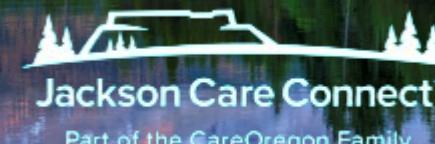


Using Flex Funds to Meet Immediate Member Needs

Melanie Pho (she/her)
L'Keisha Riley (she/her)

careoregon.org



What We'll be Presenting Today

Agenda



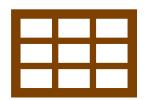
Overview of
CareOregon
& HRSF
Funding



Previous Bulk
Purchasing
Program
Model



Current
Program
Model



Data Share



Strengths/
Challenges



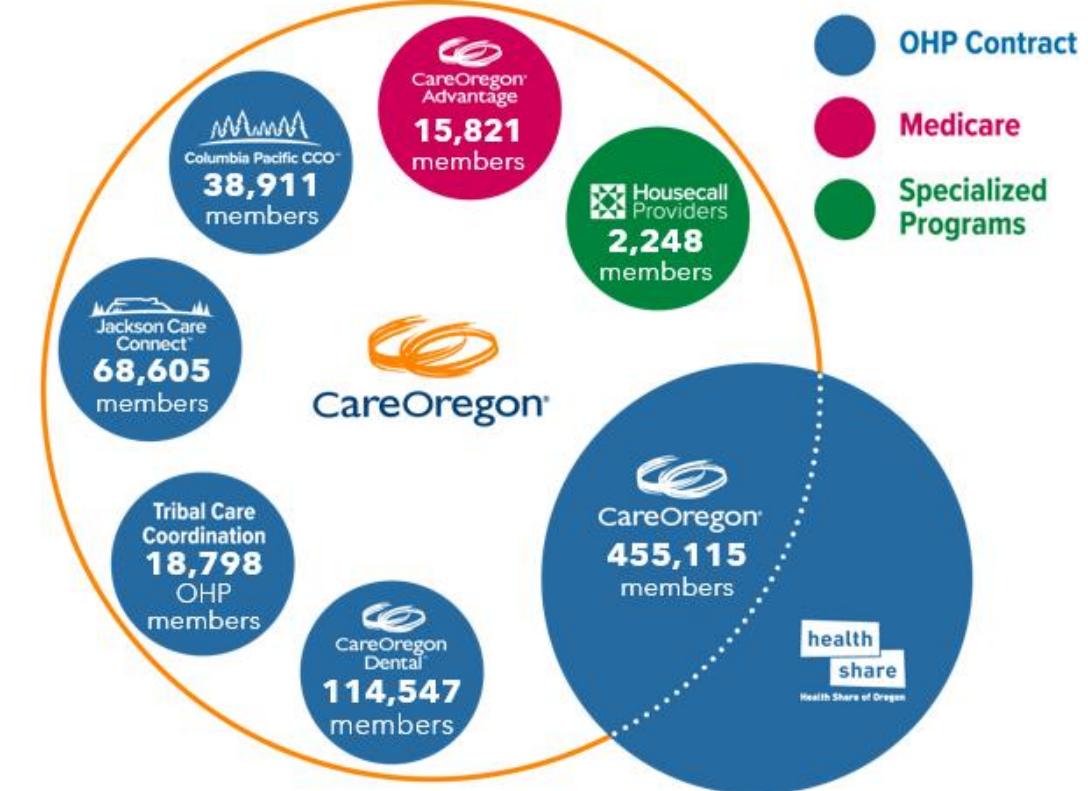
Future State

The CareOregon Family

CareOregon is a mission-driven, community based nonprofit organization. For 30 years, CareOregon has offered health services and community benefit programs to Oregon Health Plan members.

Today, we support the needs of over 500,000 Oregonians through three coordinated care organizations, a Medicare Advantage plan, a Tribal Care Coordination program, a dental care organization, and in-home medical care, palliative care and hospice with Housecall Providers.

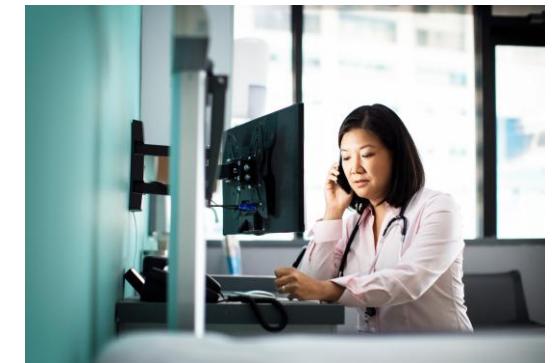
CareOregon members have access to integrated medical, dental and mental health care and substance use treatment. We also connect members to housing, fresh food, education and transportation services.

