

Southern Region (Piedmont COC) Provider Network Council
Meeting Minutes
August 11, 2016

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

P	Devon (Smith) Cornett (Past Pres./IDD)	DDR, Inc		Jeanne Pritt (VP/IDD)	InReach
P	Jill Queen	Piedmont COC-QM	P	Diana Duncan (Cultural Comp.)	Diana's Homecare
P	Karen Holst for Peggy Terhune (CCC)	Monarch	P	Janet Breeding	DHHS
	Beth Albrough (IDD)	Consumer/Family Member	P	Chuck Hill (President) (CCC)	RHA
P	Tom Hibbert (MH-C)	Timber Ridge	P	Kerri Cole (Secretary MH-A)	Old Vineyard
P	Margaret Mason (GCQI/Corp CQI/Monitoring)	HomeCare Management Corp.		VACANT (Hospital)	Hospital
P	Arlana Sims (Outpatient)	Sims Consulting	P	Pam Rankin for Billy West (CCC)	Daymark
P	Andrea Stevens (IDD)	Consumer/Family Member		Robin Devore (IDD)	Lifespan
			P	Chris Abbey (SA)	PASAPA/Monarch
	Beth Monaco	Piedmont COC-IDD/CCD	P	LaTonya Hardy (Outpatient)	S&H Youth and Adult Services
P	Sharisse Johnson	Piedmont COC-Network Manager	P	Reid Thornburg	Piedmont COC-Director
P	Greg Yousey for Jacqueline Millican (LIP)	Nazareth Children's Home		Dierdre Webb	Piedmont COC-MH/SA CCD
	Ann Gluf	Piedmont COC Comm. Partners	P	Christopher White for Robin Devore	Lifespan
			P	Jean Tillman	Daymark
	Delton Russell			Jim Harner	Guest-Insight Human Services
P	Carol Gouge		P	Kelly Benston	Piedmont IT

1 & 2) Topic: Welcome, Call to Order, Introductions and Review of June 2016 meeting minutes

Chuck Hill called the meeting to order and welcomed attendees. Janet Breeding noted one correction to minutes. Motion to approve minutes with changes made by Devon Cornett and seconded by Diana Duncan. Minutes were approved as submitted. Motion passed.

Action Needed? Yes No

What Needs to Happen? Corrections need to be made to the minutes

Responsible Person:
Kerri Cole

By When:
September 1

3 & 4) Topic: Follow Up from June and New Business

- A. Clinical Advisory Committee – No changes as of yet, per Sharisse, Chuck would like to add to quarterly Cardinal agenda and remove from this Network Council until feedback obtained.
- B. UM Call:
- Chuck has feedback on the UM call. Sharisse has feedback but needs to look through. Next call is in September. Answer to questions during call or between calls?
 - Chuck Hill will they post the answers ie: FAQ's? They indicated they would get back with an answer. They have to submit through Regulatory Affairs and will more than likely be posted after review.
 - Next webinar is being planned for September 2016.
 - They did not indicate any question that wasn't answered unless this was a specific question relating to one provider and those would be addressed individually.
- C. B3:
- Devon sent B3 Documents out. She submitted original list of questions. The Arc collaborated and followed up on what some of the providers are looking for and Devon has forwarded those documents. We are still waiting for those questions to be vetted. Andrea Stevens asked will it ever be possible to open up Provider Direct to all so it could be reviewed to see what providers are being used. Reid Thornburg compared to managed sessions. He doesn't see that as a possibility. Cardinal will only say that they are receiving other services, but not indicating where or whom or what. Level of sharing not really possible until we all have EHR without issue HIIPA issues. Legislation stated possibly by 2018.
- D. Communication Bulletin:
- Stated some IPRS services that would no longer be paid for. Approximately 17 codes. Then there was an Infosource that said they would continue to pay but on a case by case basis. What are providers seeing? Reid indicated since 11/1 – Piedmont authorized 22 authorizations with highest number being day supports. Unduplicated counts. For other 11 counties, largest amount of authorize: Developmental Day - 58 auth, Personal Assistance-155, YPA - 110, YP20 Community Support Team -24, SACOT-35 authorized since 11/15 all but two were Mecklenburg. MST as a total, three authorizations for all 16 counties. IIH two for all, CST-24 all in Five County, Diagnostic Assessment - 3 in OPC. Chris Abbey inquired that if you are a provider that is receiving IPRS funds and those funds are submitted in a lump. What is purpose of getting authorization if the provider is supposed to manage those

funds? Reid - Because you still have to meet medical necessity. Jill – From audit prospective, looking to see if you were justified in drawing it down. Chris understands backend, frontend is the question. Reid will try and get an answer. Per Chuck Hill, with 1115 waiver, part of what it's about is sub-capitation, so there would be no authorizations upfront. There is risk and benefits. What it also ties back to legislative cuts and services as they were being provided were not to be changed. Cardinal elected not to provide the services anymore. Majority of services being approved are IDD. Chris Abbey would like to know how many were requested vs. denied. Reid will run and have available at next meeting.

