



Alamance Caswell Provider Network Council
Meeting Minutes
September 22, 2016

Members:

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|---|--|
| <input checked="" type="checkbox"/> Garry Wiley – Universal MH,DD,SAS (President) | <input checked="" type="checkbox"/> Donna Musson – OE Enterprises |
| <input checked="" type="checkbox"/> Ron Rau – Alcohol and Drug Services (Vice-President) | <input checked="" type="checkbox"/> Amy Chapman – Lindley Habilitation Services |
| <input type="checkbox"/> Debbie DuRoss – Psychotherapeutic Services (Secretary) | <input type="checkbox"/> Todd Posey – Children’s Home Society of NC |
| <input checked="" type="checkbox"/> Lisa Bracken – Pinnacle Family Services | <input type="checkbox"/> Miriam Cowan – Trinity Behavioral Healthcare |
| <input type="checkbox"/> Megan Johnson – Carter’s Circle of Care | <input checked="" type="checkbox"/> Lynn Widener, Cardinal Innovations |
| <input checked="" type="checkbox"/> Tom Lesniak - RHA | <input type="checkbox"/> Jodi Meacham, Cardinal Innovations |
| <input checked="" type="checkbox"/> Ron Osborne - RTSA | <input type="checkbox"/> John Teer, Cardinal Innovations |
| <input type="checkbox"/> Phyllis Elliot – Easter Seals, UCP | <input type="checkbox"/> Debra Welch, Cardinal Innovations |
| <input type="checkbox"/> Toni Bartlett – ARMC/Cone Health | <input checked="" type="checkbox"/> Michael Norton, Cardinal Innovations |
| <input checked="" type="checkbox"/> Laura Quinn – Behavioral Intervention Professionals of the Triangle | <input checked="" type="checkbox"/> Jean Richardson, Cardinal Innovations |
| <input checked="" type="checkbox"/> Patty Thompson – AC CFAC Representative | <input checked="" type="checkbox"/> Diana Burns – PSI (attended for Debbie DuRoss) |
| <input checked="" type="checkbox"/> Jennifer Helton – Ralph Scott Lifeservices | <input checked="" type="checkbox"/> Tim Simmons – Cardinal Innovations |

MINUTES:

AGENDA ITEM	DISCUSSION	ACTION, DECISION, OR OUTCOME	RESPONSIBLE / TARGET DATE
1. Welcome / Introductions	Garry Wiley welcomed members and introductions were made.		
2. Approval of last meeting minutes	Garry asked council members to review the meeting minutes of July 28, 2016.	Ron Rau made a motion and seconded by Garry Wiley to approve the minutes as written. Motion carried.	



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<p>3. Update CFAC – Patty Thompson</p>	<p>CFAC Updates from Patty Thompson:</p> <ul style="list-style-type: none"> • Next CFAC meeting is Tuesday, September 27th at the Caswell Senior Center, 649 Firetower Road, Yanceyville, NC. • Tim Simmons noted they have a lot of representation from Caswell on their local CFAC. Caswell’s commissioners and stakeholders have been invited to attend the meeting on September 27th. • Peer Support workshop is scheduled in Hillsborough tomorrow the 23rd from 10:00 to 3:00. They have great speakers coming and it will be a very informative meeting. 		
<p>4. Update – SCFAC / Ron Rau</p>	<p>State CFAC Updates from Ron Rau:</p> <ul style="list-style-type: none"> • Mr. Ron Rau represents the Central Region of NC on the State CFAC. • Meet the 2nd Wednesday of every month except the 12th month which consists of a conference call. • Last meeting was held on September 14, 2016. • Richard Topping, CEO of Cardinal Innovations Healthcare, presented at this meeting. Ron gave a brief synopsis of the meeting discussion. • Dave Richard, Deputy Secretary for Medical Assistance, spoke about the 1115 Waiver. The 1115 Waiver plan was submitted in June to the federal government to reform Medicaid for restructuring of the physical health piece. Ron noted that legislation says once Medicaid Reform is rolled out it would be at least four (4) years before any changes would occur to the LME/MCO’s. • Jason Vogler, Interim Senior Director of MH/DD/SAS Division, gave an update. Mr. Vogler replaced Dr. Cantrell. Two letters were sent out. 1) Legislative Oversight Committee - Subject - The Importance of Maintaining State & Local CFAC Presence. 2) Secretary Richard Brajer – Subject- The opportunity to share some of the characteristics and attributes that the SCFAC would like to see present in the person selected as the director of the NC Division of MH/DD/SAS. 		



