



Trillium Rural Advisory Council Meeting
 Riverview Terrace, Cottage Grove
 March 9, 2018 11:00 – 1:00

UO Riverfront Research Park
 1800 Millrace Drive
 Eugene, Oregon 97403

Members:

Connie Hoffman
 Heather Murphy
 Char Reavis
 Robin Roberts

Guests:

Ana Maria Dudley
 Athena Intros
 Rachel Nordquist
 Julie Johnson
 Michelle Thurston
 Dewanda McKinley

Staff

Leah Edelman
 Debi Farr
 Christy Inskip
 Chris Eilers

MINUTES		
Agenda Item	Discussion	Decision/Action
Transportation	Need more information about transportation benefits. Questions about mileage reimbursement answered. Concern about delayed reimbursement checks RideSource needed for Well Mama service	Send transportation brochures to Homes for Good, Family Resource Center and providers Debi follow up on Well Mama and checks
Member Services	Trillium outreach (care coordination) very much appreciated! Difficulties getting appointments as quickly as needed. Question about what therapies are covered for kids with disabilities (autism) Behavioral health services “get a thumbs up!”	Follow up with information about therapies for kids
Website/Patient Portal	Discussed Patient Portal and complaint process. Patient portal demonstrated by a client; people encouraged to sign up Consumers encouraged to call member services with complaints, questions, or to find help.	
Oral Health	Athena and Rachel have concerns about pediatric care since Advantage closed the pediatric office. Concern about long waits for dentures after teeth have been pulled. High satisfaction with adult care in general.	Referred to Cindy Shirtcliff
RAC Membership	Athena , Rachel and Michelle expressed interest	Leah will contact
CATCH	Athena said girls came home from school feeling that they were fat.	Leah will follow up. Wil consult with Jenifer Webster

Next Meeting: April 13th, 11:00 – 1:00 Laurelwood Community Room, Florence

541-682-8774- Leah Edelman