

Southern Region (Piedmont COC) Provider Network Council  
Meeting Minutes  
March 3, 2016

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

P	Devon (Smith) Cornett (Past Pres./IDD)	DDR, Inc	P	Jeanne Pritt (VP/IDD)	InReach
				Diana Duncan (Cultural Comp.)	Diana's Homecare
	Christy Shaver or Jim Kelly for Peggy Terhune (CCC)	Monarch	P	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
P	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
P	Nicole Cote	Piedmont COC- IDD/CCD	C	LaTonya Hardy (Outpatient)	S&H Youth and Adult Services
P	Anna Yon	Piedmont COC- Director		Reid Thornburg	Piedmont COC- Network
	Jacqueline Millican (LIP)	Nazareth Children's Home		Dierdre Webb	Piedmont COC-MH/SA CCD
P	Ann Gluf		P	Jill Queen	Piedmont COC-QM
	Roanna Newton	Piedmont COC Comm. Partners			
	Delton Russell				
	Carol Gouge			Jasmine Burgess/Becca O'Shige-Visitor	McLeod Center

<b>1 &amp; 2) Topic: Welcome, Call to Order, Introductions and Review of February 2015 meeting minutes</b>		
Chuck Hill called the meeting to order and welcomed attendees. Beth Albrough not getting emails will add her address to the distribution list. Motion to approve minutes with changes made by Jeanne Pritt and seconded by Tom Hibbert. Minutes were approved as submitted. Motion passed.		
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

<b>3 and 5b) Follow Up Items:</b>		
Basic communication. New agenda items: Margaret Mason suggested discussion regarding Preference assessment for ID providers. Jeanne Pritt added rate discussions. Chuck Hill added when will LIP general conditions for contract		
Action Needed?    Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
What Needs to Happen? Discussion further after minutes received from meeting.	Responsible Person: Devon Smith	By When: 3-3-16

<b>4) Topic: Regional Meeting in Burlington</b>		
Next meeting is April 4 <sup>th</sup> . Discussion topics: B3 respite, transparency and communication; Providers are trying to work on communication and transparency but would like to get Cardinals input. Global communication. Changes taking place prior to notification of changes. No processes in writing. Communication needs to be consistent for all areas of Cardinal coverage. Question regarding region changes, but confirmed by Reid that regions are the same, but QM changes and assignments may have changed. Andrea Stevens was called out for asking questions to someone other than her network provider representative. Per Reid, where contract originated is where initial communication should start. If not getting response, can get Reid Thornburg involved. Still not getting answers regarding B3. Robin Devore mentioned a big meeting in Burlington regarding B3. They did get some solutions, specifically regarding development. Meeting was driven by Network, Jody Metchum. Chuck Hill added some Cardinal departments do not appear informed.		
Action Needed?    Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
What Needs to Happen? N/A	Responsible Persons: N/A	By When: N/A

<b>5) Topic: B3 Questions and Concerns</b>		
Questions and concerns for B3. Lately increasing need for questions being asked and answered regarding coordination and communication of benefits. Service definition was updated in November but no information sent out in Infosource or other means. Discussion of communication regarding what agency is providing what treatment and who is responsible for uploading plans and authorization. Process needing to be simplified and need for care coordination. Lots of turmoil and lack of communication between providers. Care coordination is not involved in B3 services. If Care Coordination is not available, does anyone have ideas? What is expected of the providers? Questions did go to UM and Devon is working on cleaning up additional questions to forward. Need a plan that everyone could see almost like a "virtual plan". Who is the clinical home? What is the hierarchy of the services? These questions are coming up in virtually every meeting attended as of late.		
Action Needed?    Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		

What Needs to Happen? Send message to IDD-UM specifically Melissa Cobert re: issues, copying Ana Yon. Follow up from UM regarding recommendations.	Responsible Persons: Devon Smith	By When: 3-3-16
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**6) Topic: Provider Meeting February 12<sup>th</sup>.**