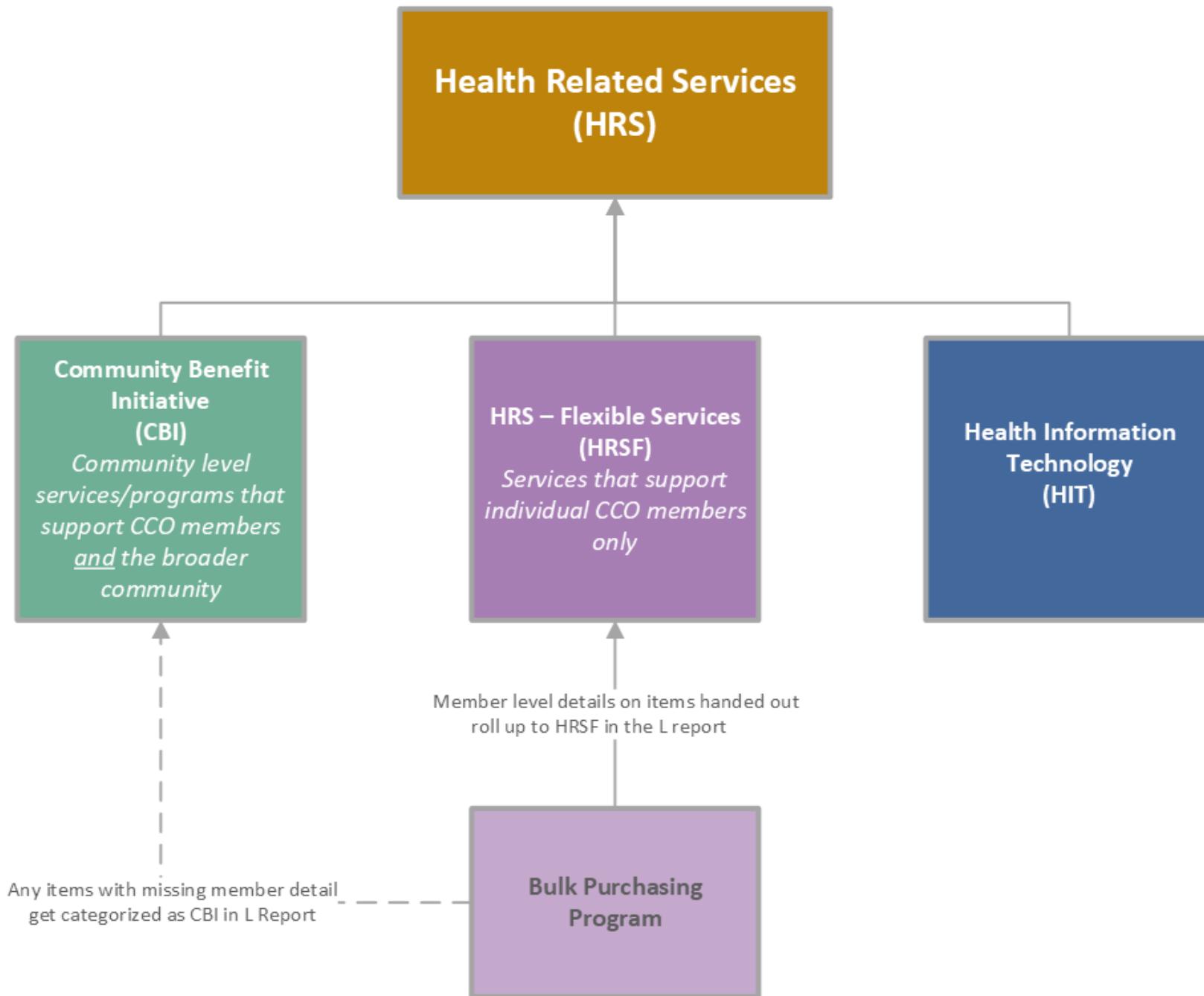


*** Membership numbers updated as of July 1, 2025

Bulk Purchasing Program Overview

- The bulk purchasing program is intended to support active CareOregon/JCC/CPCCO members
- Items supplied through the program are to be supplied only for short term (month or less) solutions for members' needs.
- Bulk purchases are available to help clinics and providers have an on-hand, supply of commonly needed items for CareOregon members in alignment with their treatment plan(s).
- Partners request items that we send directly to them. Once the items are handed out to members, the partner submits member level reporting monthly for each item.





Previous Program Model

Requests for items and reimbursement came in through fax or email directly to our clinical operations team

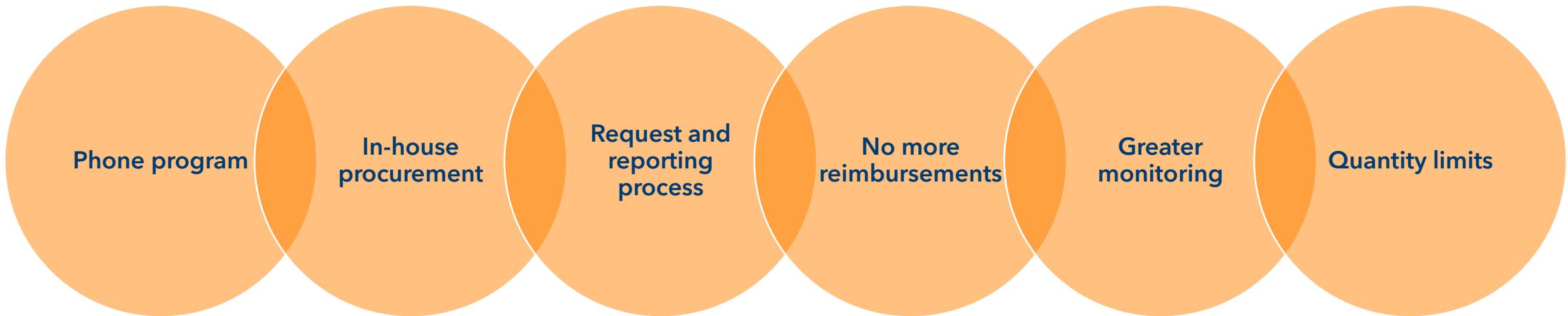
Our clinical operations team reviewed the request and facilitated reimbursement with internal teams or sent through to PANOW

If sent to PANOW, PANOW fulfilled the request and sent the items to the clinic for disbursement



Relaunch & Key Changes

- In February 2024, keys teams worked together to relaunch a new and improved program
 - Social health, procurement, and clinical operations teams



