

Southern Region (Piedmont COC) Provider Network Council
Meeting Minutes
April 7, 2016

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

P	Devon (Smith) Cornett (Past Pres./IDD)	DDR, Inc	P	Jeanne Pritt (VP/IDD)	InReach
P	Jill Queen	Piedmont COC- QM	C	Diana Duncan (Cultural Comp.)	Diana's Homecare
	Christy Shaver or Jim Kelly for Peggy Terhune (CCC)	Monarch	C	Janet Breeding	DHHS
P	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.	NA	VACANT (Hospital)	Hospital
	Arlana Sims (Outpatient)	Sims Consulting	P	Pam Rankin for Billy West (CCC)	Daymark
P	Andrea Stevens (IDD)	Consumer/Family Member	P	Robin Devore (IDD)	Lifespan
P	Jane Goble Clark (Outpatient)	Prevention Services	P	Chris Abbey (SA)	PASAPA/ Monarch
	Nicole Cote	Piedmont COC- IDD/CCD	P	LaTonya Hardy (Outpatient)	S&H Youth and Adult Services
	Anna Yon	Piedmont COC- Director	P	Reid Thornburg	Piedmont COC- Network
C	Jacqueline Millican (LIP)	Nazareth Children's Home		Dierdre Webb	Piedmont COC-MH/SA CCD
P	Ann Gluf	Piedmont COC Comm. Partners			
	Roanna Newton				
	Delton Russell				
	Carol Gouge		p	Michelle Ray	TASK, Visitor

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

Chuck Hill called the meeting to order and welcomed attendees. Adjustments to be made. Motion to approve minutes with changes made by Devon Cornett and seconded by Margaret Mason. 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 & 4) Topic: Follow Up and New Business

Chuck Hill inquired as to open items and follow up. None noted.

Action Needed? Yes No

What Needs to Happen? N/A

Responsible Person:
N/A

By When:
N/A

5) Regional Council Updates:

Regional Council updates:

- General
- Transparency
- Standardization
- B3

Presentation on cultural competency tool. Cardinal piloting in residential and will roll out shortly thereafter. Agencies will have opportunity to seek technical assistance without penalty. Cardinal will assess and let you know how you're doing and note on form areas of improvement or what areas need to be addressed. Diana Duncan asked if the Powerpoint presentation that was shown at Regional Council should be shown at the next Council meeting. Chuck and Jill agreed that it should be presented at the next Council meeting. QM is working on the protocol and will share prior to implementation of the review. The tool is completed and piloting now. After the results they will implement with the rest of network in September. You will be assessed when you have your routine review following the roll out in September. Not everyone will be on the same cycle. You will almost have two years for compliance before it's counted in your score. Tool and Guide are standardized. Demographics may change, but tool should not. Needs may change by region but not how you are scored. If there's a specific initiative for the council, they will look at, but the plan will be looked at as a total. QM has assigned accounts and those agencies will be monitored by their QM's assigned.

Dr. Hall indicated that she's building a medical team. There are discussions regarding triage. One options for MCO's are to have medical rounds and teams to look at cases. Per Reid Thornburg, Care Coordination will be driving. Reid will follow up to find out how someone gets their cases reviewed. Pam would like to know who would be contacting and what to expect when they receive a call. Any physicians on the team could potentially call to gather information. Cases where no progress is made or complicated cases that are receiving many different services.

Clinical operations did presentations on initial authorization and re-authorization, denials. First presentation of its kind. Tina Smith giving data with some explanation of data. Need to know

that correspondence that goes with providers that UM should be making recommendations if there's a denial or there's question to the appropriate level of care. There should be advisement. Chris Abbey, issue is not just denial with recommendation is that historically if the reviewer says I'm not sure it's not the right level of care; they would no call the provider and ask what they suggest. Need opportunity to defend the request. It's helpful if clinical ops if they have all supporting documentation up front so there's as much info to approve level of care. Devon, topic discussed that their unprocessing authorizations. Dashboard is showing. On IDD side, there is a lot of confusion of what new services definitions are. Not clear in UM department. We provided feedback that if you've changed something, you need to communicate. It will hamstring the process. Causing interruption of service and non-payment of services. Reid will communicate to the source. Asking for transparency and being advised up front about changes. Reid states it has gone to Clinical Operations but hasn't been answered. Cardinal representatives continue to press for answers. Andrea Meizenheimer and Devon Cornett have reviewed questions and may be reaching out to Andrea Stevens for clarification. They are going to set up conference call on the regional level and if you want to be involved, contact Chuck, Reid or Devon.

