

Coordinated Care Organization (CCO) Innovations and Challenges

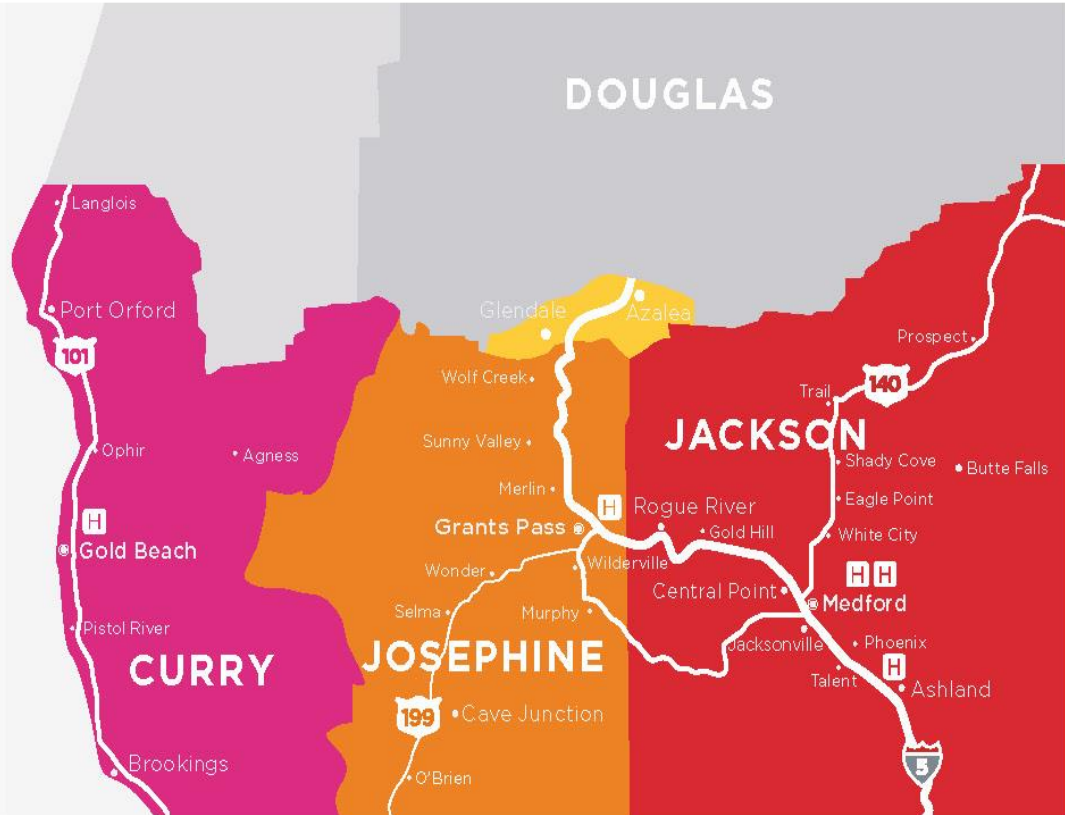
Josh Balloch, Vice President of
Government Affairs and Health Policy

Monday, May 22, 2023

AllCare Health

Service area and membership

AllCare Health currently serves Jackson, Josephine, and Curry counties and the communities of Glendale and Azalea in southern Douglas County. Not all lines of business are available in every county.



67,000+ Members

AllCare Health is a

Certified



This designation takes our **Oregon Benefit Company** status to the next level of accountability.