Current Program Model

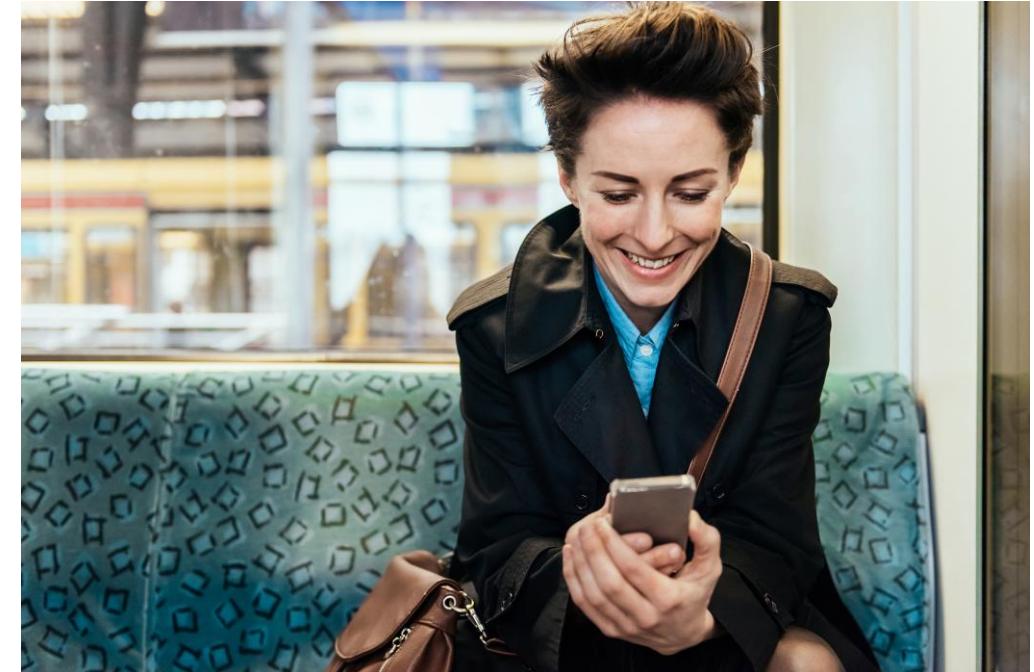
Requests for items come into the social health team

Social health team communicates with the procurement team to get items ordered

The procurement team works with specific vendors (Amazon, Verizon, etc.) to send items to partner

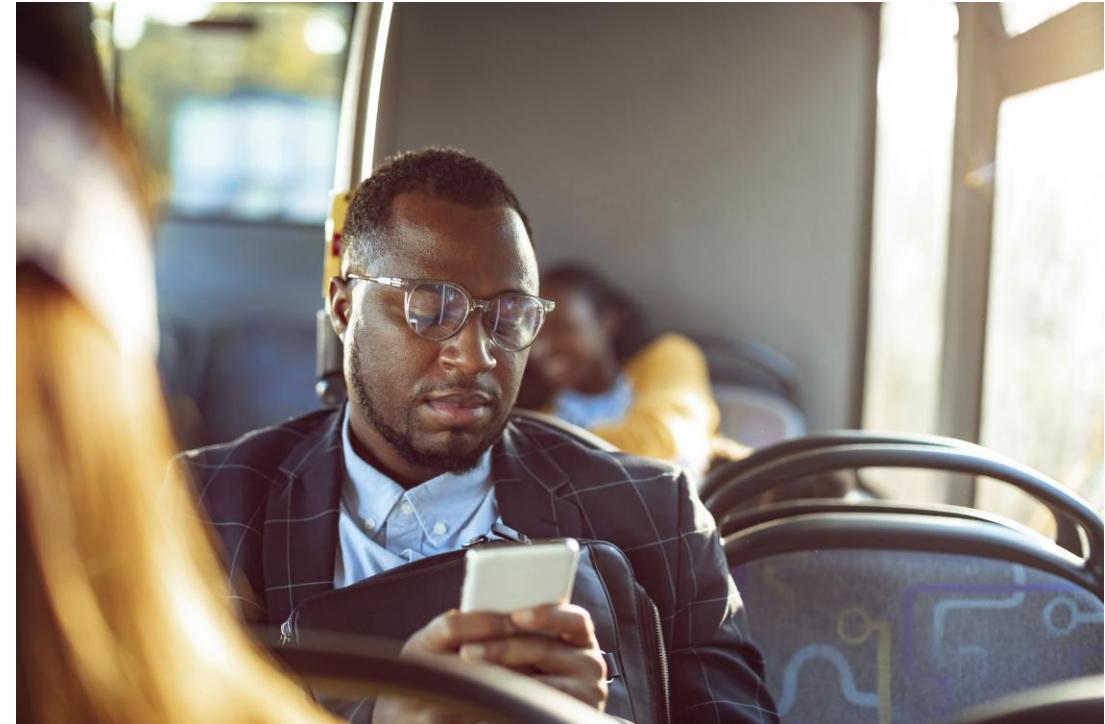
Current State

- Items offered are intended to meet one of the following needs:
 - Physical Health
 - Transportation
 - Communication
 - Behavioral Health
 - Housing



The Items We Offer

- Tents
- Tarps
- Sleeping bags
- TriMet Passes
- Rogue Valley Transit Passes
- Cell Phones w/ Year of Service
- Locking medication cases
- Shelter Vouchers
- Hygiene Kits



Quantity Limits

Limit of 20

- Tents
- Tarps
- Sleeping bags
- Medication cases



Limit of 10

- TriMet passes
- Rogue Valley Transportation passes



Other limits

- Cell phones - 15
- City Team Vouchers - 50
- Hygiene kits - 96



Request Process

 Requester Information

Vouchers (max 2)

Portland City Team Shelter Vouchers (book of 25)

Hygiene Kit - Pack of 24 (max 4)

Standard hygiene kit

Tarp (max 20)

Tarp

Soft Case (max 20)

