outreach possibilities?
 - Yes. This group will require additional outreach
- COVID Exemptions
 - This subgroup includes cases with at least one individual who is identified as receiving a financial or non-financial COVID exemption, indicating that they've maintained eligibility solely due to PHE protections.
 - Current plan is to Front-Load
 - Question: How would this population interest with marketplace enrollment? What if it does overlap with marketplace?
 - Assuming the PH Emergency is extended through January 2023, we won't have an issue
 - Our goal is to get anyone who is eligible for the Marketplace on a Marketplace plan as soon as possible in 2023.
 - Group agreed to revisit in our next meeting

Meeting Close and Next Steps

- CPWG group agreed to revisit:
 - Child Benefits and COVID exemptions groups at next meeting

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- Next meeting will also include a focused discussion on unhoused populations and outreach, marketing, and programmatic considerations
 - Also discuss what should happen with returned mail or no response from OHP letters requesting members to update their contact information. Should these be assumed/treated the same as no permanent address?
- Please note that there are two CPWG meetings in October
 - Oct. 13th
 - Oct. 27th
- Questions to follow up on/confirm:
 - For Supplemental Security Income Benefits group – who will be contacting this group if they are not part of another subgroup? Do we have a partnership with Social Security that can help us conduct outreach?
 - How does the 1115 Waiver policy changes regarding continuous enrollment for kids up to age 6 impact the Child Benefits population?
 - Confirm – does non-English language cases apply to all in household or only adults, meaning will cases be grouped in this grouping if a child reports a primary language other than English?