

Cardinal Innovations Healthcare Triad Provider Council
 Planning Retreat & Business Meeting Minutes
 Thursday, January 5, 2017

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

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

Topic: Review of Minutes from November Council meeting and November Forum

Corrections to Council Minutes: NCTracks will be in charge of credentialing, not authorizations and Council was misspelled in the header

Corrections in General: Kahlil's name has been misspelled on previous documents
 Both Meeting's Minutes Approved as corrected

Topic: Additional Agenda Items:

- A. Elections should have happened some time ago so technically we are working with the current officers. Lynn questioned whether Michelle was aware of this and was willing to continue. Jim said he'd been in communication with Michelle and she is willing to continue. Hearing no disagreement, the current slate of officers will continue in their roles for this fiscal year.
- B. Clarification: Council members may send someone else to this meeting in their stead, but the substitute is not able to vote.
- C. Jim sought clarification on who signs the approval of minutes, who posts them, and who posts upcoming meetings on the Cardinal Innovations website? Lynn said Michael could assist.

Topic: Goals for 2017:

1. Increase Attendance at Provider Forums
 - A. Listen to Providers
 - B. Establish Needs
 - C. Offer/Provide Education (i.e. the culture of change between the former and the current MCO, and how to deal with it; the process for getting concerns heard by upper management – see below...)
 - D. Establish email list of all providers in our region so information gets to the correct people in a timely manner
 - E. Make the meeting very Provider Driven, with Cardinal Innovations representatives present only for a portion of the meeting to address questions/concerns
 - F. Encourage Providers to come with ideas/suggestions as well as concerns and provide opportunity to brainstorm said ideas.

2. Work with Providers so they know how to address Unfunded Mandates
 - A. Provide Staff Developments/Trainings
 - B. Convey to Cardinal Innovations Provider Needs/Challenges
(Maybe a presentation to the MCO)

3. Improve and Increase Communication between Cardinal Innovations and Providers
 - A. Understanding the role of each
 - B. Understanding the different in expectations between the former CPHS and Cardinal Innovations
 - C. Establish a Q&A so ideas can be addressed more frequently than the bi-monthly forum
 - D. Educate Providers to use the mailboxes on the Cardinal Innovations website for questions

4. Identify Gaps in Services
 - A. Specific to our Catchment
 - B. Programs/Services previously offered by CPHS that are not offered by Cardinal Innovations, and vice versa

5. Offer/Receive Cultural Competency Training

6. Promote Advocacy for State and MCO Policies
 - A. Presentation in January regarding Provider Manual
It was provided in July but it may not have been read or understood
 - B. The current State set-up does not really promote advocacy for Members.
 - C. How can the good things in this new waiver work for all involved?
 - D. How does the Model we work under really help the people we serve?
 - E. Bring up questions like these at the Cardinal Innovations Regional Provider Meeting to see how other providers in other regions are affected?
 - There is a process – local concerns are presented to the region, and so forth
 - Local concerns can and will be heard
 - Make a formal presentation at the Regional Council – provide details, concerns and concrete examples
 - Global CQI presentation can come from a provider (Jill willing to do it if no provider does it)

 - F. Work with Cardinal Innovations
 - G. We are still working with a law established in 1970.

H. Choose to lobby (as a group) for a Specific Cause

Topic: Annual Work Plan

1. Surveys done by CPHS were helpful
 - A. Some information may still be applicable
 - B. ACTION: Ronda will check with Leslie Warner to see if that data is still available
2. Using InfoSource to announce/advertise Forums
ACTION: Cardinal Innovations ASP (Michael) will post a small blurb provided by the Council President in InfoSource as appropriate
3. Letter to all Providers from Provider Council, with two-fold goal
 - A. Getting providers to come – allowing “anyone” the first time but encouraging management
 - B. Advertise agenda, Promote the need for attendance, Establish the “take-a-ways”
4. Create a Standing Agenda for all Provider Forums (specific order not discussed)
 - A. Provider Spotlight
ACTION: Dawn in charge
 - B. State Policy Update
ACTION: Kahlil in charge
 - C. Follow-up on Previous Work on State/Network level
ACTION: Jim and Andy in charge
 - D. Cultural Competency Updates
ACTION: Kahlil and Obie in charge
 - E. CFAC updates
ACTION: Obie in charge
 - F. PLLF updates
ACTION: Lynn in charge
 - G. Training/Education
ACTION: Thom in charge, involving Ruvella
 - H. Clinical Advisory Committee Updates
ACTION: Jim in charge
 - I. Provider Advocacy/Provider Concerns – discussion from the floor
ACTION: Andy in charge
 - J. Provider Accomplishments – “Tell Me Something Good”
 - K. Cardinal Innovations Minute – updates, guidelines, changes...

Topic: Schedule of Meetings

1. Group decision to move Forums to quarterly.
 - A. Fourth Wednesday of the month after the end of each quarter
 - B. 9 am
 - C. Cardinal Innovations will supply coffee and water
 - D. Providers will sign up for and bring donuts
 - E. Dates for 2017:
 - January 25th
 - April 26th

- July 26th
- November 29th (because of Thanksgiving)

2. Council meetings will remain monthly.

3. How to call-in to this meeting going forward, only when meeting is at Cardinal Innovations. When unable to attend in person, please dial in to the meeting:

1 - (855) 332-4181 use Access Code 1615289

Topic: January Provider Forum Agenda – specific order not discussed

1. Provider Spotlight - Kim from DayMark regarding Mobile Engagement = Dawn
2. State Policy Update = Kahlil
3. Follow-up on previous work on State/Network level = Jim and Andy
4. Cultural Competency Updates = Kahlil and Obie
5. CFAC updates = Obie
6. PLLF updates = Lynn
7. Training/Education = Thom
8. Clinical Advisory Committee Updates = Jim
9. Provider Advocacy/Provider Concerns – discussion from the floor – Andy
10. Provider Accomplishments – “Tell Me Something Good”
11. Cardinal Innovations Minute – updates, guidelines, changes...
12. Legislative Breakfast – Jenny – Jim will follow up with her.

Topic: Thanks and Motion to Adjourn

Special thanks offered to Ashley and Alexander Youth Network for hosting this retreat!
Motion to adjourn made, seconded, and carried.

Next Council Meeting:

Thursday, February 2nd 9:00-10:30

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

Date Approved: 2-2-17

Signature of the President: James Harner