

Cardinal Innovations Healthcare Triad Provider Council  
 Business Meeting Minutes  
 Thursday, June 1, 2017

A	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	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			
P	Nancy Brandon	Novant			

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

**Topic: Review of Minutes from May Council meeting**

Corrections to May Council Minutes: none noted  
 Minutes approved as presented

**Topic: Cardinal Updates:**

**Jill Queen**

- No updates on routine monitoring from State
- Global CQI was in May – good attendance and participation  
 1-3 meetings and then we'll have a work plan  
 Next planning meeting is June 9  
 Will be available for call-in and invites will come
- MST and ACTT reviews still being done.

**Lynn Widener**

- Enhanced Rate Changes – referred everyone to InfoSource for Communication Bulletins
- Changes in Auths for Residential Providers
- Busy seeking information from IIH providers  
 what evidenced based practices are being used in order to keep the current rate versus the new lower State rate
- Cardinal received a chunk of the Cures allocation – to be spent by July 1<sup>st</sup>  
 Network has been in communication with providers involved  
 It's a new state initiative so new target pop created - ASOUD is the new target pop for enrollment for NEW people coming into opioid treatment
- Network is now in charge of the Perception of Care Survey that the State does so could we add that to the agenda for next time to discuss the findings? Yes, by consensus.

- Review of budgets/allocations was completed in March. Cardinal projected needed funds for the remainder of the FY and new DFAs were distributed. Providers need to look at that DFA and respond if there are reasons why those totals could/should be revised.
- Cardinal is working to get all dates of meetings (Council and Forum) and Minutes posted on the external website.

### **Ronda Outlaw**

- Counties are working on the Opioid services
- All is well in regard to County funding for next year
- **Dashboards**

Ronda led the group through the Forsyth dashboard only, but all four county dashboards were sent electronically and were available in hard copy for those in attendance.

1. Overview of providers and services and funding
2. Based on claims so there is a 90 day lag
3. These cover the first 6 months of the FY
4. Working to make them more timely
5. Left side = County monies and how they manage these funds
  - a. County allocations have changes
  - b. These reports show only the funds that are managed by Cardinal
  - c. If the county manages money then those programs do not show on here
  - d. 1<sup>st</sup> priority with counties
  - e. The three ongoing issues
6. Right side = Registry of unmet needs
  - a. Controlled by State
  - b. Few changes occur
7. Bottom = numbers of members based on age and dx
8. Monthly totals – this is not an unduplicated count
9. Next two pages = Services and their funding sources
  - a. OPT is by far the most prevalent
  - b. Great example of how much is spent on inpatient and the few people served – no wonder legislators are concerned
10. Page 4 = Crisis Services
  - a. FBC centers - ARCA is included even though they are not a FBC
  - b. Top 10 providers
11. Page 5
  - a. Call center data
  - b. Abandonment rate = calls that drop before we answer them
12. Subsequent pages provide narrative
13. These are not posted but will be sent to Jim Harner to send to providers
14. Helps providers to know where the MCO is coming from
15. County Commissioners, CFAC, DSS, and Provider Council will get this quarterly

### **Questions:**

- A. Andy Hines said providers are concerned that Cardinal will reduce hours of service in order to compensate for increased rates.  
Lynn said there is no plan for that and reminded everyone that hours are based on medical necessity

**Topic: PLLF Updates:** PLLF is canceled for June.

**Topic: Provider Spotlight – Dawn Johnson**

Will find someone for the July Forum.

Khalil would like to feature PQA, but not in July.

**Topic: State Policy Update – Khalil Nassar**

- A. Legislature looking at outcomes from providers.
- B. MCOs are facing paybacks if people are not seen after hospital discharge within 7 days.
  - 1. Providers are not in compliance so if the MCO has paybacks it'll trickle down to us.
  - 2. Setting the appointment is not enough – we have to show that people are seen.
  - 3. Come up with a plan to engage members.
- C. Jill reinforced what Khalil said, detailing more the MCO aspect
- D. Lynn spoke of the Janssen Dinner speaker who addressed transitions from the hospital and some providers addressed how much money they have saved by having a plan and people in place to facilitate that plan.

Janssen is willing to come and do that same presentation – bring it here for the provider forum to jumpstart provider thinking?  
Janssen has 4 such presentations so there are other options for learning opportunities.

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

- A. Not Addressed

**Topic: Cultural Competency Updates – Khalil Nassar**

- A. InfoSource has a blurb seeking additional members
- B. Demographic area has been addressed
- C. Working to have a Crosswalk with national organizations/accreditation bodies.
- D. Ruvella provided what other agencies/MCOs were doing
- E. Working to create a tip sheet with free resources
- F. Cardinal is doing a training on 6/26 - *Ethics of Cultural Competency*

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

**Topic: Training/Education – Thom Elmore**

- A. EHR (Electronic Health Record) presentation in July because the last Forum indicated some providers have not done anything to prepare for the February deadline  
Dawn asked whether we should bring a real provider/vendor or is that politically incorrect?  
Thom's concern is that providers are not ready to even understand that.  
Cardinal Attendees concerned about bringing in a vendor – because it looks like promoting that agency.
- B. In reference to HIE (Health Information Exchange) work and providers who fall out of the network because they will no longer be able to work as of February, there is some concern with knowing what to do with all the possible fallout.  
Jill and Lynn will speak to Deidra regarding a survey or something so Cardinal gets a better sense of how many providers/members could be involved.
- C. Originally Thom and Jim talked about doing Cultural Competency in July but feel the time is better spent on EHR and HIE. Do a two part piece incorporating Cardinal's list.

D. Everyone urged that this topic be placed in InfoSource as an upcoming mandate and the importance of attending the July Forum.

**Topic: Clinical Advisory Committee Updates - Jim Harner** - no report due to Jim's absence

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

**Topic: Provider Accomplishments – “Tell Me Something Good” – Jim Harner**  
Will be part of the July Forum.

**Topic: New Business:**

A. Agenda for 7/26/17 Forum

- Provider Spotlight - TBD
- Cardinal Updates
- Training – EHR & HIE
- “Tell Me Something Good”
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- Donuts? Who?
- Cardinal = coffee and water

**Topic: Next Council Meeting**

1. July 6, 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 – 10:15 am**

**Next Council Meeting:**

**Thursday, July 6<sup>th</sup> 9:00-10:30**

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

**Date Approved:** 7-6-17

**Signature of the President:** James Harner