

Q1 Provider Webinar



Samaritan
Health Plans

Welcome!

Agenda

- COVID-19 vaccines.
- Samaritan Health Plans' care team.
- Traditional health care workers.
- Prioritized list.
- Required education.
- Questions & open discussion.



COVID-19 Updates

Available resources

Samaritan Health Plans (SHP) is following Medicare and Medicaid guidelines as it relates to COVID-19. To assist you in keeping up-to-date on this ever-evolving pandemic, we encourage you to visit and bookmark the following resources:

- “Get Vaccinated Oregon” is published by OHA and provides helpful tools related to the vaccine. Sign up for email or text notifications on eligibility and vaccine events in your area.
 - Visit covidvaccine.oregon.gov.
 - Text ORCOVID to 898211.
 - Email ORCOVID@211info.org.
 - Call 211 or 866-698-6155 (TTY 711).

COVID-19 Updates

Available resources

As a valued partner in the care of Medicare members, the Centers for Medicare and Medicaid Services (CMS) also provides valuable resources to assist you.

Visit cms.gov/covidvax-provider for the latest updates and education on:

- COVID-19 coverage.
- Reimbursement.
- Scams and how you can help prevent fraud, waste and abuse and more!

COVID-19 Updates

Available resources

Visit the support section of our provider website at providers.samhealthplans.org/CovidUpdates for additional coronavirus information:

- Frequently asked questions.
- Contact information for our community health care providers.
- Updates on testing and vaccines as we know them.

SHP Care Team

Presented by:

Marci Howard
Manager-Community Care Coordinator
mhoward@samhealth.org



Samaritan
Health Plans

Who Are We?

Samaritan Health Plans' Case Management Team

Name	Title
Holly Jo Hodges, MD	Medical Director
Tim McCarley, MD	Outpatient Medical Director/Samaritan Mental Health
Marci Howard	Manager of Community Care Coordination
Kristi DePriest, RN	Manager of Utilization Manager
Karen Weiner, LCSW	Behavioral Health Care Manager III
Jenni Wilkens, RN	Clinical Care Manager II
Yvonne Pedder, RN	Clinical Care Manager I
Lauren Rose, MSW	Behavioral Health Care Manager I, MSW
Emily Presley	Community Health Worker II
Sadie Peterson	Community Health Worker II
Christopher Gregg	Community Health Worker I
Kati Dunigan	Community Health Worker I

Our Interdisciplinary Care Management team That supports our members consists of:

- Medical directors.
- Nurses.
- Licensed clinical social workers.
- Clinical social workers.
- Medical social workers.
- Social workers.
- Community health workers.

How we can help

Care management services are offered as a supplemental resource to the provider care team to assist in:

- Identifying high risk members and supporting health system navigation.
- Establishing and maintain provider relationships for physical, oral and behavioral health.
- Identifying SDoH barriers.
- Resource connection.

What we do

Intensive Care Coordination (ICC)

- ICC is a specialized care management program for members on IHN-CCO and who may have special health care needs or are part of a prioritized population.
- ICC services:
 - ICC assessment.
 - Individualized Care Plans.
 - Convening Interdisciplinary Care Teams.
 - Coordination of community support such as social services.

Maternity Case Management (MCM)

- Primary purpose is to optimize pregnancy outcomes, including reducing the incidence of low-birth weight babies.
- Outreach to members offering MCM.
- Clinical Maternity Assessment, Care Plan and assistance through pregnancy.
- Support mother and baby post-delivery.

Contact Us

- By phone:
Monday through Friday, from 8 a.m. to 8 p.m.
541-768-5207 or toll free **888-435-2396**.
- Contact us by mail:
Samaritan Health Plans
PO Box 1310, Corvallis, OR 97339
- Email the SHP Care Team:
carecoordinationteam@samhealth.org

Traditional Health Care Workers

Presented by:

Charissa Young-White (she/her/hers)
Transformation Program Manager
transformation@samhealth.org



Samaritan
Health Plans

Traditional Health Workers Overview

Traditional health workers (THWs):

- Provide resources, education and work with Intercommunity Health Network Coordinated Care Organization (IHN-CCO) members to promote healthy behaviors.
- Link members to resources in their community.
- Help IHN-CCO members with scheduling appointments, finding rides to appointments, accessing food, finding childcare and getting screening tests.
- Part of the community support services available in Benton, Lincoln and Linn counties.
- Prior approval or referral is not required for IHN-CCO members to utilize their services.