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5. Update – Advisory Cultural Competency Committee / Tom Lesniak	<p>Advisory Cultural Competency Committee Updates from Tom Lesniak:</p> <ul style="list-style-type: none"> • Next meeting is on October 20th. • The committee is working on the results of the Pilot LGBTQ program. QM staff are capturing feedback received from the providers who are sharing their experiences as well as the QM staff. • Subcommittees have been developed within the Advisory Council to work on the constructive feedback received from the results of the pilot. • Providers will still receive technical assistance during their first review year. • The full implementation of the Cultural Competency Tool roll out has been postponed. A later date will be announced. 		
6. Discussion Provider Forum	<p>Provider Forum updates from Garry Wiley:</p> <ul style="list-style-type: none"> • The Provider Forum is scheduled on October 20, 2016 from 9:30 to 11:30 at Cardinal Innovations AC Community Office. • Cardinal Innovations’staff, Frederick Murphy along with Revella Nesbitt, will obtain a speaker to offer CEUs for the event. • The topic will be “Introduction to Applied Behavior Analysis.” Training will be from 10:30 to 11:30. • Jodi will ask a Cardinal Innovations staff to speak from the Care Coordination Dept. from 9:30 to 10:30. • Lynn Widener will speak briefly concerning College of Direct Support. • Providers that would like to volunteer to bring refreshments were asked to email Jean. 		
7. Updates – Cardinal Innovations	Lynn Widener - Cardinal Innovations Network Regional Manager – Triad & Northern Region:		



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	<ul style="list-style-type: none"> • Cardinal Innovations will offer its Annual Provider Training Café in October, offering education and information on various topics to providers in the Cardinal Innovations network. Provider Training Café dates/locations: <ul style="list-style-type: none"> ○ Kannapolis – October 4th, 9:30am to 3:30pm ○ Chapel Hill – October 5th, 9:30am to 3:30pm ○ Winston-Salem – October 6th, 9:30am to 3:30pm <p>Lynn noted informational kiosks will be set up so providers can direct questions to Cardinal Innovations staff members from the various departments.</p> <ul style="list-style-type: none"> • Utilization Management Clinical Operations Webinar – Leadership from the Cardinal Innovations Healthcare Clinical Operations Team will hold a question and answer webinar on September 27th. This forum will recur on a quarterly basis. This is an opportunity for providers, community stakeholders and Cardinal Innovations employees to ask questions about clinical operations, clinical expectations, authorization criteria, access to care, and Cardinal Innovations’ care management model. 		
8. Provider / Agency Updates	<p>Garry provided a few highlights from the Cardinal Network Council meeting on July 11, 2016.</p> <ul style="list-style-type: none"> • Revella Nesbit gave updates on Cultural Competency. • The group had a discussion in regards to concerns with the approval time for expedited requests for services. Gary noted it seemed like the data numbers are on an upward trend and the gap is closing on having services authorized. The data was broken down into IDD, MH and SUD services. The average time to process service requests was under the 14-day turn around period. The top denial reason was more clinical information needed. The next meeting is scheduled on Oct. 3rd. 		



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	<p><u>Tim Simmons-Cardinal Innovations</u></p> <p>Tim asked the group if another provider fair is being planned. Garry noted this was an excellent idea and discussion ensued. The group decided April would be a good time to hold the fair. Members also discussed different locations. Members will revisit closer to April.</p>		
9. Work Plan	<p>Garry asked members if they were still interested in developing a work plan for the group to assemble.</p> <ul style="list-style-type: none"> • Members talked about how to develop a resource guide for the different disciplines, IDD, MH, SUD, for the local catchment area. • Discussion ensued: <ul style="list-style-type: none"> ○ Garry asked everyone to bring resources to the next meeting for discussion. ○ Generate a user friendly guide. Members reference the United Way resource guide and the 211 referral guide. ○ Each provider will work on doing FAQ/ blog on services/insurances their agency provide. ○ Have an online presence of the repository information to keep it updated. ○ Include a Cardinal Innovations active provider list. ○ Garry will ask other provider network councils if they have a community resource guide. ○ Standard questions regarding their agency (what services do you provide, what insurances do you accept, what locations do you cover, do you offer any specialty services). • Garry will have Jean to send out a few standard questions to each provider for feedback. 		
10. Motion to Adjourn	Garry made a motion to adjourn the meeting. The next meeting was scheduled for Thursday, December 1, 2016 from 10:30 to 12:30 at the AC Community Office.		