- Goal to get membership and participation up. Devon indicated Piedmont region went through changes in the past which has had input in participation. With new changes, it would be beneficial to get more providers there. Chuck will take responsibility to contact those providers that have not participated and encourage participation if Reid Thornburg can authorize sharing a copy of an email list for the Piedmont Region providers. Andrea Stevens indicated if trainings were offered, people will be more likely to come. Chuck and Reid to follow up about opportunities.
- Margaret suggested she could get Bob Hedrick to come up and share his thoughts and outreach for connection. People need to get summaries and meeting dates to inform those that are interested in giving feedback and become educated.
- Robin Devore encouraged more summaries of the Oversight Committees. Benchmark attends and puts out these summaries and is informative. Overwhelming feeling is that the community and families are overwhelmed and confused by changes.
- Courtney Cantrell is coming to the Lifespan location in Mecklenburg to discuss the IDD waiver amended waiver. Date is 6/2/2016.
- Kerri Cole suggested that having representatives of MCO to attend may drive more people may come if their people are there. Devon stated that she asked providers for questions in advance to get representatives to attend. But even when they've attend in Mecklenburg, questions are still not clearly answered. Chuck indicated may stifle communication. Partners meeting is a good format and very effective. If there was a way to promote as an open meeting, may get more agenda items.
- Reid indicated that even if Cardinal is in participation it should not be the provider of all information and should be a sharing meeting where questions and inquiries could be brought to the table.
- Chris Abbey inquired what would be the process for calling a meeting more frequently than quarterly. Chuck can call a meeting anytime and get word out in a timely fashion.
- In previous years it was voted to have Provider Meeting be independent and no representation from Cardinal would attend unless invited. After discussion a motion was made to change and have Cardinal key staff in attendance. Chris Abbey motioned. Tom Hibbert seconded. Discussion and vote passes the motion.
- Next provider meeting is May 13<sup>th</sup>. place may change dependent upon the newly established motion

Action Needed?      Yes       No

What Needs to Happen? Jackie will send draft to Reid Thornburg. Chuck Hill, Jeanne Pritt and Kerri Cole	Responsible Person: Jackie Millican	By When: Next meeting
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**7) County Dashboard Reports:**

Reid acknowledged that with the help of Anna Yon, the reports are getting out every six months. If anyone has questions please feel free to ask Reid. Chuck encouraged those in attendance to read and digest and if you have comments and questions please let Chuck or Jeanne know so those items can be added to the agenda. Anna indicated that they are looking at the data and the to ensure data is consistent across the catchments as well as it if it is meaningful data. How many served in different areas MH/SA/IDD. Please provide feedback. Reid suggested turning attention to costs of services in particular with EDs and crisis services. Pam Rankin suggested it

would be helpful to identify what is the detailed services definition when breaking down the list. Would there be an increase in billing for crisis assessments in ER as mobile is not billing. No way to really indicate as hospitals typically do not component bill.

Action Needed? Yes  No

What Needs to Happen? Discussion further after minutes received from meeting.

Responsible Person:  
Chuck Hill

By When:  
4-7-16

### 8) B3 Concerns:

Still not getting feedback or answers from the list of questions that were generated regarding B3 from any representation through Cardinal. Suggested to send to all Network Specialists. Anna suggested copying one of the reps on your specific network council this encourages accountability. Devon will follow that directive.

There have been meetings regarding innovations amendment and there have been requests for training and Cardinal will be providing those trainings. Devon indicated there are no consistencies throughout the regions. If you have question specifics, please forward to Reid.

Chuck submit B3 info to Deidre Webb to get on the agenda.

The first public comment period opens March 7<sup>th</sup>. You can make comments on that date. You can sign up to listen for specific committees at [www.NCIt.net](http://www.NCIt.net). Chuck would encourage this committee to sign up. You will get reminders of the meetings.

Action Needed? Yes  No

What Needs to Happen? Discussion further after minutes received from meeting.

Responsible Person:  
Devon Smith

By When:  
3-3-16

### 9) Topic: Representative Updates

Clinical Advisory – looking at Applied Behavioral Analysis treatment of Autism Spectrum Practice guidelines for healthcare funders and managers. [Info@BACB.com](mailto:Info@BACB.com). Look for best practices. Clinical guidelines must be reviewed every two years. Currently trying to catchup.

PASAPA – 30 in attendance at the Espert training in February. Talked about SA legislation. National 11.1 billion bill to treat heroin epidemic. Part of the money to go to first responders.

Cultural Competence – Arlena Sims and Jill Queen reported that committee started writing the guidelines for the new plan. Three sections that have been drafted. Will provide in writing soon. Still in early parts and will be doing trainings March 16<sup>th</sup> and April 13<sup>th</sup> outlined in Infosource and will be more to come. There will be some credits available but trying to offer if they can. One training: Ethics of Cultural Competency in Behavioral Health is free to provider members but capped at two staff members due to the -0- cost. Session are limited to 25 participants. You can sign up online in the Infosource.

