

OHSU Health IDS Provider Network Meeting

12/13/2022

PRESENTED BY OHSU HEALTH IDS



Agenda

Welcome – Cecelia Morrow

Meeting Survey – Lee Dunham

Housing Benefit Program – Maggie Klein

Operations Update – Johnathan Ladd

Provider Relations Update – Kari Gothro and Lee Dunham

Language Access Documentation Requirements – Mary Ransome

Trauma-informed Care Training – Mary Ransome

Q&A - Lee Dunham

Quarterly Provider Meeting Survey

Lee Dunham

PROVIDER RELATIONS



What works for you?

Please respond with your meeting preferences for these quarterly meetings.

- What day of the week is preferred for quarterly meetings?
- What time of day is best for these meetings?
- What meeting format is best for you?

Find the survey link in today's chat. This link will also be sent out with the slides and is available [here](#).

Housing Benefit Program

Maggie Klein, RN, CCM, M.S.B., M.S.N.,
J.D.

DIRECTOR, CARE INTEGRATION AND COORDINATION
PROGRAM

Transitional housing refers to a supportive - yet temporary – type of accommodation that is meant to bridge the gap to successful permanent housing by offering:

- Structure
- Supervision
- Support
- Life skills
- Education and training, in some cases.

It is meant to provide a safe, supportive environment where individuals can overcome trauma, address issues, and rebuild their support network.





Member Enrollment and Navigation

Enrollment status as of Dec. 8, 2022:

- 153 enrolled
- 38 referred but not enrolled (not covered or outside the priority population)
 - 9 previously not enrolled now moved to enrolled status

SUD Residential

Enrolled	In Navigation	Housed	Disenrolled
59	11	20	2

Aging Out of Foster Care

Enrolled	In Navigation	Housed	Disenrolled
28	4	12	2

Transitioning from Corrections

Enrolled	In Navigation	Housed	Disenrolled
8	3	1	2

Recuperative Care Program

Enrolled	In Navigation	Housed	Disenrolled
43	5	9	2

Inpatient Discharge – Project Nurture

Enrolled	In Navigation	Housed	Disenrolled
15	2	2	0



Principles used to make recommendations

- Alignment with Health Share Strategic Plan:
 - Emphasis on racial equity, behavioral health and supporting youth.
- Level of current engagement from community resources:
 - Ability to support members and ensure benefit effectiveness.
- Operational lift and population size:
 - Ability to make the work happen in an expedited manner.
- Covering multiple approaches:
 - Including prevention-focused populations and complex populations.

Priority Populations and Start Dates

There are eight priority populations. Thus far, four are actively accepting enrollees. Inpatient medical settings are in process.

SUD residential – 5.12.2022

Aging out of foster care – 5.13.22

Transitioning out of corrections/custody 5.13.22

Recuperative Care Program – 10.01.2022

Inpatient medical settings - Project Nurture 10.20.22 and additional pending collaborations

Inpatient psychiatric settings

Assertive Community Treatment (ACT) programs

Acute Care Rehab

Priority Populations - Rollout Status Updates

Aging Out of Foster Care: Rollout completed with CBOs, counties and DHS.

Corrections: Rollout completed with Corrections/Custody for Tri-County. Continuing work with Tri-County Criminal Justice Workgroup.

SUD Residential: Rollout completed with primary referral sources. Continuing work with additional referral sources, i.e., LifeWorks NW.

Recuperative Care Program: Rollout completed.

Inpatient Programs: Pending

- Project Nurture: Rollout near completion – Providence, Legacy, OHSU
- Kaiser PN Clinic: Scheduled for mid-December
- IMPACT (OHSU): Rollout anticipated in late December



Network Development as of Dec. 9, 2022

“Hybrid” Entities - Referral and Navigation

- Agreements signed
 - Central City Concern
 - CODA
 - New Avenues for Youth
 - Volunteers of America (Men)
 - Volunteers of America (Women)
 - Youth Villages
- Agreements pending
 - Fora Health (SUD Residential)

Navigation Primary Function

Agreements signed

- ALANO Club of Portland
- Iron Tribe
- NW Family Services
- Pine Street Recovery Housing
- Urban League of Portland