AllCare Health Board of Governors



Katherine Johnston, MD
Board Chair
Podiatrist



Marcus Bryner, MD
Board Shareholder Vice Chair
Diagnostic Radiologist



John Ortega, MD
Board Governor
Student Nurses Supervisor
Scale Point



Pamela Ortiz, DDS
Board Governor
Pediatric Dentist



John Pilcher, MD
Board Governor
Family Physician



Tom Smyrey, CFNP
Board Governor
Certified Family Nurse Practitioner



Charles (Chuck) Rund
Board Governor - Josephine County
President, Oregon Research



Sarah Spansal
Community Advisory Council
Executive - Jackson County



Annie Valtierra-Sanchez
Board Governor
Director, Southern Oregon
Health & Equity Coalition



Virginia Williams
Board Governor
Director, Office
Curry Health Network



Kim Hecox, MD, MPH
Board Governor
Medical Director
Oasis Cancer Center



Win Howard, FACHE
Board Governor
Senior VP & Chief Executive Officer
Acute Three Rivers Medical Center



Lauren Javernick, MD
Board Governor
Ophthalmologist-Gynecologist



Brian Mateja, DO
Board Governor
Family Practitioner



Sandra Maxwell
Community Advisory Council
Retailer - Josephine County



Karla McCafferty
Board Community Vice Chair
Children's Director
District 1 - Southern Oregon



Jessica Durrant
Board Secretary/Treasurer
Specialist Teaching, Learning and Field
Programs - Three Rivers School District



Beth Barker-Hidalgo
Community Advisory Council
Business - Curry County



Robert Bents, MD
Board Governor
Orthopedic Surgeon



Rich Booth
Board Governor
Quality Improvement Director
Sibley Community Health Center



Peter Buckley
Board Governor - Jackson County
Member - Oregon State Representative



Lisa Callahan, CPNP
Board Governor
Certified Pediatric Nurse Practitioner



Matthew Guymon, DO
Board Governor
Ophthalmologist

AllCare Community Advisory Council Members

Member	Council	Member	Council	Member	Council
Leesa Cobb	Curry	Alex Jones	Jackson	Andy Coye	Josephine/So. Douglas
Andrea Davis	Curry	Casey Moore	Jackson	Chelsea Rosenberg	Josephine/So. Douglas
Beth Barker-Hidalgo	Curry	Don Bruland	Jackson	Elizabeth Roth	Josephine/So. Douglas
Colette Mead	Curry	Rebecca Pearson	Jackson	Frank Matz	Josephine/So. Douglas
Katrina Thompson-Upton	Curry	Sarah Spansail	Jackson	Leah Swanson	Josephine/So. Douglas
Kevin Roeckl	Curry	Tabitha McInturff	Jackson	Leslie McIntyre	Josephine/So. Douglas
Sarah Kaplansky	Curry	Tanya Phillips	Jackson	Sandra Maxwell	Josephine/So. Douglas
Johnna Thompson	Curry	Victor Van Sickle	Jackson	Jolene Delilys	Josephine/So. Douglas
Angela Justice	Curry	Hannah Rarick	Jackson	Candy Rosenburg	Josephine/So. Douglas
Wendy Lang	Curry	Nicole Vanetta	Jackson	Shawn Martinez	Josephine/So. Douglas
Leo Vitali	Curry				

What this local Leadership can Accomplish

2016 AllCare was doing a series of focus groups in the region and found the deaf community was having significant problems accessing primary care services

Turns out there were only 2 certified health interpreters in the Rogue Valley; none spoke American Sign Language

So AllCare set out to address the gap in regional services:

- AllCare found a training program
- Recruited potential participants
- Made our headquarters a certified training and testing site
- Trained staff to become certified trainers
- Paid for tuition scholarships
- Dedicated thousands of hours of staff time just on the interpreter effort alone

We had our first Medical Interpreter Training 7/10/2018 and 17 interpreters were are now locally based Qualified Medical Interpreter's in the Rogue Valley.



Sponsored by AllCare CCO as part of our Alternative Payment Model programs

Become a Qualified Medical Interpreter

Become qualified to meet the State of Oregon's requirements for Medical Interpreting



LanguageLine Academy®

Picture yourself as one of the many limited English proficient (LEP) people across the United States. Those who struggle or are unable to speak English. Imagine the feelings you have as your knowledge of your health is in someone else's hands. This could feel scary or stressful.

This is why health care interpreters matter. They are the only bridge between health care and the LEP patient. Not only do these interpreters speak both languages, they have also been trained to explain medical terminology. Their job exists to make sure all patients get the same quality of health care as everyone else.

