

Trillium Community Health Plan
Board of Directors
March 14, 2016
Minutes

Present: Dr. Thomas Wuest, President; Ms. Karen Gaffney, Vice President; Mr. Terry Coplin, Secretary; Ms. Wendy Apland, Mr. Chad Campbell, Ms. Tara DaVee, Dr. Melissa Edwards, Dr. Rick Finkelstein, Dr. Tod Hayes, Dr. Mark Meyers, Mr. David Mikula, Mr. Craig Opperman, Ms. Sandy Reese, Mr. Matt Sinnott, Mr. Rick Yecny

Staff: Dr. Patrice Korjenek, COO; Mr. Jim Connolly, VP Network Dev. & Contracting; Mr. Rob Baughman, VP Operations; Ms. Shannon Conley, VP Compliance; Ms. Debi Farr, Mgr. Govt. Relations; Ms. Lucy Zammarelli, BH Program Supervisor

Guest: Mr. Bill Bouska, Interim Innovator Agent; Mr. Chris Ellertson, CEO Health Net Oregon

Absent: Dr. Bruce Abel, Mr. Chris Bowers, Dr. Gary Brandt, Ms. Jody Cline, Mr. Colt Gill, Dr. Pat Luedtke, Mr. Rand O'Leary; Mr. Dick Sabath, Mgr. Compliance; Ms. Brandie Whitmire, Finance Manager; Ms. Nanette Woods, Dir. HR

1. Call to Order

Dr. Wuest called the meeting to order at 7:02 a.m.

2. Consent Agenda

Dr. Wuest presented the consent agenda, comprising the minutes of the February 1, 2016, Trillium Executive Committee and February 8, 2016, Trillium Board of Directors meetings.

It was moved and seconded to approve the consent agenda as presented by Dr. Wuest. The motion passed unanimously.

3. President's Report

• Appointment of Board Officers

Dr. Wuest presented the document, "Resolution Adopted on March 14, 2016," which resolution appoints Dr. Wuest, Ms. Gaffney and Mr. Coplin as President, Vice-president and Secretary, respectively, of the Trillium Board.

It was moved and seconded to approve the document, "Resolution Adopted on March 14, 2016." The motion passed unanimously.

4. CEO Report

Mr. Coplin reported that the primary focus of Trillium is at the operations level, with foci on reversing Trillium's deteriorating STARS rating (Medicare's performance metrics) and on the migration of Medicaid and Medicare products to the corporate platform.

Trillium is investigating OHSU contentions regarding Trillium nonpayment of claims for Trillium members in OHSU clinical studies.

The Health Net deal may close in March.

5. Provider Relations Report

• Provider Capacity Expansion, Medicaid and Medicare

There is adequate primary care capacity. The three new clinics will have capacity for additional members.

- Lower Umpqua Hospital District Update
A contract with SWOIPA is nearing agreement.
 - Specialist Access Committee Update
Dr. Finkelstein recounted the unsuccessful attempt to arrange a meeting between MASS physicians and Trillium-related physicians. Mr. Coplin described the history of negotiations with the MASS Board.
6. Operations Report
- Current operations efforts include improving STARS ratings and preparing for a CMS audit, which includes care coordination of dual-eligible members. The STARS rating of any of Centene's health plans affects the company as a whole.
- Integration Report
Mr. Baughman reported that Medicare integration efforts are largely completed. Systems are being tested for Medicaid integration to go live on May 1, with June 1 as a fallback date.
 - Compensation Committee
Dr. Korjenek reported that the topics the committee is or will be considering include:
 - which of the 18 performance metrics will be concentrated on in order to reach the maximum 2016 incentive earnings. It is noted that STARS measures are attached to the incentive;
 - the allocation of incentive earnings among PCPs, BH providers, dentists and specialists;
 - the percentage of members who have PCP visits in 2016; and
 - the financial effect of the thoroughness of providers' diagnostic coding.
7. Advisory Council Reports
- CAC Monthly Updates
Ms. DaVee outlined the February CAC report. There followed discussion of the CAC Member Engagement Committee. Dr. Meyers related his office's experience in unsuccessfully reaching out to new patients. Member contact information was found to be often out of date. Messrs. Sinnott and Mikula stated that similar results have obtained for dental and BH outreach efforts. Most members have cell phones, and texting may be an effective mode of communication. Some CCOs use a free phone program by which the member's phone is preloaded with health contact applications. Member gift card activation can be linked to a call center for contact updating and appointment scheduling.
 - KITS Literacy Program
This matter was not discussed.
 - Positive Parenting Program
Ms. Gaffney overviewed the program. The Pediatric Advisory Committee has asked its pediatricians to promote this program in their offices. The program may be rolled out as a pilot project at some TIP sites. The eventual goal is to roll it out in all pediatric offices.
 - RAC Monthly Updates
Mr. Yecny and Ms. Reese outlined the February RAC report.

