

## COCAB Meeting Note

Attendance: Caroline, Tom, Linda, Kay, Sarah, Bill, Anna, Tracy, Gary, Annette, Jordan, Rebecca, Jen

Announcement:

Tracy: Doing an advertisement campaign to encourage folks to seek healthcare. The purpose of this campaign is to put the message out there to assure folks that you can access care in a safe manner. We would love to put out some stories from the member's point of view regarding accessing care.

Sarah: Some specialists aren't accepting OHP members, maybe open more clinics that can help OHP folks out when seeking medical care.

Gary: How are we reaching out to new patients/members?

Jen: If you have a Telehealth story or COVID story, please call/email Tracy to share your stories. There are a lot of RCT that are reaching out to vulnerable people and making sure that those folks are taking care of. We heard that mental health specialists are being stress and working super hard to assist folks who are needing BH. If you know someone who had any MH care, please share that story with us as well.

-We are asking for permission to have member's personal phone number to send them news and alerts. We are reaching out to the vulnerability to help them out sign up for the vaccine.

What is your preference on that if you get something from CO regarding vaccine signups/clinics?

Tom: I prefer to talk to a real person.

Bill: I prefer to talk to them on the phone.

Gary:

Rebecca: I prefer to talk to the person on the phone then through text.

Sarah: I prefer website.

Caroline: Text

Annette: Prefer for them to call me/phone.