Agreements pending

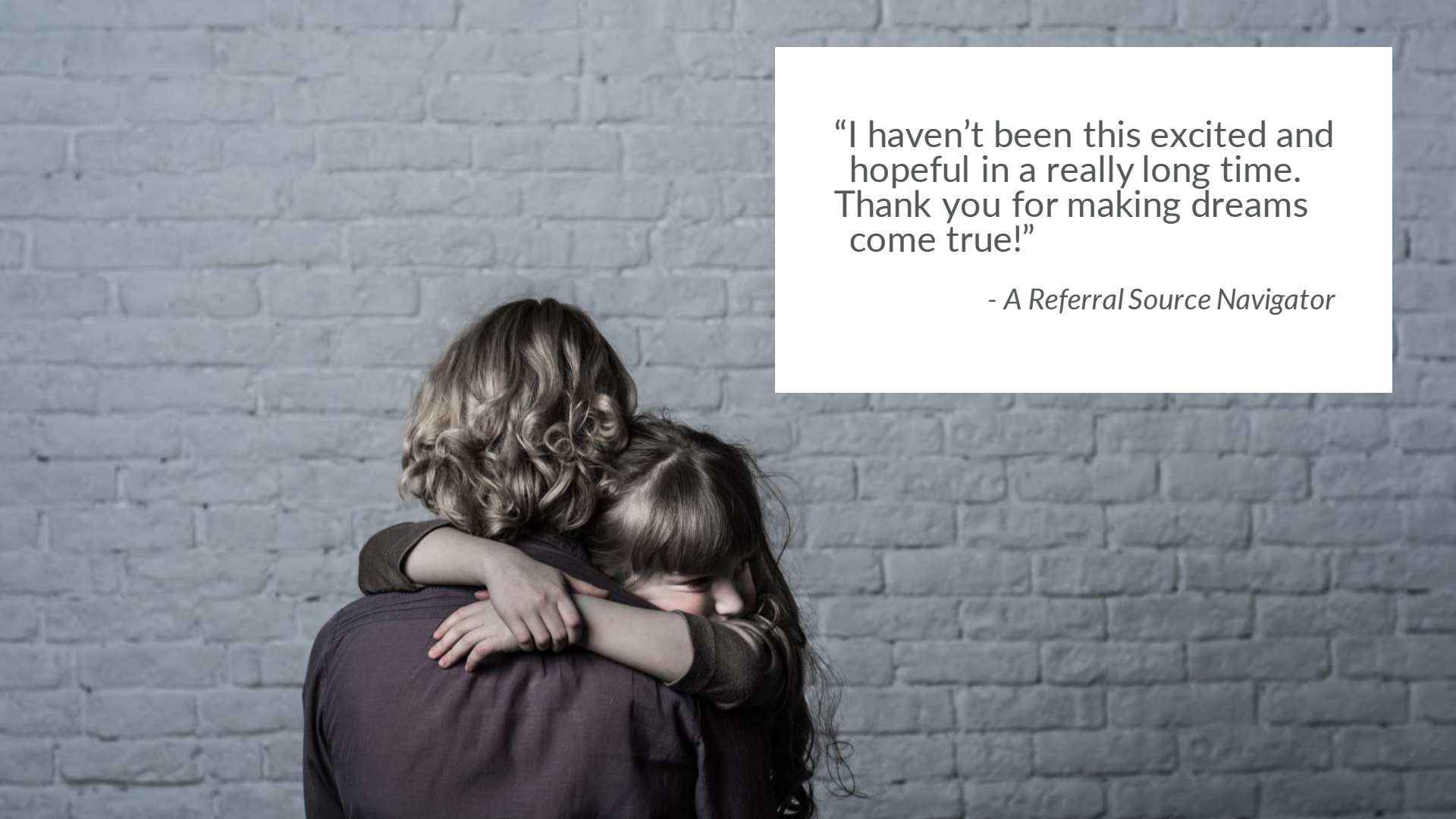
- Bienestar
- Bridges to Change – limited agreement
- Easter Seals
- HouseCall Providers
- Impact NW
- Latino Network
- MHAAO
- Pathway Home
- Evolve
- Native American Youth and Family Center (NAYA)
- Northwest Pilot Project
- Project Patchworks