- CAP Monthly Update

Dr. Meyers reviewed the March meeting of the combined CAP and Compensation Committee. CMS has mandated coverage for hepatitis C; OHA has mandated coverage for Applied Behavior Analysis. These two programs alone could account for a significant percentage of the Trillium's future budgets.

Dr. Meyers described a recent meeting of the Oregon Academy of Family Physicians, attended by Rep. Greenlick and Sen. Steiner Hayward, regarding funding security for programs that enable primary care practices to lower cost. The result of the State's \$30 million technical assistance program has been a consulting program on how to use EHRs. Dr. Korjenek described the role of clinic performance assistants in filling gaps in care, focusing on the clinical side. Community health workers focus on the members.
- 8. Compliance Report

Ms. Conley referred to the compliance hotline postcard distributed at the meeting. The outdated hotline telephone numbers shown on the card link to the new numbers.

 - Compliance Committee Update

The committee focuses on compliance-related business practices, including monitoring dashboards on claim and authorization processing time. The committee addresses the root cause of any issues of noncompliance. Currently Trillium is undergoing an enterprise risk assessment. The risks are stratified and those deemed most important are reported to corporate. A cybersecurity review would be a separate assessment.

Trillium is also undergoing a CCO contract assessment. The contract contains 1,138 assessable items, of which Trillium has completed 661 to date through submission of policies and procedures, etc.

A Trillium compliance employee has joined Centene's Special Investigations Unit.

Trillium has instituted two corrective action plans, with: (1) Softheon, which manages Trillium's federal marketplace enrollment, due to its inability to process enrollment files, and (2) Health Integrated, which manages Trillium health risk assessments, due to a work stoppage.
- 9. Administrative Report
 - OHP Membership and Redetermination Update

Ms. Conley distributed and overviewed the document, "Current OHP Membership – 99,226." It shows the State's schedule to get up to date in redeterminations. Obtaining current member contact information is relevant to this issue. The State depends on the member to notify the State with updated contact information. The ONE enrollment system will allow members to update their own information, and has the capability to list cell phone numbers. Application assistors are still available.

10. Government and Public Affairs Report

- Legislative Update

Ms. Farr overviewed the document, "Final Legislative Report, 3/14/16." It is unclear whether SB 1503 (NP/PA Pay Parity) pertains to CCOs. The different payment models for PCPs and specialists tend to allow specialists to pay PAs more than PCPs are able to do. Neither Sen. Bates's CCO Omnibus bill nor Rep. Greenlick's bill requiring CCOs to become non-profit organizations by 2023 was passed in this legislative session.

The topic of Trillium University on April 20 is chronic pain and opioid abuse.

11. Good of the Order

Discussion of Oregon's statewide CCO programs and outcomes to date vis à vis the Triple Aim will be scheduled for an upcoming Board meeting. Dr. Korjenek and Ms. Farr, among others, will prepare.

The meeting was adjourned at 8:48 a.m.

Respectfully Submitted,

Joseph Fancher
Executive Assistant



Terry W. Coplin, Secretary