New Business: NONE

Action Needed? Yes No

What Needs to Happen? Communicate answers to comments re: authorizations. UM Call answers and Dates

Responsible Person:
Reid Thornburg,
Sharisse Johnson

By When:
Sept 1

5) Topic: New Grievance Process

Chuck Hill stated sent Power point on this and Bill Rankin will do a presentation in the Provider meeting August 12th. What is a true grievance versus a complaint/nuisance calls. Help vet call to determine how to move forward. Cardinal has hired special grievance experts. If consumer calls, they will have one point of contact. B3 isn't considered a grievance it's considered an action. B3 is not considered an entitlement.

Action Needed? Yes No

What Needs to Happen? NA

Responsible Person:
NA

By When:
NA

6) Topic: College of Direct Supports

Sharisse Johnson provided folders for all Network council that include pamphlets press release, FAQ, HCBS information. Partnered with Smokey and Trillium to no cost of providers to offer courses will support those in need of competencies to align with DHS. DSP Competencies in 11 areas. System administrator can help you and your staffs enroll.

Action Needed? Yes No

What Needs to Happen?

Responsible Person:
N/A

By When:
N/A

7) Topic: Drug Screens: Medicaid Requirements

- Implications for substance abuse providers – Greg Yousey asked to add to agenda to get assistance from Cardinal. May bulletin, stated only pay for 20 drug tests per year. That flies against best practice for most modules. (1) Issue is MCD is saying that we can't do Best Practices. (2) There is no way or mechanism for tracking the number of drug tests that person has previously had.
Has anyone seen this problem and is there a way to track the number of tests already done? Pam Rankin stated she's working with the same problem and working with their vendor. Is it a national or state mandate? Will investigate to determine. Chris will bring up in PASAPA. Greg to forward MCD bulletin to Chuck for review.

Action Needed? Yes No

What Needs to Happen? Investigate to find who issued mandate and where to go from here.

Responsible Persons:
Chuck Hill

By When:
September 1

8) Topic: UM Dashboard

Chuck stated that in other meetings Dashboards are discussed. Each quarter they are discussed more completely. What is in the report is great, is it everything we want, no, but it's a work in process. We'd like to see more specific counts and less global counts. We can share with others perhaps with the Provider Meeting? Andrea Stevens made motion to put on next month's agenda. Diana Duncan seconded. Motion passed.

Action Needed? Yes No

What Needs to Happen? Add to next month's agenda

Responsible Persons:
Chuck Hill

By When:
September 1

9) Topic: NBCC Training Process

At the Cardinal Network Council Meeting they had presentation regarding credits. Cardinal is now able to get NBCC Credits. Previously discussed if possible to build NBCC training as part of the provider meeting. We will discuss topics and ideas for this for the future provider meetings. Chris Abbey will discuss with PASAPA. It would have to be sponsored by a Cardinal Innovations staff.

Action Needed? Yes No

What Needs to Happen? Discuss at PASAPA and Provider Meeting and report back.

Responsible Person:
Chris Abbey and
Chuck Hill

By When:
September 1

10) Topic: Final Draft of Records and Documentation

Been delayed and should be available in October.

Action Needed? Yes No

What Needs to Happen?

Responsible Person:
N/A

By When:
N/A

11) Topic: Regional Council Updates

Uneventful except for items noted in above minutes. Medical team will play less of a role in the future. More of a development arm housed in Network.

Action Needed? Yes No

What Needs to Happen?

Responsible Person:
Chris Abbey and
Chuck Hill

By When:
September 1

12) Topic: Provider Meeting

Will be now located at Milestone location and is tomorrow August, 12th

. We will have representation from the Cardinal team. Sharisse will attend for the 15 minutes of the meeting to answers questions. Meetings have been scheduled for the rest of the year. Agenda items include Sharisse and Bill Rankin. Devon would like to discuss concerns and trends with monitoring and respite prior to Bill Rankin joining the meeting.