Community-based organizations – Initial and still in process

- Transition Projects, Inc. – contact 11.22
- Portland Rescue Mission – contact 11.01
- Self Enhancement, Inc. – contact 06.29
- Human Solutions, Inc. – contact 06.30
- Washington County Community Action – contact 07.20
- Recovery Works NW – contact 08.30
- Transcending Hope – contact 11.01.2022
- Options Counseling and Family Services – contact 11.01
- Blanchett House – contact – 09.20
- Rose Community Development – contact 09.20
- El Programa Hispano – contact 09.20
- Project Homeless Connect – contact 09.20
- 4D Recovery – contact 11.22
- Join – initial meeting 07.05 – pending follow-up

Community-based organizations in follow-up

- Catholic Charities – 12.09 – meeting being scheduled
- Centro Cultural – initial contact 08.15 – follow-up meeting being scheduled
- Immigrant and Refugee Community Organization (IRCO) – 09.20 – meeting being scheduled
- Homeless Alcohol and Drug Intervention Network (HADIN) – meeting held 11.09.2022
 - Working with individual CBO attendees
- Rebuild Women First – meeting 12.09



"I haven't been this excited and hopeful in a really long time. Thank you for making dreams come true!"

- *A Referral Source Navigator*



For questions about the
Housing Benefit Program,
please contact Maggie Klein
at kleimagg@ohsu.edu

Operations Update

Johnathan Ladd

MEDICAID PR REPRESENTATIVE



Language Data for Primary Care Clinics

As of November 2022, the monthly membership rosters that primary care clinics receive will include language data and interpreter flags for each member.



Changing a Member's Primary Care Provider

- All members are assigned at the clinic level only, not with individual practitioners.
- Members cannot be assigned to an out-of-network clinic.
- Members cannot change their PCP assignment to another clinic within the network unless they have established care with that clinic or are dismissed by their current clinic.
- Requests to change a member's PCP assignment can be sent to ohsuidsproviderinquiry@modahealth.com.

Please include:

- Member ID
- New PCP clinic name
- Effective date



Claims Processing

New claims processing times

- 98.03% of claims processed within 30 days
- 99.95% of claims processed within 90 days

Corrected claims processing times

Corrected claims and adjustment requests are currently being processed within 30-60 days.

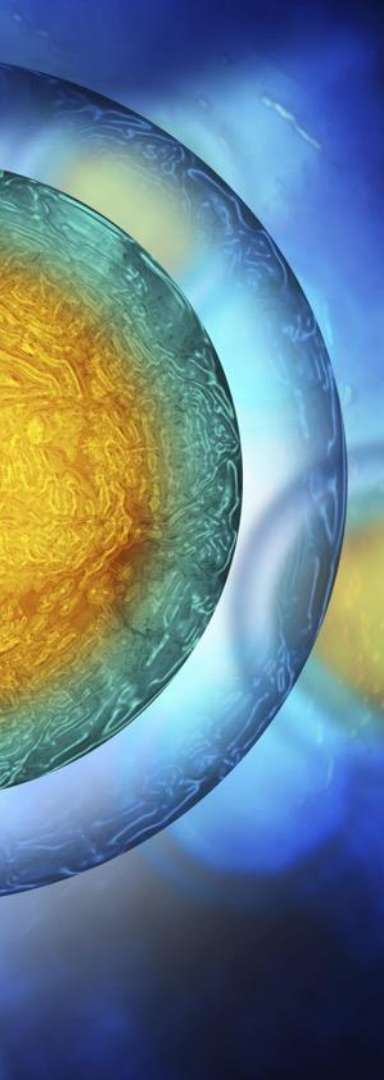


Prior Authorization Processing Times

- Referrals are currently processed within seven calendar days.
- Prior authorizations are currently processed within seven-to-10 calendar days.

OHSU Health Membership

As of Dec. 7, 2022, our membership is 56,401.



Respiratory Syncytial Virus (RSV) updates

Oregon Health Plan coverage of palivizumab for RSV prophylaxis expanded to high-risk children ages 12-24 months, effective immediately.

- Applies to children in this age group who have any of the comorbidities in OHA's prior authorization criteria for palivizumab.
- Will last the duration of the emergency declaration or the 2022-2023 RSV season, whichever is longer.
- Does not change the recommended number of doses or length of treatment currently. OHA is monitoring the American Academy of Pediatrics' clinical recommendations and Oregon's weekly RSV report.



Respiratory Syncytial Virus (RSV) updates

For children ages 12-24 months who are likely to be at high risk for severe RSV:

- Please make parents and caregivers aware of this option to prevent severe RSV.
- Ask for prior authorization as required by OHSU Health Services.

