

Cardinal Innovations Healthcare Triad Provider Council
Meeting Minutes
Thursday, November 3, 2016

P	James Harner	Insight	P	Lynn Widener	CI
A	Andy Hines	Charles Hines & Son	C	Jill Queen	CI
A	Thom Elmore	ARCA	P	Ronda Outlaw	CI
A	Michelle Ivey	DayMark			
P	Cindy Myers	RHA			
A	Khalil Nassar	PQA			
P	Dawn Johnson	Youth Haven			
P	Marianne Nadeau	Autism Society			
P	Obie Johnson	CFAC			
P	Ashley Conrad	Alexander			
A	John Thacker	DSS			
P	Nancy Brandon	Novant			

Attendance: (P=Present; A=Absent; C=Called In)

Topic: Review of Minutes from October meeting

Corrections: Obie Johnson is representative of CFAC
Approved with that one correction

Topic: Additional Agenda Items:

Supported Living Contract as New Service
PSR rates
How to Bill for Community Living & Supports since no longer a service as of 11/1/16

Topic: Old Business:

1. Planning Retreat:
 - A. Purpose is to establish:
 - Who we are
 - What do we want to accomplish
 - Goals for this year
 - A work plan
 - B. Decisions after discussion:
 - January 5, 2017
 - 9 am – 12 noon
 - Place TBD – Alexander Youth Network is checking availability
Cardinal Board Room as backup
 - Retreat to incorporate January Business meeting as well
2. Work Plan – not discussed

3. Cultural Competency – Jill reported
 - A. Revisions being done
 - B. No meeting date set yet, per Obie
 - C. Monitoring dates beginning 1/1/17 will use it, with explanation prior to visit, as a trial
 - D. Goal to roll out the entire program the 1st quarter of 2017

4. QM Updates – typographical error on agenda – Jill reported
 - A. Reviews in 2017 will have a Cultural Competency Monitoring Tool

 - B. Block Grant Requirements
 - Training/Readiness Review begins February of 2017
 - Ongoing Concern regarding the NCTRACKS data and who was getting Block Grants
 - Goal is to increase accountability
 - State wishes to see increased focus on prevention activities
 - The bottom line – more accountability for State Funds
 - The need for readiness was identified – that’s why QM is involved
 - Training/Readiness Training next week, offered by Cardinal Innovations
 - Cardinal Innovations does a Training/Readiness review each February

5. Network Updates – Lynn reported
 - A. A new GeoSplit took effect November 1st with all providers.
 - It’s based on the location of the corporate office of the agency involved
 - QM is credited with the idea
 - Each provider has been contacted regarding who their new Network Specialist is and contact information for him/her.
 - If you have local issues and your corporate office is not local, feel free to contact the Triad office.
 - Agencies with a corporate office elsewhere may want to check with their corporate office to ensure that the correct person is the one being notified and that she/he is passing that information to their various sites.

 - B. Network Operations is using a Provider Engagement Model – a two-prong approach:
 - Network Specialists are conducting meetings with Providers.
 - 1 – 1.5 hour meeting to review the contract, claims, site, and discuss **anything** about the day-to-day operation.
 - Each specialist will seek questions or concerns ahead of time so that they can research, etc. and bring the answers to those meetings.
 - Meetings will be held at least yearly.
 - Providers may request more frequent meetings.
 - Remember, Network Specialists will be contacting the person listed as Main Contact on the agency contract.
 - Network Specialists have become remote workers as of November 1st. This is a Cardinal Innovations proactive approach – being able to be in the community with easy accessibility to providers. They are just a phone call or email away.

Jill interjected that QM is “going remote” in the Triad as well.

6. Additional Old Business:

Jim asked for clarification from last month's meeting – *What was the discussion regarding undocumented members and the follow-up?*

Dawn said her agency keeps a list and that providing support to them is an ethical versus a sound financial decision.

Nancy stated there are no clear answers for Novant either.

Topic: New Business

1. Agenda for **Provider Forum** scheduled for 11/30/16 9:00 – 11:00 am

A. Innovations Waiver – Lynn will ask Waiver Team to address

- Website and materials available there
- InfoSource
- Technical Assistance Calls
- FAQs
- Other Resources

B. Ideas for the Council to discuss at their retreat – suggestions for the Work Plan

C. *Provider Spotlight* – one or two providers offered to do it at the previous forum
Jim will follow-up.

D. MACRA

E. Cardinal Updates

F. Trainings in the Future

G. Cultural Competency Update

2. MACRA – Medicare Access and CHIP Reauthorization Act of 2015

A. This is big!; a Cultural Change

B. Phasing in now

C. Effective 2019

D. A Hub and Spoke Model – a Wholistic/Comprehensive Approach to Health Care.
The head is attached to the body!

E. There are National Outcomes

F. There is a National model in Vermont with Comprehensive Behavioral Health/Community Health Homes. It a pilot site where one gets all one's care through one main source (office/agency).

G. Washington (state) and New Mexico are being very proactive.

H. Under current North Carolina funding, this doesn't fit. That's why there is a grant to work on it.

I. Questions from group:

Will we be mandated to do this?

Will we be given a structured model to follow?

Answer: that's why we need to be proactive

J. Go to CMS – there is a link to MACRA – do your own research

3. Additional Items added to Agenda

A. Supported Living Contract as New Service

Kahlil had called in briefly but was not able to stay on the call. This was his request for

addition, so it was not addressed.

B. PSR rates – again, Kahlil’s request, so not addressed.

C. How to Bill for Community Living & Supports since no longer a service as of 11/1/16? Lynn addressed by saying that contracts are written so providers can continue a service until the authorization for that service expires.

Topic: Additional Items

1. Dawn said she attended a Benchmarks meeting and the DHHS side of the panel discussion said that as of 7/1/17 NCTRACKS will replace MCOs role for authorizations of all NC Medicaid. She further said that the MCO side of the panel was completely unaware of this. Partners and Alliance MCOs were represented at the meeting; Cardinal Innovations was not in attendance. Lynn will research and report at next meeting.

2. How to call-in to this meeting going forward.
When unable to attend in person, please dial in to the meeting:
1 - (855) 332-4181 use Access Code 1615289

Topic: Motion to Adjourn

Motion made, seconded, carried.

Next Meeting:

Thursday, December 1st 9:00-10:30

Minutes submitted by: Michael Lange, Network Operations - ASP, Cardinal Innovations

Date Approved: 1-5-17

Signature of the President: James Harner