

Southern Region (Piedmont COC) Provider Network Council
Meeting Minutes
 November 5, 2015

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

P	Devon Smith (Pres./IDD)	DDR, Inc	P	Jeanne Pritt (Secretary/IDD)	InReach
P	Treva Johnson (VP/IDD)	Omni Visions	C	Diana Duncan (Cultural Comp.)	Diana's Homecare
P	Christy Shaver or Jim Kelly for Peggy Terhune (CCC)	Monarch	A	Dawn Allen (Past Pres.)	GHA Autism Supports
P	Beth Albrough (IDD)	Consumer/Family Member	P	Chuck Hill for Jeanne Duncan (CCC)	RHA
P	Tom Hibbert (MH-C)	Timber Ridge	P	Kerri Cole (MH-A)	Old Vineyard
A	Margaret Mason (GCQI/Corp CQI/Monitoring)	HomeCare Management Corp.	NA	VACANT (Hospital)	Hospital
P	Arlana Sims (Outpatient)	Sims Consulting	P	Pam Rankin for Billy West (CCC)	Daymark
P	Andrea Stevens (IDD)	Consumer/Family Member	P	Gregory Yousey (Outpatient)	Carolina Counseling
C	Jane Goble Clark (Outpatient)	Prevention Services	P	Chris Abbey (SA)	PASAPA/ Monarch
P	Nicole Cote	Piedmont COC- IDD/CCD	A	LaTonya Hardy (Outpatient)	S&H Youth Services
P	Anna Yon	Piedmont COC- Director	P	Reid Thornburg	Piedmont COC- Network
P	Jacqueline Millican, Visitor	Nazareth Children's Home	A	Dierdre Webb	Piedmont COC-MH/SA CCD
P	Ann Gluf	Piedmont COC Comm. Partners	P	Jill Queen	Piedmont COC-QM
A	Roanna Newton		A	Chucky Aiken (alternate for Jill Queen)	Piedmont COC-QM
A	Delton Russell		A	Monvayata Ratchford (alternate for Reid Thornburg)	Piedmont COC- Network
A	Carol Gouge		P	Jasmine Burgess- Visitor	McLeod Center

1 & 2) Topic: Welcome, Call to Order, Introductions and Review of August 2015 meeting minutes

Devon Smith called the meeting to order and welcomed attendees. Motion to approve minutes made by Chuck Hill, seconded by Tom Hibbert. Minutes were approved as submitted. Motion passed.

Action Needed? Yes No

What Needs to Happen? N/A	Responsible Person: N/A	By When: N/A
---------------------------	----------------------------	-----------------

3) Topic: Regional Council Updates

Devon Smith provided draft minutes from the 10/5/2015 meeting. She reported that Provider Direct is being enhanced to allow for clinicians to upload documents and receive reminders. Reid Thornburg requested feedback and Andrea Stevens pointed out that there is a lot of old information still on there that is not relevant. Devon Smith stated that the request has been submitted to have someone from Cardinal Corporate speak to this Council and Northern Region Network Provider Council. She stated that the Regional Council is still waiting for the General Condition recommendations made by this Network Council and, therefore have not been given any feedback on the LIP General Conditions. She reported that Nash County will join Cardinal officially on 1-1-16 and Centerpointe on 2-1-16. Devon Smith requested input from the Network Council for the Regional Council meeting.

Action Needed? Yes No

What Needs to Happen? Forward items for the Regional Council meeting to Devon Smith	Responsible Person: Network Council Members	By When: ASAP
---	---	------------------

4) Topic: Provider Meeting Updates

Devon Smith stated that there is a Southern Piedmont Network Provider meeting on 11/13/2015 at 10A-12 noon at Cabarrus County Senior Center. Devon Smith stated that she notified the providers that there would be an election for vacant positions: Arlana Sims and Jacqueline Millican for LIP and Robin Devore, Melissa Rivera, and Danielle Mitchell for IDD have submitted bios to be considered.

Action Needed? Yes No

What Needs to Happen? N/A	Responsible Persons: N/A	By When: N/A
---------------------------	-----------------------------	-----------------

5) Topic: Dashboard Report

Devon Smith stated that the dashboards were sent to the members for review for each county.

Andrea Stevens stated that it would be helpful to understand how to interpret them. Anna Yon explained the Dashboard Reports, that they are presented twice a year in March and November and that they are shared with each County Manager and the County Commissioners. She stated that they all have the same information for each county. She described that the first item on each report is for County funds. She stated that these funding amounts have not changed in roughly 5 years and all of the county funds are used for crisis. She stated that the next set of numbers is for the number of individuals served and they are distinct counts. She said that Registry of Unmet Needs for IDD with a breakdown by county and represents the waitlist for services. Anna Yon went on to explain the Numbers of Consumers Served and Expense of Services and the remaining reports. There was discussion around how to share information and stories with the counties to get more local funding. Anna Yon encouraged county residents to speak at the county commission meetings. On a different note, Reid Thornburg stated that the Network Specialists are having "Engagement Meetings" with the top ten providers but that any organization can request. Reid described that the conversation is typically with leadership, finance, claims or authorization department leads to discuss claim denials and reasons, authorization denials, strategies to develop, processes to streamline, way for service delivery to become more efficient, trouble shooting, etc. Jill Queen stated that it is technical support and assistance oriented to identify barriers to get best outcomes. Greg Yousey requested to get

information from the Network Capacity Study and have it merged with the Dashboard Reports so that we can do a gap analysis or breakdown of what is spent versus the need. Reid explained that the lead data comes from the field and care coordinators on an internal basis. Greg Yousey stated that it would be helpful to know what the grievances are against Cardinal to see if there is a barrier to services. A motion to table this action item is tabled for the next meeting was made by Greg Yousey and seconded by Kerri Cole.