Integrating traditional health workers and their services into a member's care plan can help **increase member engagement** and **provide culturally and linguistically appropriate** health and/or nutrition education.



THW Types

Specialty types of traditional health workers and the services they provide

Birth doula provides support to members and their family during pregnancy, childbirth and after giving birth.

Community health worker helps members adopt healthy behaviors and navigate the health care system.

Certified recovery mentor focuses on supporting the member through recovery from addiction and have personal experience with addiction.

Personal health navigator provides information, assistance, tools and support to help members make the best health care decisions.

Peer support specialist focuses on supporting members through recovery from addiction and/or mental health conditions.

Peer wellness specialist works as part of the member-driven care team. This team combines behavioral health and primary care needs to assist and advocate for the member in improving their well-being.

THWs in Our Region

IHN-CCO pilot programs & partners promoting THW services

Community doula program

- Heart of the Valley Birth and Beyond.

Traditional health worker training hub

- Benton County Health Department, C.H.A.N.C.E., Family Tree Relief Nursery.

Peer wellness specialist training

- Family Tree Relief Nursery.

Housing and health navigation

- Albany Partnerships for Housing and Community Development, DevNW.

Peer support specialists

- Communities Helping Addicts Negotiate Change Effectively (C.H.A.N.C.E.).

Community health workers and health navigation

- Benton County Health Department.

Contact IHN-CCO

Please contact our traditional health worker liaison to learn more about traditional health workers and how these types of providers can help.

Locally, call **541-768-4550** or toll free **800-832-4580**.

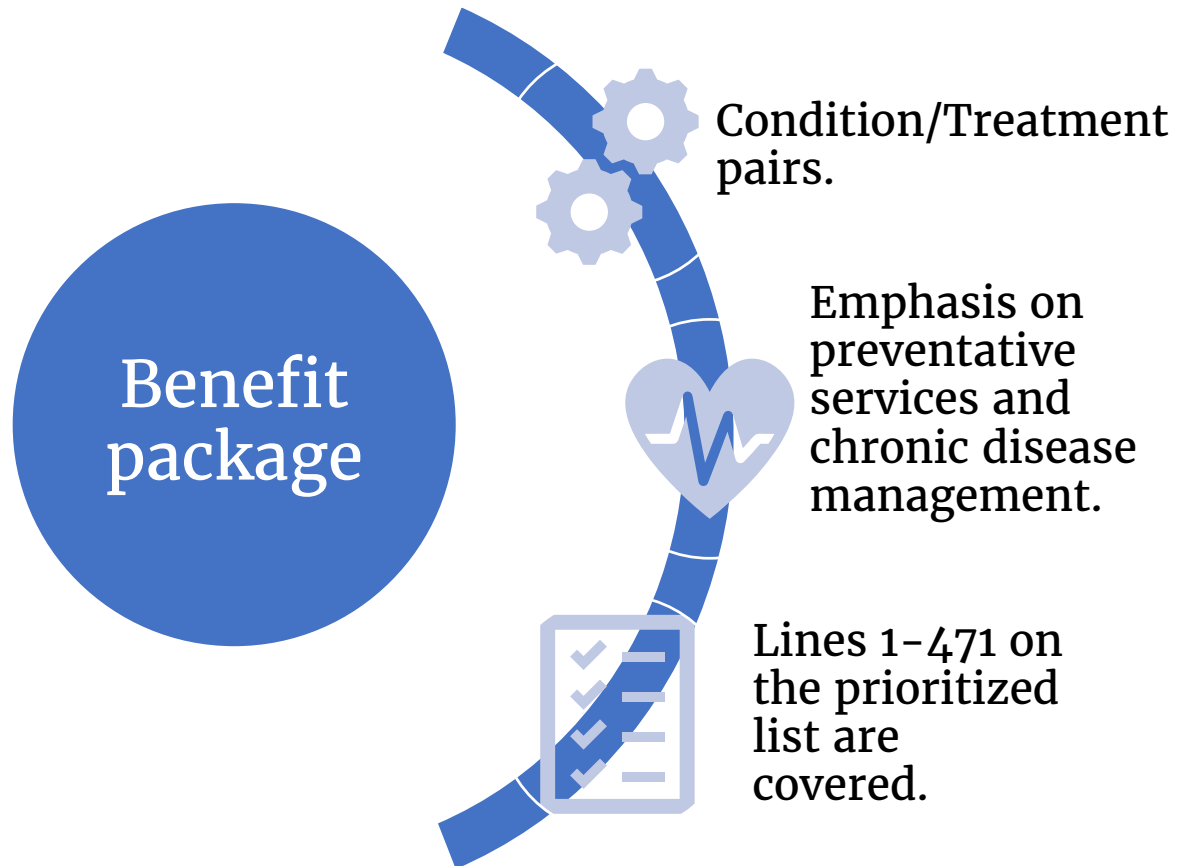
(TTY 800-735-2900)