Per Reid, Melissa Cobert just received the list of questions for review. Per Devon Cornett and Andrea Stevens they were sent months ago. Chris Abbey motioned for representation from this council to attend the regional meeting Devon Cornett second. Motion passed.

Chuck Hill thought there would be minutes or a call set up for the regional council meeting. Reid suggested that anything in DRAFT, should be taken lightly as there are many changes that are still in play.

Centerpoint official date is July 1st. Positions are being finalized. Some of the changes include adding a training component to Network. Coordinator works with MCO and providers to identify training needs. Will have a clinical arm in Network which will have physicians to work with network and clinical to look at best practices and recommendations for service delivery and how to developing new services impact the network.

Chuck Hill noted once Centerpoint is integrated and they will look at the General Conditions Contract again. Reid Thornburg has indicated, it's been unofficially approved that it will be an open catchment. The region will be called "Triad". What's been recommended is that if you are contracted with CP for Medicaid, they will be open for referrals from entire catchment upon integration. For existing providers, there will be an amendment. For new providers, a new contract will need to be drafted. These will go out prior to July 1st. Existing RFP's will be closed out prior to July 1st.

With different rates, Cardinal rates will take precedent.

Provider Concerns module. Deidre did note that there was a lack of standardization on implementation. Closing loop and getting resolution on back end of concern. Within Cardinal it had never risen to the level of grievance. They are looking at process and going to work on standardization and getting a response when we've submitted. Devon indicated that DDR has received follow up on a recent grievance. Reid, when you provide feedback, it then and there resolves and no further follow up needed. He recommends if there are questions, approach your Network Specialist. If QM is involved, contact by phone, letter, email and then you should receive feedback dependent upon how formal the request and issue. If the concern leads to issues, you would get a formal letter outlining issue, plan of correction and timelines. You can always contact QM manager if you're not getting the information or follow up you require. Primary reason if it's closed out or not, (all internal). Network is trending concerns and patterns

of concerns.

Next Quarterly meeting is scheduled for July 11, 2016 in Burlington.

Action Needed? Yes No

What Needs to Happen?

Responsible Person:
N/A

By When:

6) Topic: Provider Meeting

Next meeting is May 13th. Discussion at last meeting was possibly moving back to Cardinal corporate and getting CEU's tied in. Reid has a meeting April 8th and will have answers by next Network Council Meeting. Need the place as soon as possible. Chuck Hill indicated that a Provider fair hasn't happened in a number of years. Inquired as to interest in this opportunity. Reid will bring it up for discussion. Provider café is for Cardinal staff, provider fair is for consumers and families.

Action Needed? Yes No

What Needs to Happen? Ability to have Provider Meeting at Cardinal and CEU's available as well as Provider Fair

Responsible Persons:
Reid Thornburg

By When:
Mary 12

7) Topic: Draft Bill 2015-TQz-40, Amend APA/Sunset Occupational Licensing Boards, Sec 24

Discussion regarding the bill to merge licensing boards. The bill has officially been tabled until after the short session.

Action Needed? Yes No

What Needs to Happen? N/A

Responsible Persons:
N/A

By When:

8) Topic: Medicaid Reform/1115 Waiver

Chuck listened by phone to the meeting.

Jeanne Pritt indicated very little information was discussed. No questions, just comments.

Asking for public perspective. The supplemental payments for providers are being protected.

Discussion it was not really supplemental, but just full payment. If you're going to have 3 state wide systems and they are all going to have different billing and systems, the admin burden is going to be an issue. Lots of self advocates. NC has the lowest spending trend. Lots of support for Medicaid expansion. A lot of comments re: how are people with disabilities to hear about these public hearings? No comments have been posted thus far. Please keep ourselves informed. Spring Policy Forum is coming up and is dedicated to the topic.