Soft locking medication case

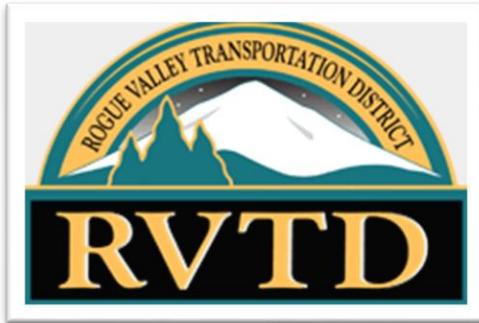
Cell Phone (max 15)

Smart phone w/1 year data plan

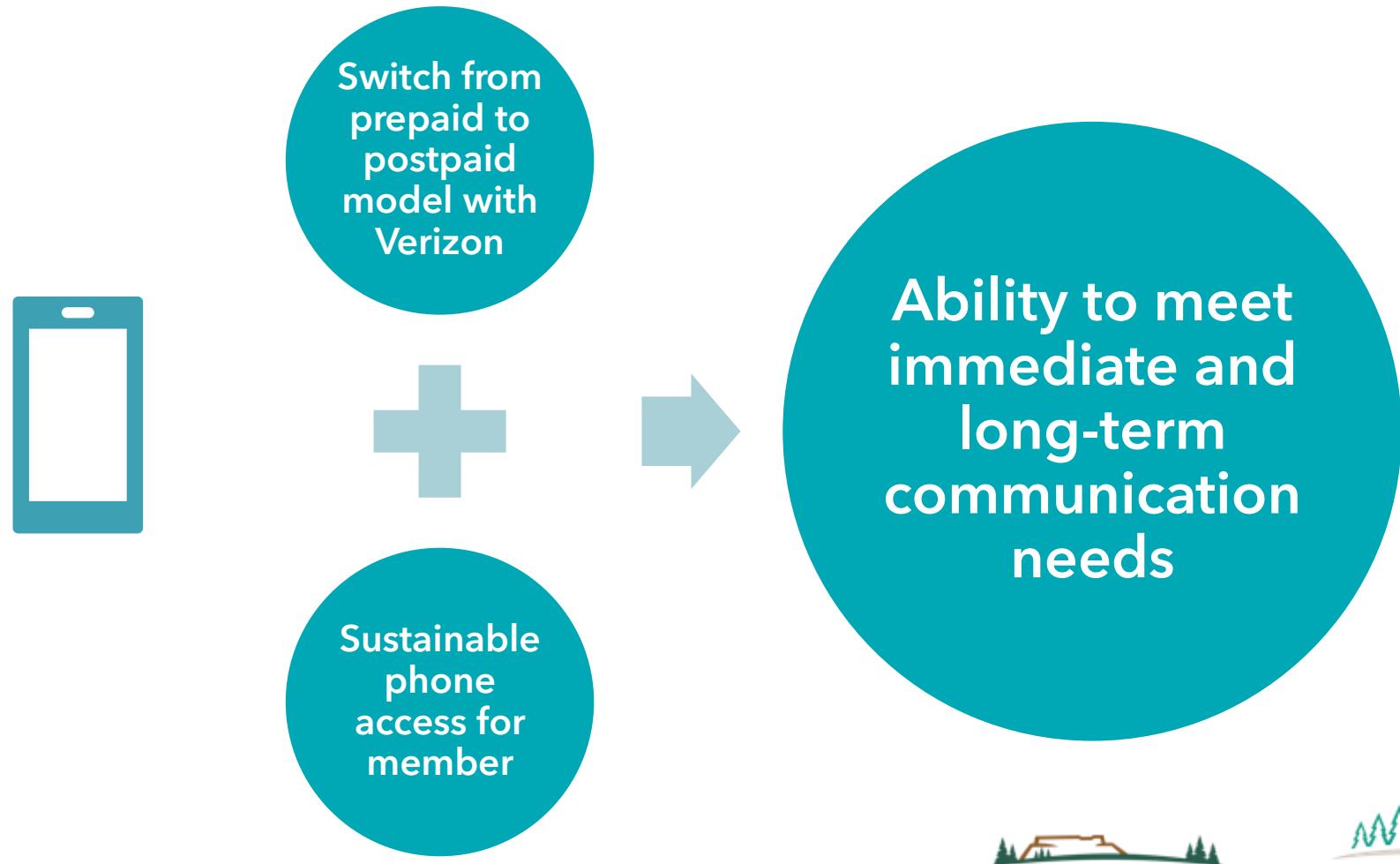
By submitting this request, I confirm that it is in compliance with all applicable laws and regulations. Reporting will be submitted for all distributed items.

 Submit  Reset  Previous

Procurement team



Deeper Dive Into Verizon Partnership



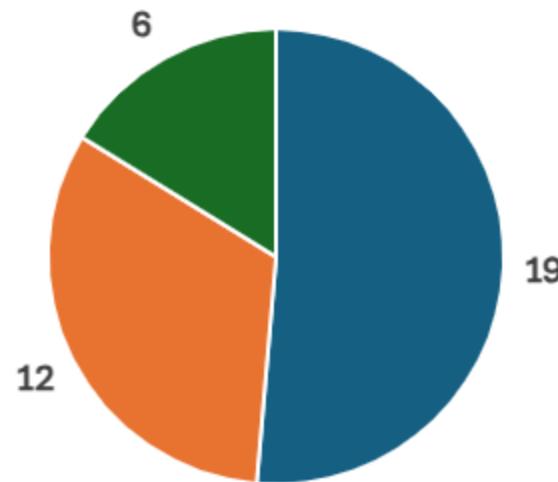
Tracking and Reporting

A	B	C	D	E	F	G	H
Org name:	CareOregon Bulk Purchasing Program Tracker						
	Supply Request ID (provided by CareOregon after request):						
Member ID	Member Name	Date of Birth	Date Distributed	Item Type	Reason for Dispensing Item	Number Distributed	If Item Type is a cell phone: Phone Number
1							
2							
3							
4							
5							
6							
7							
8							
9							
0							
1							