Provider Relations Update

Kari Gothro and Lee Dunham

PROVIDER RELATIONS



Annual Compliance Attestation

Process for **Community** Provider Groups

- Content:
 - Fraud, Waste and Abuse Training
 - Attestation to OIG and SAM list checks, completed monthly
 - Submission of Restraint and Seclusion policy or completed waiver
- Timing:
 - Emailed to clinic managers in September
 - Due back no later than Dec. 31, 2022
 - Send completed packets to OHSUHealthPrvRelations@OHSU.edu



Site Visit Surveys

- Pre-schedule meetings with the clinic manager, office staff and provider teams of newly contracted clinics.
- The purpose of the site surveys is to ensure the safety of our members' personal health information and physical safety.
 - Access & Safety
 - Personnel
 - Office Management
 - Medical Records
 - Clinical Services
 - Preventative Services
 - Infection Control
 - HIPPA
- Provide feedback to the offices



CMO Site Visits with Clinic Leadership and Providers

Visits underway:

- Starting with one a month.
- Have completed three visits.
- Resulted in successful mutual education.
- Continuing with primary care clinics.

Visits are with providers and administration to discuss:

- Review performance on clinical metrics.
- Discuss engagement levels.
- Identify barriers being experienced.
- Identify areas of success.



New Mobile Services in the Network

Provider: TridentCare and Diagnostic Laboratories

Services:

- Mobile phlebotomy services
- Laboratory Processing Services
- Portable EKG
- Portable X-ray
- Portable ultrasound (general, vascular and echocardiogram)

Settings:

- Home
- Skilled Nursing Facility/Assisted Living Facility
- Dialysis

Age limits:

- Echocardiograms: Age 16 years and older (no pediatric echocardiography services)
- X-ray: Age 2 years and older
- General/Vascular Ultrasound: Age 12 years and older
- Phlebotomy: Age 2 years and older

Language Access Documentation Requirements

Mary Ransome, MMOL, LMT

DIRECTOR OF NETWORK DEVELOPMENT



What is House Bill 2359?

- New requirement to document interpreter services for healthcare in Oregon.
- All health care providers who receive public funding now must use qualified or certified interpreters for onsite appointments.
- These interpreters are listed on the Oregon HCI (Health Care Interpreter) registry. <https://hciregistry.dhsoha.state.or.us/Search>



How Does HB 2359 Affect Oregon Health Care Providers?

- Providers must maintain records of every patient encounter where an interpreter was used from the HCI registry.
- These records need to include:
 - Name of health care interpreter
 - Registry number of health care interpreter
 - The language that was interpreted



The Oregon Health Authority is giving health care providers some time to transition to these requirements. **HB 2359 gives exceptions for working with an interpreter that is not on the registry in the following situations:**

- The health care provider is proficient in the patient's preferred language.
- The patient prefers to work with an interpreter that is not listed on the registry (after being offered an interpreter that is listed on the registry).
- No interpreters on the registry were available for the patient's preferred language.



Documentation

- Health care providers must document the steps taken to work with someone on the central registry if no interpreter listed is available.

PPE

- Providers will need to supply personal protective equipment on site at no cost to the interpreter. They may not suggest that the interpreter provide their own personal protective equipment as a condition of working on location.



What about remote interpreting?

- Currently, HB 2359 only requires providers to use certified and qualified interpreters that are listed on the central registry in [onsite interpreting](https://linguava.com/services/onsite-interpretation/) situations. (<https://linguava.com/services/onsite-interpretation/>)
- However, this law will be extended to remote interpreting during this transition period and will take effect July 1, 2023.

Opportunities for Trauma-informed Training in 2023

Mary Ransome, MMOL, LMT

DIRECTOR OF NETWORK DEVELOPMENT



What is the Trauma-informed Care Learning Collaborative?

A group dedicated to trauma-informed education that consists of:

- OHSU Health IDS
- Occupational Health – Trauma-Informed Care
- Office of Primary Care & Population Health
- Center for Diversity and Inclusion
- Trauma Informed Oregon



“Trauma-informed care at its core is social and organizational change-making.”