The Oregon Health Care Interpreters Association and LanguageLine have joined to offer an online 60 hour training. This training is self-paced along with over-the-phone sessions.

If you are bilingual or may know someone that is interested in becoming an interpreter, please reach out to Stick Crosby at (541) 471-4106 or stickcrosby@allcarecco.com





Point to your language

In

Spanish Esp.

Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.

Russian Русск

Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.

Punjabi ਪੰਜਾਬੀ

ਅਪਣੀ ਭਾਸ਼ਾ ਚੋਣ ਲਿਆ ਕਰੋ ਅਤੇ ਦੁਬਾਰੀਆਂ ਬੁਲਾਇਆ ਜਾਵੇਗਾ। ਇਹ ਦੁਬਾਰੀਆਂ ਤੁਹਾਨੂੰ ਬਿਨਾਂ ਕਿਸੇ ਖਰਚੇ ਦੇ ਦਿੱਤਾ ਜਾਵੇਗਾ।

Hmong Hm

Taw rau koj hom lus. Yuav rau ib tug neeg txhais lus. Y muaj neeg txhais lus yam u koj tsis tau them dab tsi.

Samoan Fa'asā

Fa'asino lau gagana. O le a vala'au se fa'amatala'upu. Ua saunia se fa'amatala'upu e aunoa ma se tau e te totofo.

Indonesia Bahasa Indo

Tunjukkan bahasa Anda. Jurubahasa akan diadakan. Jurubahasa diadakan tanpa Anda dibebani biaya.



THURSDAY June 18, 2020

Mail Tribune



Jackson County, Oregon

ON AIR • ONLINE • IN PRINT

\$1.50

FIRST ALERT FIRE
Fire danger: Low
COVID-19

Stay up to date with COVID-19 news
Get COVID-19 news for Southern Oregon as soon as it breaks at MailTribune.com. To help keep the community informed, the Mail Tribune is keeping its coronavirus news stories outside the paywall.

The latest numbers
The state numbers below reflect the latest released figures by the Oregon Health Authority, updated to include details released by Jackson County Public Health.

85* Confirmed COVID-19 cases in Jackson County
65 Recovered patients in Jackson County
9,511 Negative COVID-19 tests for Jackson County
6,218* Confirmed COVID-19 cases in Oregon
183 Deaths in Oregon attributed to COVID-19
2,489 Recovered COVID-19 patients across Oregon
178,132 Negative COVID-19 tests across Oregon

CORONAVIRUS: WHERE THINGS STAND

LANGUAGE OUTREACH



Interpreter Roxana Zepeda helps locals check in to the God's Food Pantry food bank in Medford Friday morning. ANDY ATKINSON / MAIL TRIBUNE

Medical interpreters fan out to help community during pandemic

By Vickie Aldous
Mail Tribune

Interpreters who normally help people at the doctor's office are fanning out into the community to help in other ways.

Doctors and hospitals across the Rogue Valley have seen a drop-off in people seeking care as many hunker

Help Us Honor Local Heroes

Is there a local hero in your life that deserves recognition? The Mail Tribune wants to honor the first responders, medical workers and volunteers who are risking their health to make sure all of us make it through the COVID-19 pandemic. Submit your nomination today to see your local hero highlighted in our special: Heroes of Our Valley (coming in August). Submit your local hero and describe what they've done for our community in 300 words or fewer to: www.rosebudme.com

They're also equipped with iPads to access interpreter services in other languages, including sign language.

"If you provide the interpreter, they will come," said StICK Crosby, network and health equity director for AllCare.

One-in-four Oregonians speak a language other than English at home, and 40% of those residents say they don't speak English very well, according to a 2018 American Community

Study: It's important to wear a mask that covers nose

By Matthew Diano
The News & Observer (Raleigh, N.C.)

RALEIGH, N.C. — One of the most confusing aspects of COVID-19 is its tendency to spread when people don't have symptoms, but a new study from researchers at the University of North Carolina at Chapel Hill may explain why that happens and help doctors prevent the worst cases of the disease.