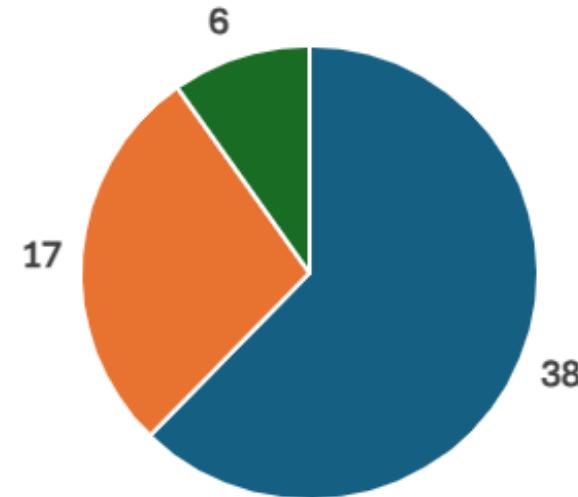


Who are our Partners?

Bulk Purchasing Program Partners



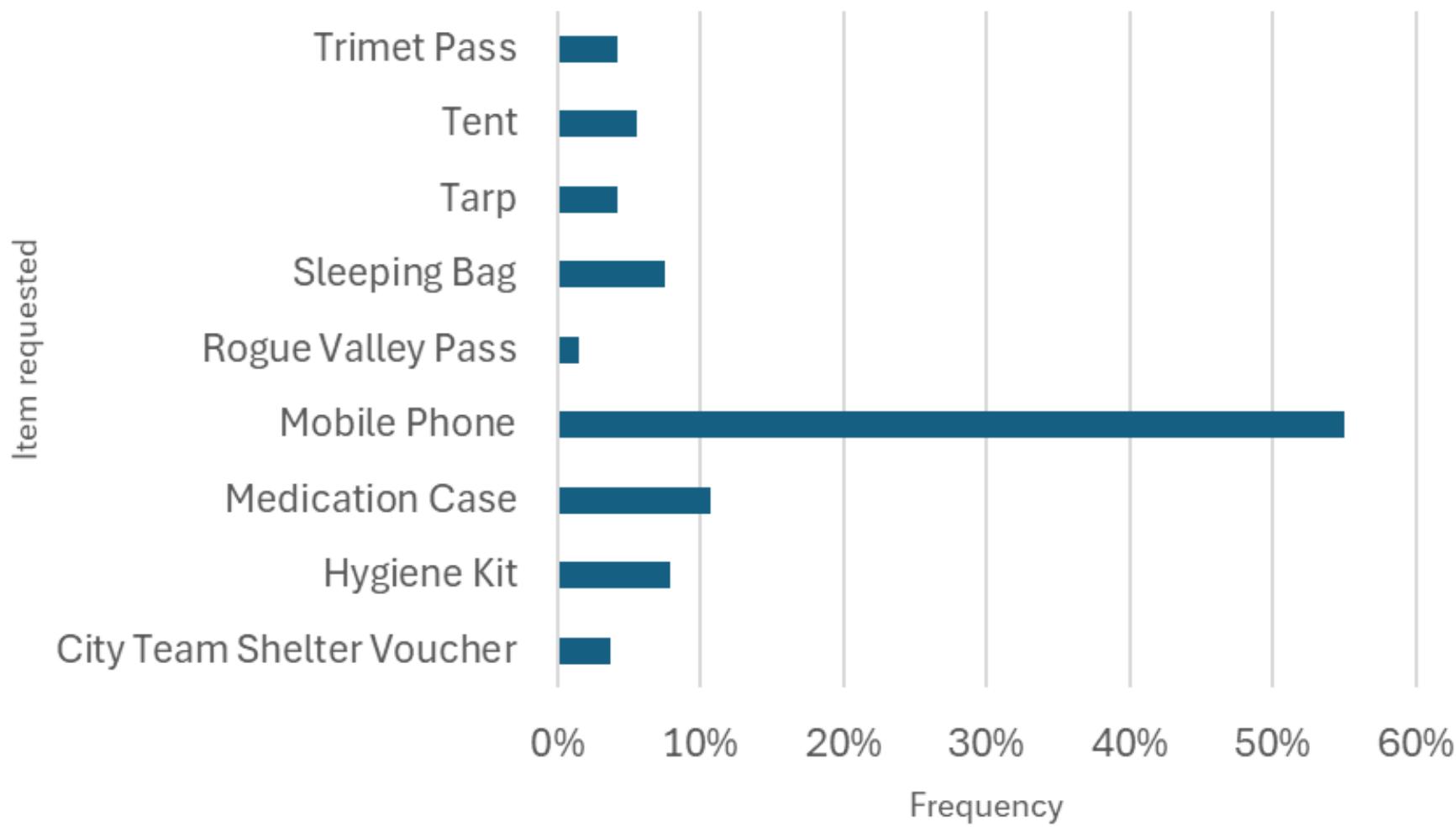
Bulk Purchasing Program Locations



■ CareOregon ■ Jackson Care Connect ■ Columbia Pacific CCO

