

OPC COMMUNITY OFFICE LOCAL NETWORK COUNCIL

201 Sage Road, Suite 300

Chapel Hill, NC 27514

Room 104

September 23, 2016 9:00 AM – 11:00 AM

Name	Agency/Group Representing	Attended
Trish Hussey, President	Freedom House	
Tom Reid, Vice-President	Carolina Outreach, LLC	
Carol McClelland, Secretary	FHR	√
Becky Clayton	Person Industries	
Benita Purcell	Cardinal Innovations CFAC	
Beth Rossi	UNC-CECMH	
David Forsythe	PCGH	√
Debra Farrington	Cardinal Innovations Healthcare	√
Dennis Bradshaw	RSI	
Duffy Palmer	Arc of the Triangle	
Elliot Clark	Cardinal Innovations Healthcare	
Heart Foxworth	Cardinal Innovations Healthcare	
Justin DeSua	Cardinal Innovations Healthcare	
Lynn Veldkamp	Cardinal Innovations Healthcare	√
Lynn Widener	Cardinal Innovations Healthcare	√
Marika Whack	Community Alternatives of NC	√
Michael Norton	Cardinal Innovations Healthcare	√
Michelle Merritt	Arc of the Triangle	√
Mike Chapman	TEACCH	
Olayide "Ola" Olaniyan	Divine Support Edge Healthcare Services	
Senga Carroll	UNC Horizons	√
Sherri Baum	Securing Resources for Consumers Inc.,	
Teresa Dawson	Cardinal Innovations Healthcare	
Thava Mahadevan	UNC CECMH	
Tony Johnson	SRFC, Inc.	√
<b>Guests</b>		
Wendy Wenzel	Turning Point Family Care	√

Agenda Item	Discussion	Action, Decision or Outcome	Person Responsible	Target Date/ Deadline
1. <b>Introductions</b>	Carol McClelland called the meeting to order and welcomed those present. Council members and guests introduced themselves.			
2. <b>Approval of Meeting Minutes from 7/22/16 Meeting</b>	Meeting Minutes from the July 22, meeting were tabled until the next meeting due to not having a quorum.			
3. <b>Provider Council By-law Requirements for Voting Member Appointments</b>	There was discussion concerning who were actual voting members present at the meeting and which Representative By-law requirement each Provider represented. Also, if and when individual terms expired and the nomination process.	Lynn Widener will send members a copy of the By-Laws and other helpful information concerning election of nominees.	Lynn Widener	
4. <b>Provider Forum</b>	The Provider Forum scheduled originally for September 9, was cancelled due to topics that were to be covered would now be presented at the Provider Café's in October.  There have normally been two scheduled Provider Forums per year. The group decided not to schedule the next Forum until the Spring, April or May.	Discussion of Provider Forum Topics will be delayed until closer to time of Forum.		
5. <b>Cardinal Innovations - Updates</b>	<b>Provider Café'</b> There will be three Provider Café's held in October: <ul style="list-style-type: none"> <li>• Tuesday, October 4 – Cardinal Innovations Corporate Office in Kannapolis</li> <li>• Wednesday, October 5 – Rizzo Conference Center in Chapel Hill (NOTE: there was a change in this venue)</li> <li>• Thursday, October 6 – Downtown Marriott in Winston-Salem (NOTE: there was a change in this venue).</li> </ul> Providers are encouraged to register (and also register for lunch). You can access registration through Cardinal's InforSource.			

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	<p><b>Utilization Management Clinical Operations Call-in</b>  On September 27, 10:00 – 12:00, Cardinal’s Clinical Operations Team will hold a question and answer forum. This call in is for all providers at any level to participate. You can still submit questions in advance of the call-in, or will have the opportunity to ask in real time. This will be an interactive discussion. Specific questions will be answered, but not member specific.</p> <p>Issues regarding inconsistency among UM staff, due to UM staff turnover were discussed.</p> <p>Issue of requiring a financial assessment prior to services, offering proof of income was discussed, since Providers are required to serve members even though non-payments.</p> <p><b>Community Needs Assessment Surveys</b>  Debra Farrington and Lynn Widener informed the group of the community “2016-2017 Needs Assessment” process, which is part of Gaps Analysis that is due to roll out on October 1.</p> <ul style="list-style-type: none"> <li>• Focus will be on the Surveys</li> <li>• There will be a link online to access the Surveys</li> <li>• Providers are to collect data from members between 10/1/16 – 11/11/16</li> <li>• Network Specialist will contact specific identified Providers and hand deliver Surveys</li> <li>• Every paper copy Survey will contain a self-addressed envelope</li> <li>• After data is analyzed a written report is due back to the State by April 1, 2016.</li> </ul>	<p>Providers are to raise specific issues with Melissa and Tema regarding the inconsistencies.</p> <p>Lynn Widener will also bring back concern to corporate</p> <p>The Council would like to have Cardinal UM Staff present at Provider Forum in Spring.</p>	<p>Lynn Widener</p>	

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	<p><b>Cultural Competency</b> Michael Norton reported that the Cultural Competency pilot reviews are now finished and are planned to roll into QM's Routine Reviews within the next couple of months.</p>			
<p><b>6. Provider Updates</b></p>	<p>David Forsythe, PCGH, announced that they have received their CARF three year accreditation. They are currently dually accredited until November.</p> <p>Person County Group Homes and Freedom House are hosting a televised Town Hall meeting October 4<sup>th</sup>. Special Guest will be Secretary of NC DHHS Mr. Rick Brajer.</p> <p>David also questioned Cardinal's Communication Bulletin dated August 17, Subject: "Quality Management Provider Communication Bulletin FY 1617 QM 03", and asked for clarification of requiring a QP and Guardian to sign off on a member's Task Analysis. David recommended that a revised Communication Bulletin clarify if it is a rule, or recommendation.</p> <p>The State has added specific TBI questions as part of the In-take Assessments in trying to build a Statewide database,</p> <p>David also noted that Person County would be sponsoring a Special Needs Planning Trust October 20<sup>th</sup>, Ryan Platt will be attending.</p>	<p>David to discuss with Tom Reid to present recommendation.</p> <p>Michael Norton will move forward with David's recommendation.</p>	<p>David Forsythe</p> <p>Michael Norton</p>	
<p><b>7. Next Meeting (every other month on 4<sup>th</sup> Friday)</b></p>	<p>Meeting Adjourned.</p>	<p>Next Meeting: November 18, 2016 9:00am – 11:00am OPC COC Executive Board Room #321</p>		

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Signature of Chair Person

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Date Approved