

**MINUTES OF COMMUNITY ADVISORY COUNCIL MEETING**  
Wednesday October 16, 2019

**1. Called to Order**

**Attendees:** Raquel Mendoza, Sonya Stanley, Amber Kramer, Tina young, Rebecca Adams, Melissa Pisan, Nora Foster, Amy Boivin, Craig Schuhmann Rebecca Adams, Pamala Dame, Jennifer Little

**Not Present:**, Signe Porter, Burl Baker

**Other Attendees:** Maggie Polson, Maria Ramirez, Susan Bodlt

**2. Minutes from September 18, 2019 Approved**

**3. Public Comments**

CHA's Public Presentation: October 23<sup>rd</sup>, 2019 from 6pm-7:30pm.

**4. Member Feedback**

It was shared from a CAC member and member of the plan, that members feel discriminated against at Washburn Smiles. Dr. Nicholson was mentioned by name. The CAC member provides view point for the CAC as a member and caretaker of members on the plan, as well as a peer support specialist for CHA members. One of their clients shared their concern to the CAC member knowing she would be able to bring it to the CAC meeting. They said their client felt discriminated against because they were an OHP consumer. They feel the separation of doors to who goes to Washburn Smiles vs. Dr. Nicholson's private practice felt as if OHP clients were separated from private pay clients and that the treatment of OHP clients vs. private pay clients was very different. It was stated that if you go into the office and state you are an OHP client that the treatment is significantly different than if you were to not state what insurance you had. Susan and Maggie explained that this is not a new issue for the CHA team, but we would report it.

It was also noted by a CAC member and member of the plan, that when they called Washburn Smiles to schedule a dental appointment, the receptionist answered the phone as Dr. Nicholson's office and had no clue who Washburn Smiles was, so they hung up and have not called back since. We informed her that could be an internal training issue due to her turnover rates. The CAC member also mentioned that their husband had two visits that were both three months apart to have a cavity filled. From the time that cavity was diagnosed, it took six months from the cavity to be filled. Susan explained this is not normal practice and something should be done to correct this in the future.

CAC member and plan member stated that it took six months for her to get an appointment for her children at Zooka. Once she was able to have her child seen, it took over six months for the child's cavities to be taken care of.

After the agenda item concluded, Maggie and Susan both advised the CAC to not let issues like this go and to call our Compliance Department to report it. This way things can be tracked, and an internal action plan can be made.

### **5. CHA Member 101 Training:**

CHA Staff presented the CHA 101 Training.

CAC members advised:

- Eliminating the acronyms entirely
- Giving the definition of emergent
- Defining what a “Prior Authorization” is.
- Start off stating when questions can be asked.
- Provide a visual showing CHA’s connection to CMS and OHA.

Meeting was adjourned.