■ CareOregon ■ Jackson Care Connect ■ Columbia Pacific CCO

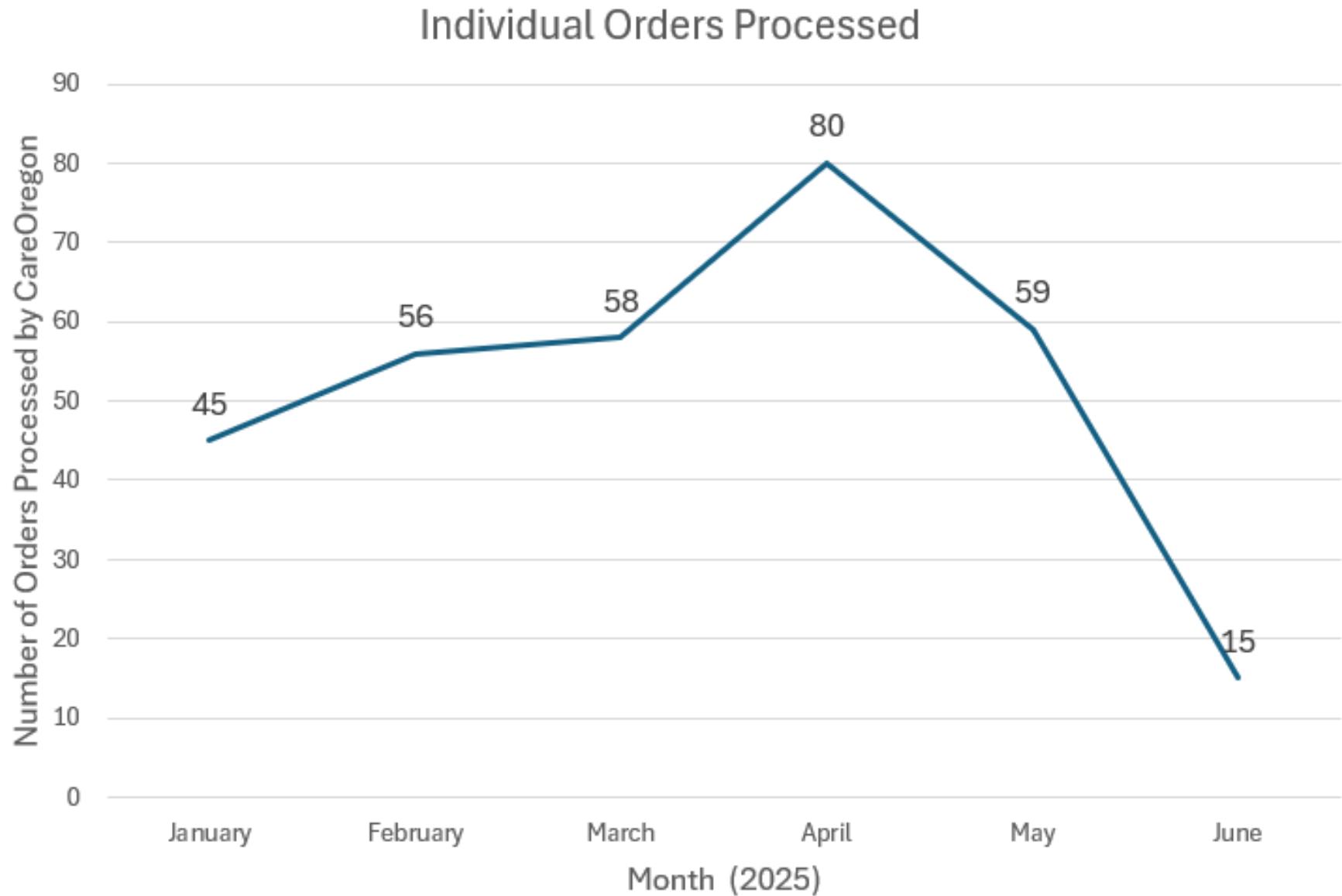
Frequency of Requested Items

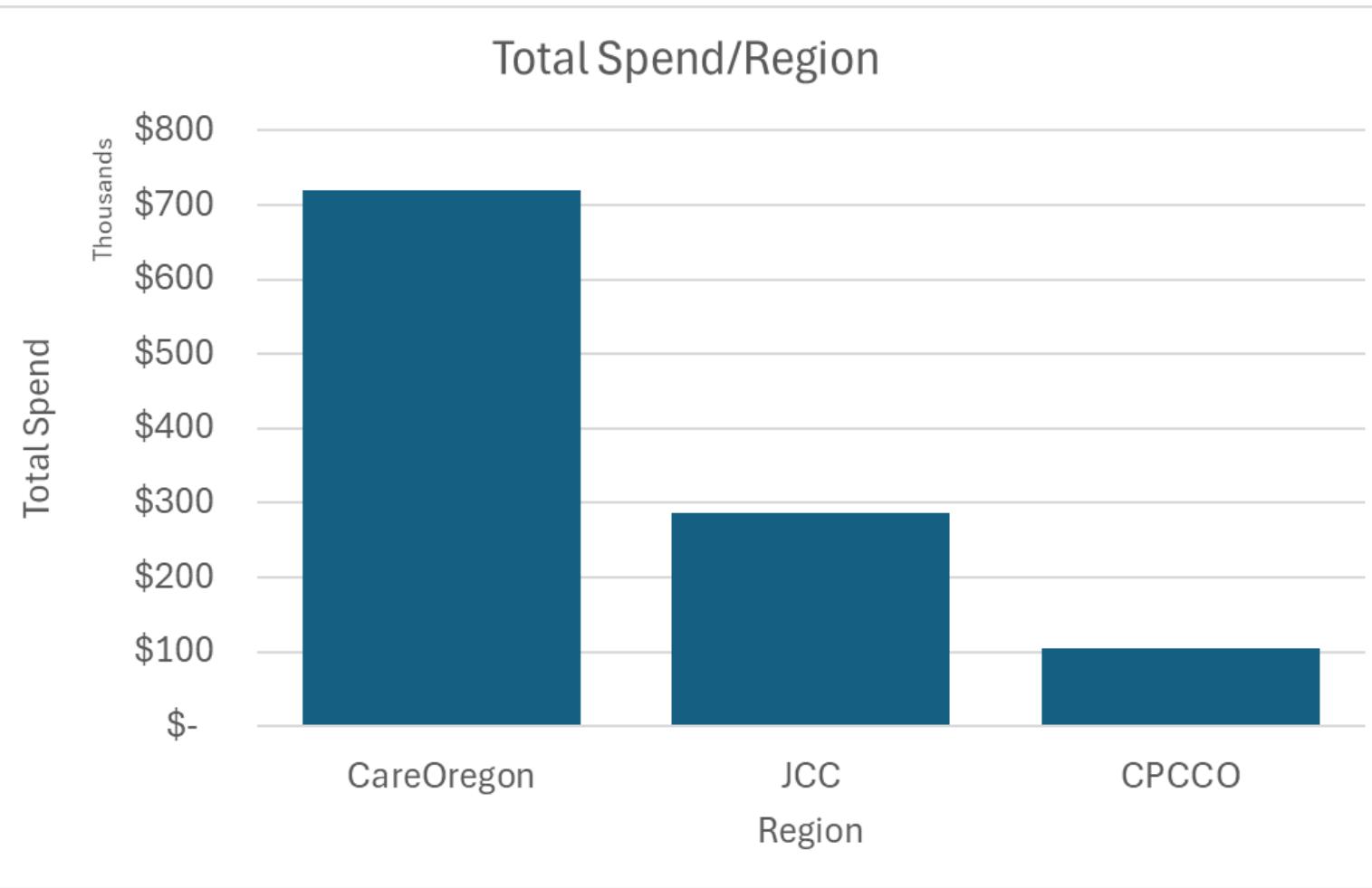


Mobile Phones:
CareOregon: 48%
JCC: 72%
CPCCO: 69%