- Danielle Grondin, Trauma Informed Oregon



Trauma-informed care

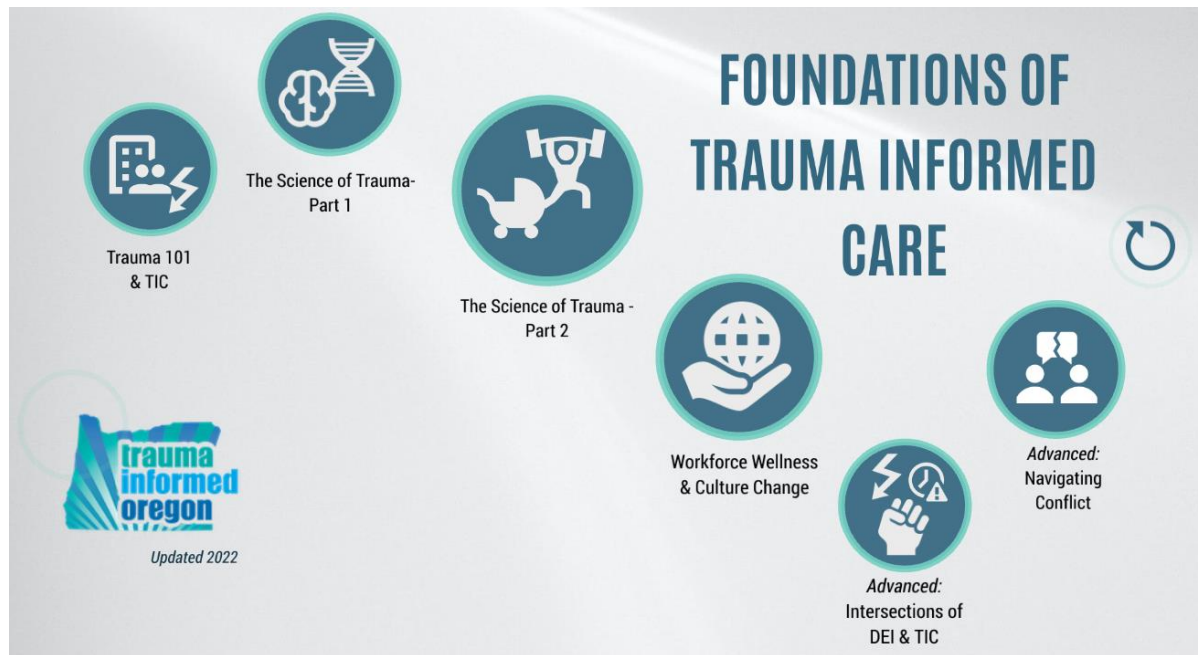
Trauma-informed care provides the foundations for open-mindedness and compassion that all patients deserve and recognizes that anyone can have a personal history that impacts their encounters with the medical system.

Trauma-informed care training provides the following skills:

- Recognize the impact of trauma and how it can affect anyone, including patients, staff and visitors.
- Recognize the signs of trauma.
- Initiate a system that can respond to trauma.
- Resist re-traumatization.

Course Detail and Offerings

- Multiple cohorts between January and June.
- 12 hours total: Consists of six modules, two hours each.
- 1,000 spots available on a first-come, first-served basis.
- All current offerings are virtual.
- Taught by OHSU and partner employees who completed training this fall.
- CME credits are available.



Registration began Dec. 6

Anyone employed by OHSU, Adventist Health Portland, Hillsboro Medical Center or a community practice in the OHSU Health IDS network can sign up! Whether you have a clinical or administrative role, all are welcome.

OHSU employees


[Register in Compass](#)

Adventist Health Portland, Hillsboro
Medical Center, OHSU Health IDS
network clinics

[Register in Eventbrite](#)

Please reserve at ticket for each of the 6 dates within the same cohort.

www.ohsu.edu/health/trauma-informed-care-get-training

A photograph of three healthcare professionals in a clinical setting. In the foreground, a Black woman with short dark hair, wearing a white lab coat over a blue and white striped shirt, has a blue stethoscope around her neck and is looking upwards and to the right. Behind her, a white woman with short brown hair and glasses, wearing a dark blue scrub top, is also looking in the same direction. In the background, another Black woman with short brown hair and glasses, wearing a light blue scrub top, is visible. The background is a blurred clinical environment with glass partitions and posters on the wall.

For questions, administrative
and/or registration support:

TICAdminSupport@ohsu.edu

Q&A Discussion

Lee Dunham

MODERATOR



Warm winter wishes
and a happy 2023!

Your friends at
OHSU Health Services



Our next meeting will be in
March 2023.

Thank you for all the good
work you do for our
community!

