

Cardinal Innovations Healthcare Triad Provider Council
 Business Meeting Minutes
 Thursday, April 6, 2017

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

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

Topic: Review of Minutes from March Council meeting

Corrections to Council Minutes: none noted
 Minutes approved as presented

Topic: Cardinal Updates:

Jill Queen

- A. Federal Block Grant (FBG) review on April 18
 - will find out who the providers are between Friday and Monday
 - a memo will be sent from Network
 - memo will provide specific directions for the audit and what's needed
- B. Clinical Quarterly Reviews
 - just finishing ACTT
 - next is MST over the next month or two
 - Kahlil said the ACTT review was intense but was helpful
 - All ACTT reviews will be done first then a review will be done by Cardinal personnel before sharing the information with all the providers. You'll know how you did but you'll also know patterns and trends.
 - MST will use a desk review of the records only.
- C. Routine Monitoring continues as previously operated.
 Hopefully we'll hear from the state soon about changes in the future of routine monitoring.

Lynn Widener

- A. Reminders that InfoSource came out yesterday
 - Training - new one – example: Group Home Employees
 - State sponsored Day Treatment call-ins/feedback sessions
 - Cultural Competency in Triad is full
 - Substance Use call-in offered
- B. Event for Jansen in Chapel Hill
 - May 9th
 - Triad and Northern Regions
 - Charles Egnoglia (sp) presents on Care Transitions in BH
- C. To address the Opioid epidemic
 - Cardinal has hired 1.5 psychiatrists
 - Dr. Anderson Brown and Dr. Lane will run a strategic plan diving deeply county by county, looking at resources and needs. Some counties are providing funds to help educate on many levels for this epidemic.
 - Davidson County is hosting an event to roll out a plan in May
 - Forsyth EMS is developing a plan
 - State is having some listening sessions
 - Legislation afoot to have federal level money funneled to states
 - Grants are available to combat this issue as well.
- D. State budget planning has met, revised Designated Funds Allocations (DFA) are coming based on over or under utilization rates – so we are dividing up money. Remember to contact Network Specialists with questions. This process is also kick-starting the work for next FY.

Ronda Outlaw

Working with counties – their funding allocations and determining whether that's consistent with the needs. Safety Net and Crisis, Access to Care, Jail and ED Diversions - those are the big categories we've asked them to look at. Counties are very interested and taking ownership.

Questions:

- A. Dawn questioned the IIH review – traditionally it came from Cardinal's Utilization Review and it was meant to see how providers are doing in this service. Does this new review have to do with the rate reviews? Jill was not sure if that is the plan.
- B. Jim Harner asked whether Cultural Competency monitoring is part of the regular monitoring. Jill: Cultural Competency started in March. Providers found with low ratings will be given instructions so you know what to address. Next time you will held accountable. Cultural competency is a desk review only, using a tool created by the Cultural Competency committee. The Routine Monitoring team will facilitate this and phase it in in pieces.
- C. Has Cardinal looked at the cost of implementation of cultural competency for providers? Jill: That has not been looked at. However, there have been conversations that this is part of the federal ruling. If you have specific details regarding the financial issues please send them to Cardinal.
- D. Follow-up: The burden has to do with specialized services so this Council is looking for free and reduced cost. Jill and Ronda Little: Revella is considering cost especially in regard to interpretation costs. Translation is part of what they are looking at too. There is a Training option, and Thom will deal with that later.
- E. Dawn asked about the new IIH rates. Lynn: There will be no decreased rates till July 1st for Cardinal and that pay for performance is being discussed in house