Average individual orders
processed/month

52





Average total
spend/organization since
relaunch

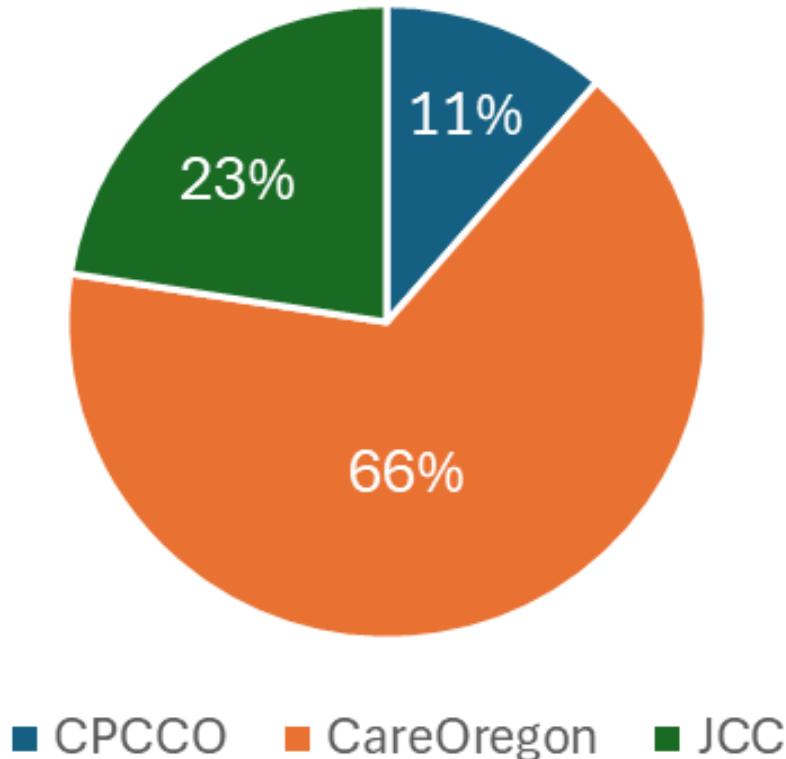
\$17,091

Total spend on program since
relaunch

\$1,110,886

Who are our Members?