The study found that the coronavirus infects the cells in the nose much more easily than those in the throat and lungs.

Scientists are still working to understand the ways people can catch COVID-19. An important clue to Dr. Richard Boucher, one of the senior researchers

Inside
Debate continues about masks and personal freedoms. **Page A1**
Synthetic viruses fuel COVID-19 research. **Page A1**

that over half of patients with COVID-19 partially or completely lost their sense of smell while sick.

This suggested that the coronavirus could be especially active in the nose even when people don't show classic nasal symptoms like sneezing, runny nose, or congestion.

As a pulmonologist, Boucher sees many people with chronic lung problems get sick when



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THE PROBLEM OF NO REAL GLOBAL BUDGET

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- CCOs can spend dollars
- BUT they have to spend on things with CPT codes

So AllCare set out to address this problem by:

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- Recruited potential providers
- Made our headquarters a training site
- Trained staff to become interpreters
- Paid for tuition scholarship
- Dedicated thousands of dollars

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The CCO funding structure disincentivizes CCOs from innovating and making these kind of transformational investments

Innovations in the CCO Model saves lives

OPINION

EDITORIAL

Fire response showed wisdom of coordinated care

Oregon government hasn't always performed as well as it could when it comes to delivering services to state residents who need them. But one shining exception is the two local Coordinated Care Organizations and how they stepped up to help victims of the Almeda Fire in 2020.

AllCare Health and Jackson Care Connect manage Oregon Health Plan benefits for about 80,000 Jackson County residents. OHP is the system Oregon set up to deliver federal Medicaid insurance benefits to low-income Oregonians. Part of that system is a network of Coordinated Care Organizations, or CCOs, which manage physical, mental and dental health benefits and work with social services and other support to help patients improve their overall health while controlling health care costs.

That unique approach meant the two CCOs were ideally

positioned to respond when the Almeda Fire swept through Phoenix and Talent, destroying the homes of thousands of people and leaving them without essential supplies.

After the fire, AllCare and Jackson Care Connect jumped into action, using mapping technology to identify clients who lived in the fire zones and were likely to have lost their homes. The CCOs authorized early prescription refills to replace vital medications that had been destroyed, as well as medical equipment such as wheelchairs, glucose monitors and blood pressure cuffs.

Working with their partner organizations, they provided rides, paid for hospital stays and collected dental supplies from dentists and delivered them to shelters.

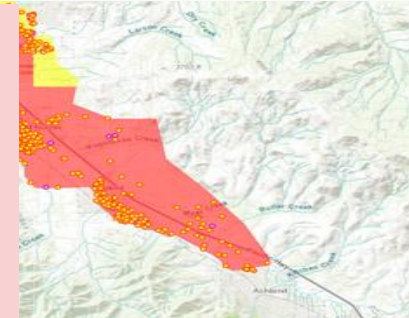
This comprehensive approach to meeting all human needs, not just medical care, is getting national attention thanks to

an article by Dr. Richard Williams, executive vice president of AllCare Health. The article, "Wildfire Response and Recovery: The Importance of Coordinated Care and Social Support," appears in Catalyst, a journal produced by the publishers of the New England Journal of Medicine.

It's no secret that people's physical health is affected by many factors beyond disease. Mental stability, dental care, secure housing, healthy food and reliable transportation all play a role. Addressing all those needs at the same time, as the CCO model strives to do, means better health outcomes for individuals and lower costs to the taxpayers who fund the system.

The Almeda Fire was a massive tragedy for many, but the coordinated response of these local organizations helped ease the burden for thousands of fire survivors who are Oregon Health Plan patients. That's government at its best.

The Almeda Fire was a massive tragedy for many, but the coordinated response of these local organizations helped ease the burden of thousands of fire survivors who are Oregon Health Plan patients. That's government at its best.



...n team cross-
...s list of *high-needs*
...ilities (including
...s and persistent
...e evacuation
... zones for these vulnerable members."