Action Needed? Yes No

What Needs to Happen?

Responsible Person:
N/A

By When:
N/A

13) Topic: Representative Updates

Clinical Advisory – Meeting was July 25th. They are looking to recruit a member from a methadone assisted program. Generally clinical updates sent out in advance. That didn't happen and a lot of guidelines were tabled until those could be reviewed. The only reviewed was the frequency for psychological testing for those with IDD and has not been posted. Once approved, it will be posted and Chuck will get a copy. Smoking cessation codes were not on the agenda. Next meeting is in October.

PASAPA – Chris Abbey reported no meeting in July. In June, discussed harm reduction and budget. Discussed SA Board. Workshop training in June had 34 people. August 11th no data to report. Next month is co-occurring disorders, Chris will train. Discussed registry of unmet needs. Need a single portal to check on those needs. Questioned whether Cardinal could assist.

Cultural Competence – Diana Duncan reported did not meet in June or July. First meeting will be August 25th. Hopefully draft and training will be posted by the end of August.

Global/Corporate CQI/Provider Monitoring Tool – Jill Queen reported that GCQI met in July and went over annual report as well as plan and outcomes and initiatives. Next meeting in October 7th at Milestone from 10am – 12pm. Will have more to discuss in November for Network Council. Having discussions regarding triad region discussing status of previous quality committee as it relates to current corporate GCQI.

Action Needed? Yes No

What Needs to Happen? NA

Responsible Person:
NA

By When: NA

14) Topic: Provider Updates:

Arlana Sims, Sims Consulting – Gone to SAMPSA twice New literature on racism and how it relates to mental health.

Pam Rankin, Daymark - Lexington opened last month. No open house yet. Sharon Wilcox new Director for all FBC.

Diana Duncan – placed on a committee working with black lives matter, church affiliations. On committee to develop rally. They are looking at information regarding Cardinal.

Jasmine Burgess, McCloud Center – Could someone be added to the notification of this council?

Chuck would prefer that it be added to Infosource. McCloud Charlotte Opioid Center was relocated across the parking lot.

Andrea Stevens – In Reach is now in Monroe office and looking to open new Adult Day Program. Went from 600 to 2200 sq ft. The Sibshop for adults is a function for adults with siblings with IDD. Innovative approaches in Cabarrus County with network of parents working with Gaps for children with all issues.

Kerri Cole – Old Vineyard has broken ground with opening to be April/May 2017.

Greg Yousey – Carolina Counseling -Rowan County accepted bid to purchase Old Tri-county building. Church of Christ who owns current building has accepted bid for Carolina Counseling to purchase the current building. Level III has been approved for safety waiting on review of current staff. Hopefully open in 90 days.

Action Needed? Yes No

If Yes,

What Needs to Happen? NA

Responsible Person:
NA

By When:
NA

15) Topic: COC Updates:

Reid Thornburg – Community Operations Dept is fully staff. King Jones is now.....
 Reid's role is to work with county government so community understands Cardinal's role. He has developed a guide to website to assist. He is finalizing a contact sheet for southern area. Free screening for Paper Tigers. Benchmarks in rowan and Salisbury school system. Brown paper ticket, 6:30-9pm August 18th. Partnering for Excellence Conference is at Milestone, August 19th. PRTF in Union has been pushed back to October.
 Carol Gouge – Member and Community engagement has split. Brandy Stephens for Member, Lashay Avery over Community. Member working on engagement. September is recovery month for SUD. Delton Russell is spearheading 9/2 event Recovery Awareness Conference 10am – 2pm discussing how words matter. Contact Delton for tickets and information email - Delton.russell@cardinalinnovations.org. Delton – 704-310-6562, Ann – 704-213-8864, Carol 704-305-2084.

Action Needed? Yes No

What Needs to Happen? NA

Responsible Person:
NA

By When:
NA

16) Topic: Motion to Adjourn

Motion made by Devon Cornett and motion seconded by Tom Hibbert. Meeting adjourned.

Action Needed? Yes No

What Needs to Happen?
N/A

Responsible Person:
N/A

By When:
N/A

Next Meeting:

September 1, 2016 1:30 p.m.-4:00 pm

Location: Cardinal Innovations Corporate Office

Call-In number: (855) 332-4181

Call-In Code: 8035775

Minutes submitted by: Kerri Cole, Secretary

Date Approved: 9/1/16

Signature of the President: 