of Unique Members Served/Region

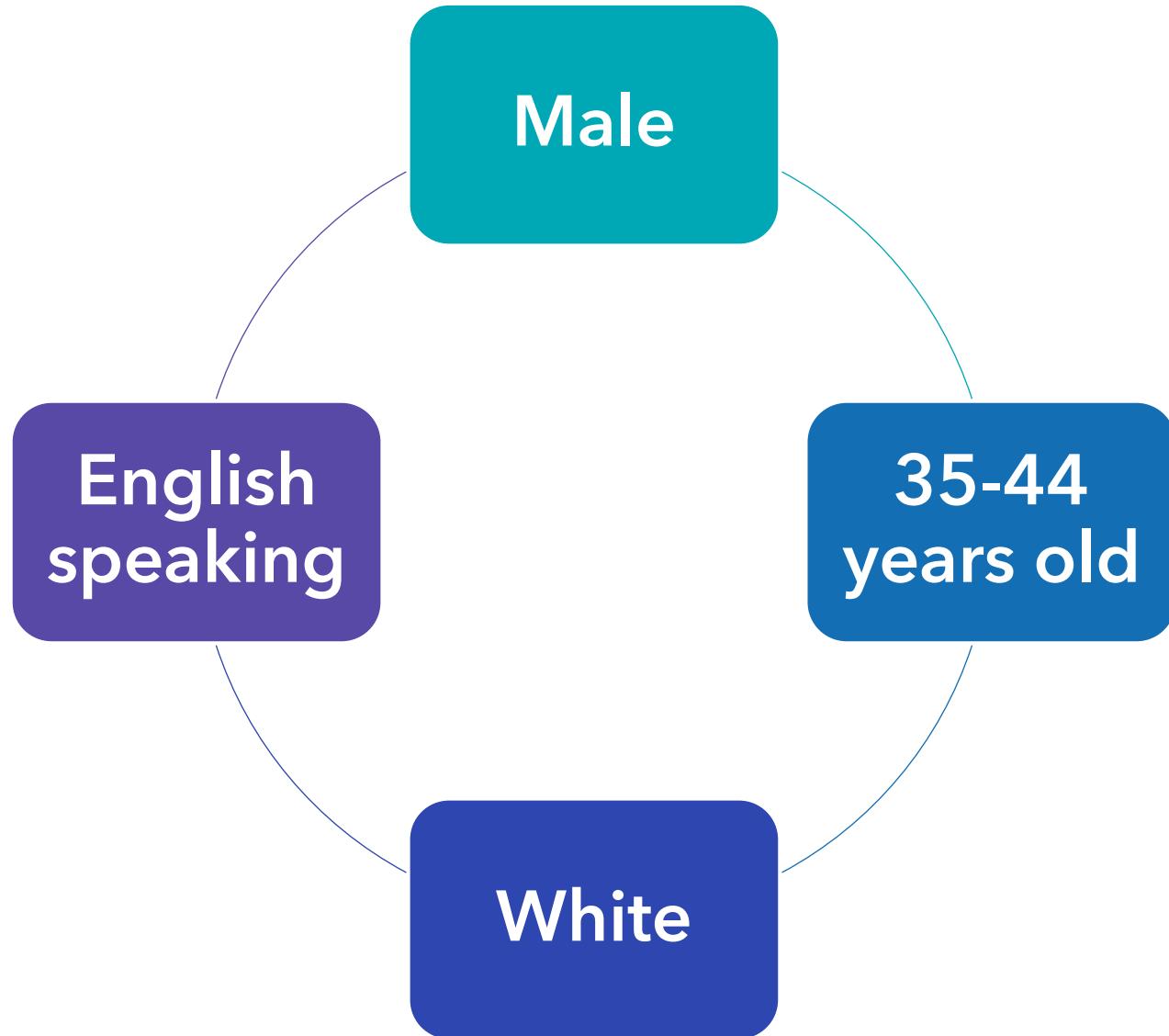


Total members served

3,823

Average number of items
distributed/member

1.7

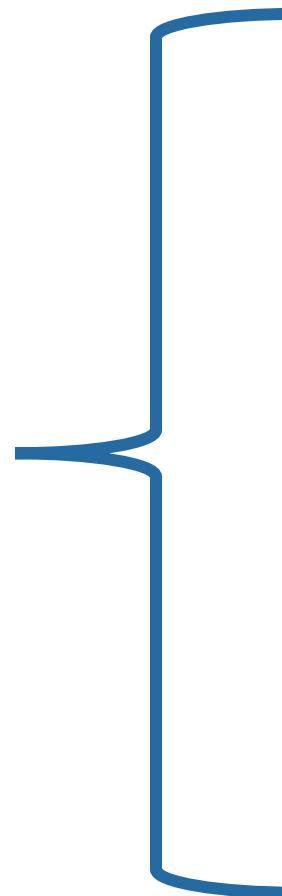


- 8.4% have diabetes
- 31.7% have depression
- 58.4% have SUD

Patient engagement with physician

Members served through
the bulk program with NO
engagement with a
physician

61.3%



CPCCO

61.0%

CareOregon

63.2%

JCC

55.8%

What does the data tell us?

- Mobile phones are the **most popular** item we offer
- Majority of members we serve are in the **metro region**
- Members fit a specific profile and have certain criteria that fit the **services our partners provide**
- We are unable to tie physician engagement with members receiving items



What's Working - Internal Teams



Meeting priority population member needs



Partner exploration meetings



Flexibility and adaptability



Ability to send items to partners in a timely manner



Less risk for partners since there is no upfront cost to them

What's Working - Partner POV

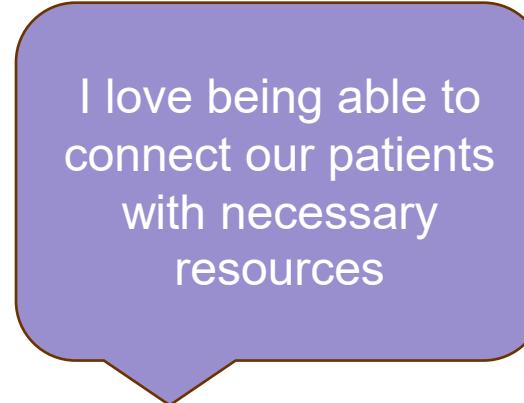
- What our partners have to say:



We appreciate the ability to get phones for our clients who need them



Ease of ordering, ease of contracting, availability of items/options for items



I love being able to connect our patients with necessary resources



What's Challenging - Internal Teams



Reporting quality & processing



Monitoring capabilities



Phone portion of the program



Visibility by partners into member's previous engagement with program



What happens when partners don't hand out items

What's Challenging - Partner POV

- What our partners say:



The process for replacement phones is too burdensome on the organization



...Inventing systems to keep track of items in/items out has been a learning process for us.



I have no way of knowing whether I am giving a phone to someone who has already "lost" a phone or getting services from multiple locations

Addressing Challenges

Dashboards

Simplified
processes

How we
process
reporting

Verizon support
for partners &
members

More
engagement
with partners

Updated
partner
resources

Looking Forward



- Evaluation of program
- Reporting outside of Excel
- Increased partner visibility
- Continued support for members with phones



Member Stories



Jackson Care Connect™

Part of the CareOregon Family



Columbia Pacific CCO™

Part of the CareOregon Family



CareOregon®

Resources

- Bulk Program Webpage
 - Main homepage > Providers > Social needs assistance > Bulk purchases
- Questions?
 - Contact us!
 - Socialhealth@careoregon.org
 - Rileyl@careoregon.org
 - Phom@careoregon.org



Questions?

