



# North Central Accountable Community of Health

## Consumer Engagement Workgroup FIMC Advisory Committee – North Central Accountable Community of Health

### MEETING NOTES

11:00 AM – 12:30 PM April 14<sup>th</sup>, 2017

**Attendance:** Gail Goodwin, Curt Lutz, Isabel Jones, Clarice Nelson, Tawn Thompson, Kathleen Nelson, Deb Miller, John Schapman, Christal Eshelman, Senator Parlette. **Via phone:** Jesus Henandez, Sela Barker, Jessica Diaz, Gwen Cox, Anne Crain

**Notes:** Teresa Davis

#### **Goals of Workgroup:**

- Provide recommendations and work to engage the consumer sector in system change efforts related in integrated managed care (consumer sector is anyone on Medicaid).
- Ensure that consumers maintain confidence and continuity in the care they are receiving.
- Ensure a smooth transition to FIMC through the development of clear communication materials, client notifications, and transparent transition processes.
- Leverage existing structures and avenues to collaborate with consumer groups to gather consumer perspective, identify consumer concerns, gaps in understanding of FIMC, etc.

Discussion: Need to educate not only the consumer but also the people that work with the consumers ie: the care coordinators, DSHS, providers, AAA etc. Deb Miller talked about a communication plan that she used with the ACH from 2015, she will look that up and get it to John or Christal.

#### **Consumer Engagement Timing**

Decided that the communications can't go out too early. Will start contacting providers and consumer groups in August/Sept followed by the consumers in October/November. We are going to try to time the communications to go along with the BHO and HCA timelines for their notifications. This can be discussed at a later meeting.

Groups that we can contact: CHI's, Mental Health Stakeholders, Health Homes, Social Workers, Housing Authority, AAA, Health Fairs and providers in surrounding counties.

#### **Consumer Engagement Approaches / Opportunities**

We need to make sure that the communications going out remains positive and easily understood so that the consumer understands what is happening. We also need to make sure all communication is in multiple languages (Spanish and Ukraine). All communication needs to have contact information and make certain that they know certain MCO's will not be available after 1/1/18. Also need to send the message that the patient does not need to change doctors, just insurance.

Places for consumer outreach: Pybus Market has multiple health fairs, farmers markets, back to school fairs, Serve Wenatchee/Moses Lake (and other similar organizations)

#### **Next Steps / Action Items**

- Isabel will get more info from the HCA for the next meeting ie: letter timeline and content.
- Deb will send communication plan to Christal
- Isabel will find out what the communication requirements are for the MCO's

#### **Who else needs to be on the workgroup?**

After the MCO announcement, the MCO's and ACO's should be at the table, peer groups, BHO, Patient Navigators. Get on different ACH Meeting Agendas to inform people of upcoming communication.

Next Meeting: May 24<sup>th</sup> - 3:30 PM, Chelan Douglas Health District, East Wenatchee