Action Needed? Yes No

What Needs to Happen? Review the dashboard reports and be prepared to identify data desired by Network Council	Responsible Persons: Members	By When: Next meeting
--	------------------------------	-----------------------

6) Topic: Representative Updates

Clinical Advisory – Pam Rankin reported that the committee will they meet in January she will bring a report from that committee to Network.

PASAPA –Pam Rankin reported for Chris Abbey that they finalized a training calendar for next year. She announced that the website is operational and encouraged everyone to visit www.pasapanc.info.

Cultural Competence – Diana Duncan reported that the Cultural Competence committees received the reports for their counties but the final report has not been compiled. The advisory committee will do some comparison by reviewing the monitoring tool and the Cultural Competence report. Diana announced that the next meeting is November 19th and she encouraged providers can send questions to her.

Global/Corporate COI/Provider Monitoring Tool – Jill Queen reported in Margaret Mason’s absence that she will forward to Devon Smith the GCQI meeting minutes on a quarterly basis for dissemination. Jill reported that GCQI met on October 2, 2015 and the next meeting is in January 8, 2016. She stated that Bill Rankin attended to review grievance data, GCQI finalized the Quality Outcomes (also known as Performance Indicators) reporting tool and discussed the QM reports. Jeanne Pritt stated that the barriers discussed at the last Network Council meeting were added to the list at GCQI: expedited TAR for situations other than life threatening, impact of ACA and wage and hour issues on Agency with Choice and Level of Care-criteria and step up/step down. Jill Queen encouraged providers to share information to take back to GCQI.

Action Needed? Yes No

What Needs to Happen? Ongoing updates	Responsible Person: Representative for each group.	By When: Next meeting.
---------------------------------------	--	------------------------

7) Topic: Provider Updates

Jane Goble Clark said that the Youth Drug Access survey is complete and requested that it be added to the agenda for next meeting. Chris Abbey stated that Monarch’s Daniel Brown, Chief Clinical Officer, is leaving. Treva Johnson reported that they had a family nominated by Senator Thom Tillis for recognition at the state level for adopting 5 children. Chuck Hill reported that RHA has been acquired by Formation Capital, a for-profit company out of Georgia. Beth Albrough reported that she is the employer of record for her daughter is also affected by the same issues as Agency with Choice on the GCQI Barriers list. Jeanne Pritt announced that we have our annual Dream Maker Luncheon on November 12th.

Action Needed? Yes No

If Yes,		
What Needs to Happen? Add Youth Drug Access Survey to agenda for next meeting	Responsible Person: Devon Smith	By When: Jane Goble Clark reports at next meeting

8) Topic: COC Update		
<p>Jill Queen reported that the Routine Monitoring Tools are posted on the State DHHS website. She reported that the State has decided not to move forward on an Advanced status monitoring process at this time and the providers that are due should be reviewed as a Routine provider. Jill stated that if there are different decisions made she will share. Jill announced that most of the HCBS assessments have been reviewed although the MCOs have asked the providers to respond more quickly than identified by the state materials in order for the MCO to meet the 15-day deadline required by the state. Jill explained that Cardinal may have also requested a plan of action when submitting the assessment and if the MCO receives it the provider will not have any additional plan to submit. She announced there are still about 20-25 sites in the Southern Region that have not submitted the assessments and they are working with providers to get those in place. Reid Thornburg reported that Crystal Hairr is new addition to Contracts and has I-M and Katie Morgan is back to work. Reid announced that the Piedmont COC building interior has undergone updates with color changes and branding. He announced that King Jones is new Care Coordination Mental Health Supervisor and Community Partners is continuing with training in the community. Reid also reported that the Alamance-Caswell COC office moved behind Alamance Regional Hospital.</p>		
Action Needed? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
What Needs to Happen? NA	Responsible Person: NA	By When: NA

9) Topic: Motion to Adjourn		
Motion made by Greg Yousey and motion seconded by Tom Hibbert. Meeting adjourned.		
Action Needed? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
What Needs to Happen? N/A	Responsible Person: N/A	By When: N/A

Next Meeting:
January 7, 2016 1:00 p.m.-4:00 pm
December 2015 Meeting is Cancelled
Location: Cardinal Innovations Corporate Office
Call-In number: (855) 332-4181
Call-In Code: 8035775

Minutes submitted by: **Jeanne Pritt, Secretary**

Date Approved: 1/7/2016

Signature of the Chairperson: Devon Cornett