- F. Khalil inquired about IPRS funds – There are providers with waiting lists for specialized services. Other providers are willing/able to provide the service but they cannot have the allocations. Example: IPS-SE and ACTT could be served by PQA but no funds available for PQA. Jill: The DOJ settlement criteria is very strict.
- G. Khalil: Transition to Community Living and Peer Support – what if Cardinal could develop competition if the money followed the member? That would hit the provider’s pocket book. Would it be able to shift money from provider to provider for state funded services?
- H. Andy Hines – how about Cardinal hosting days of panels where you listen to providers and they could provide ideas? Discussion followed regarding using the Regional Network Meeting as a means to do this, and the Provider Forums to do this and then report to that Regional Network Meeting...
- I. Andy Hines - incorporate the Courts into Cardinal decision making. Cardinal does not allow non-cardinal services as evidence of services being tried. How about looking at and accepting non-network providers and services? Lynn: Please write a five sentence proposal that can be presented to the Regional Meeting then follow the chain of hierarchy.
- J. Andy Hines – Could we cut out the duplication – accreditation, monitoring, state review, national review, CARFF reviews, then block grant reviews, UM - each costs money?
- K. Partners MCO had a provider meeting to discuss Outcomes – very collaborative effort – would you consider doing this and then finding commonality with other MCOs so providers do not have different outcomes?
- L. Dawn - What do you know about NCTracks and credentialing effective 7/1/17? Lynn: We know nothing new. PLLF has made outreach attempts. Dave Richards just came in November. We are waiting for a Communication Bulletin because no one knows. We have not heard anything other than Trillium and Eastpointe have had success on a small level and that it is scheduled to happen.
- M. Follow-up: Khalil stressed that it is Critical in regard to NCTRACKS to make sure all information is accurate for every location. Make sure your information is clear in NCTRACKS.

Topic: PLLF Updates: Lynn did not attend PLLF

Topic: Provider Spotlight – Dawn Johnson

Jenny Gadd with Alberta Professional Services
Dawn will send a blurb to Jim so it gets in InfoSource

Topic: State Policy Update – Khalil Nassar

- A. Secretary of State has been talking about accountability
- B. Determining whether CABHA stays
- C. Conferences happening
- D. Meet with Governor May 3 to talk to Dr. Jason Vogler – Governor cannot make it – Khalil wants others to go – Andy and Thom will go along.

Topic: Follow-up on Previous Work on State/Network level - Jim and Andy

- A. Leslie Gerard started conversation with a few providers regarding rates
- B. Met Dr. Ranota Hall, Cardinal’s new Medical Director who is re-structuring the medical

department. If an I/DD request is over budget she has the request sent to her department so they can help to determine medical necessity

- C. Triad's new doctor - Dr. Nerissa Price – regional medical director
- D. Dr. Hall is the Chief, then regional directors, and different doctors participate in Clinical Rounds daily.

Topic: Cultural Competency Updates – Khalil Nassar

- A. Will meet the 26th after Provider Council to plan for the Triad region and how to implement such plan

Topic: CFAC updates – Obie Johnson – no report due to Obie's absence

Topic: Training/Education – Thom Elmore

- A. The List is massive of Cardinal Triad providers
- B. Going to start with cultural competency since it's needed and reviews will now include it
 - An hour or two during the next Forum?
 - Do what Revella did – give us a framework! Get the Providers started.
 - Providers are interested just need guidance and directions
 - Let's not wait for the monitoring visit; let's do it well, not "Just doing it;"
 - Thom will submit a plan to Jim within a week.
- C. Encourage everyone to look in InfoSource where Trainings are always listed and there are lots of them...
- D. Stigma Training seems very timely – changing how we look at things.
- E. A great need to plan ahead so the information can be placed in InfoSource
- F. Wants to canvas Triad providers to see what trainings will be helpful
- G. Working with Fred Murphy to see that providers can get the CEUs as well as the training.

Topic: Clinical Advisory Committee Updates - Jim Harner

Submitted SUD strategic plan in January

Topic: Provider Advocacy/Provider Concerns – Andy Hines – discussed above, he said

Topic: Provider Accomplishments – “Tell Me Something Good” – Jim Harner

Topic: New Business:

- A. Agenda for 4/26/17 Forum
 - Jenny Gadd
 - Cardinal Updates – Lynn will find an expert in electronic health records health information exchange
 - Cultural competency – Intro & Training
 - NCTracks & Credentialing

- Monitoring Updates
- “Tell Me Something Good”
- Moving Fall Meeting to October
- Khalil donuts, compliments of PQA Healthcare
- Cardinal = coffee and water

B. Move fall meeting to October - all present agreed for consistency throughout the year

Topic: Next Meeting

1. May 4, 2017 9 am
2. How to call-in to this meeting, 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: Meeting Adjourned – 10:40 am

Next Council Meeting:

Thursday, May 4th 9:00-10:30

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

Date Approved: 5-4-17

Signature of the President: James Harner