Prioritized List



Samaritan
Health Plans

What is the Prioritized List?



Prioritized List

Links and resources

- [General Rules, Oregon Health Plan Rules and Provider Guidelines.](#)
- The Oregon Health Plan's (OHP) [Prioritized List of Health Services.](#)
- The [HSC List Inquiry](#) on the [Medicaid provider web portal.](#)
- Call OHP Coding and Pairing Hotline.
 - Toll free **800-393-9855.**
 - Salem **503-945-5939.**



Required Education



Samaritan
Health Plans

Cultural Competency Education

Requirements

Oregon Legislature has mandated cultural competency continued education beginning July 1, 2021 for the following license types:

- Physicians.
- Physician assistants.
- Acupuncturists.

Cultural Competency Education

Requirements

Exceptions to this requirement:

- Licenses in residency training.
- Volunteer camp licenses.
- Licenses with a “retired” status.

Cultural Competency Education

Requirements

Licensees must complete at least one hour of cultural competency education per year during an audit period.

- An audit period is two renewal cycles, typically every four years for most licenses.
- Hours may be obtained anytime during the audit period.
- May be a four-hour course or four, one-hour courses taken annually to satisfy the requirement.

Cultural Competency Education

Educational opportunities

Continuing education classes may be any of the following:

- Accredited.
- Delivered in person.
- Electronically.
- Experimental or service learning.
- Cultural or linguistic immersion.
- Volunteer work in a rural clinic.

Cultural Competency Education

Educational opportunities

Additional options:

- Completing an employer's cultural competency training.
- Attending an event with members of an underserved community to discuss health care access issues.
- [Oregon Medical Board approved courses.](#)
- [Courses approved by the Oregon Health Authority.](#)

Cultural Competency Education

Additional resources

- [Optima.](#)
- [Oregon Medical Board practical guide.](#)
- [Recordkeeping form.](#)

Special Needs Model of Care Training

Provider training

CMS required training 42 CFR 422.101 (f)(2)(ii).

Designated providers have been notified.

Due by 3/31/2021.

Provider Relations



Samaritan
Health Plans

Provider Relations Team

Contact information:

Email the team at shpprovider@samhealth.org for assistance or contact us individually.

Laurel Schwinabart | Provider Relations Representative
Samaritan Health Plans
2300 NW Walnut Blvd. | Corvallis, OR 97330
P 971-209-9327 (cell) | F 541-768-9764
lschwin@samhealth.org
samhealthplans.org

Tanya Smith | Provider Relations Representative
Samaritan Health Plans
2300 NW Walnut Blvd. | Corvallis, OR 97330
P 541-768-7914 | F 541-768-9364
tansmith@samhealth.org
samhealthplans.org



Questions & Open Discussion

Thank You!



Samaritan
Health Plans