Action Needed? Yes No

What Needs to Happen? N/A

Responsible Person:

By When:

9) Preference Assessments:

Robin Devore. State has not sent down an assessment for preference. Lifespan has a comprehensive assessment but some coordinators have sent really old assessments to use. Would like clarification. No MCO or Care Coordinator has given an answer as to what assessment to use. Per Jill Queen the correct assessment is noted on the Cardinal website. Is it required and is the one on the site required or a template? Accrediting bodies are sitting when the same tool isn't used, yet MCOs are not consistent as to which to use. Per Jill Queen, because Cardinal uses the state tool for the purpose of the UM review, she should be good. Reid Thornburg and Jill Queen agree that perhaps the UM checklist should be noted on the website. MHSA Adolescent and adult checklist are on the website. Jill Queen will send links under Provider Guideline Resources.

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

10) 2015 DHHS Provider Satisfaction Survey Report:

This is not where consumers have indicated satisfaction with providers in the network, it is providers as it relates to MCO's. It's informational but interesting. It is available on the DHHS website. It is noted that providers rated being satisfied with Cardinal as 60% -70%. Discussion looking at where ranked, not necessarily at percentage. There will be internal initiatives to increase the scores, but from year to year scores typically remain consistent. No they may not be satisfied but identify what are the barriers.

Action Needed? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
What Needs to Happen?	Responsible Person:	By When:

11) Topic: Representative Updates

Clinical Advisory – Didn't meet. Not sure when next meeting is scheduled.

PASAPA – No report. no representation.

Cultural Competence – Diana Duncan reports that still finalizing the plan of the monitoring tool and the trainings. Will provide hands on training once the guides are completed.

Global/Corporate CQI/Provider Monitoring Tool –Jeanne Pritt. DCQI meeting is April 8th. Doing a presentation to bring everyone up to speed and reporting that CQI is doing and where data coming from.

Action Needed? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
What Needs to Happen? NA	Responsible Person: NA	By When: NA

12) Topic: Provider Updates:

Jeanne Pritt- In Reach– Cornhole Tournament coming up May 21st.

Pam Rankin – Daymark - Center Director position open for Cabarrus County.

Action Needed? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
If Yes,		
What Needs to Happen? NA	Responsible Person: NA	By When: NA

13) Topic: COC Updates:

Jill Queen – conversation in community regarding. Exemption if there are duplicates of

accreditation. Once decision is made we have asked state to be clear and we Cardinal will continue with routine monitoring until legislature provides an answer.

Reid had mentioned changes in network with regard to adding the Centerpoint (Triad Region). QM will be similar to what the set up we have now. More information and meetings will be had in the Triad area to answer questions.

Reid Thornburg – Some Centerpoint providers that will be contracted by site. Planning to do trainings prior to July 1st. Spring circuit training. Looking for someone to go through forensic training in Union County. Reimbursement rate is \$100 for entire report. Infosource had info on the innovations changes. Effective April 14th. LePhillip Ct. office is no longer in operations. Network staff will be remotely located. Best way to reach is by cell/wireless. 704-721-7000 will answer, but administrative will be relocated to Milestone location. QM will be remote as well.

Ann Gluf – All team will be remote with the exception of LaShay which will be located at Milestone. Employment First event on 3/31. Identified 70 employers that employ IDD clients. Speakers, recognitions and education and panel discussions. Great turnout and diversity. Lots of feedback and hopefully will have additional forums to further the discussions re: employment opportunities.

Action Needed? Yes No

What Needs to Happen? NA

Responsible Person:
NA

By When:
NA

10) Topic: Motion to Adjourn

Motion made by Devon Cornett and motion seconded by Diana Duncan. Meeting adjourned.

Action Needed? Yes No

What Needs to Happen?
N/A

Responsible Person:
N/A

By When:
N/A

Next Meeting:

May 12, 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: May 12, 2016

Signature of the Chairperson: Charles D. Williams, MEd, LPC