Global/Corporate CQI/Provider Monitoring Tool – Jeanne Pritt reported first round of outcomes reporting with new tool regarding primary care MD's and hospitalization. Next meeting having

technical support regarding these tools. Next meeting is in April. Dialog around grievance data. Need more data to work collaboratively with Cardinal to address grievance.		
Action Needed?      Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
What Needs to Happen? NA	Responsible Person: NA	By When: NA

<b>9) Topic: Provider Updates</b>		
<p>Kerri Cole – Adding of SAIOP with Suboxone Therapy as well as a dual PHP.</p> <p>Arlena Sims– As of April 1<sup>st</sup>. will be providing Yoga for mental health for trauma. Adult and Youth version. She is unable to get answer regarding can she bill for services. Requesting follow up from Reid. Reid requesting a copy.</p> <p>Jeanne Pritt – We have cornhole tournament in May 21<sup>st</sup> at Old Meck Brewery. We are looking at 161 pairs and looking for a world record. People that want to sign up can contact Jeanne.</p> <p>Robin Devore. Lifespan- Mile long walk for support April 16<sup>th</sup> at Graham street location. It is a fund raiser and anyone interested can contact Robin.</p> <p>RHA – accredited for 4 additional years through CQA. Local Director in Concord has rescinded her resignation and will be staying.</p> <p>Latonya Hardy, S&amp;H – JCHAO national accredited for another 3 years.</p>		
Action Needed?      Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes.		
What Needs to Happen? NA	Responsible Person: NA	By When: NA

<b>9) Topic: Additional rep</b>		
<p>Reid Thornburg reported additional psychologist that has expressed interest in being a part of this group as an LIP. Devon stated would like to have more LIP voices added to the table. Bylaws state it is at Chuck’s discretion. Regarding hospital rep. Reid to reach out to WFUBMC, Novant and CMC to see about representation. Reid will invite the gentleman to come to next meeting and we can discuss representation per the bylaws at that time.</p> <p>Christy Shaver has a lot of conflicts in her schedule and may need to recommend another representative to sit on the council.</p>		
Action Needed?      Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
What Needs to Happen? NA	Responsible Person: NA	By When: NA

<b>3) Follow Up Items:</b>		
<p>Consumer Affairs. Ann Gluf - National Awareness Month and encourage support needed. Piedmont area doing small events for Middle and High School and at Boys and Girls club discussing awareness including a self advocate. Encouraging a pledge not to use the “R”word. Doing an event March 31<sup>st</sup> regarding employment. Honoring employers who employ people with ID. Community Guide representatives are being invited to attend.</p>		

Reid Thornburg – Christine Beck will address B3 at the April Council meeting. They will use those to develop a Q&A allowing with all that has been received. We are working with Level III Group setting with Nazereth Group Home. Working on licensure and looking at working with males. No updates on PRTF in Marshville. Still on. but no updates from Anderson Behavioral Health.

Reid graciously is supplying the following website for those interested in keeping up with the Medicaid Reform in NC: <http://www.ncdhhs.gov/nc-medicare-reform>

Anna Yon – Taken another position and will be leaving council. Accepted position as VP of Community Operations and will manage all Community Operations through Cardinal. Make sure you have the highest customer service and we have a higher impact and strategic in moving forward. Current position will be posted soon. Her current role started March 1<sup>st</sup>. Two additional open positions out there Dir of Community Engagement, very similar to what she is doing globally. How we are providing trainings and impact in community. Also, Dir of Member Engagement that will post within the next week and will focus on member experience. Goal to have consistent experiences throughout the Cardinal catchments.

Janet Breeding – Trying to get a schedule.

Give pause to think of: She got notified that Jim Panton on DMA passed away last night. Had been working with RHA and death comes unexpectedly. Lynn Lashly was hit by a car and in CCU.

Janet would like to be added to list serve as Liaison for the State. Asking to be a part of communication with this group. Discussion and no objections. Motion by Margaret Mason and Second by Tom Hibbert. Motion passed.

Janet's email is [janet.breeding@dhhs.nc.gov](mailto:janet.breeding@dhhs.nc.gov).

Andrea Stevens would like to know if the listening session could be recorded for the 1115 waiver. Janet will make that request.

Action Needed? Yes  No

What Needs to Happen? Discussion further after minutes received from meeting.

Responsible Person:  
Devon Smith

By When:  
3-3-16

**10) Topic: Motion to Adjourn**

Motion made by Margaret Mason and motion seconded by Jeanne Pritt. Meeting adjourned.

Action Needed? Yes  No

What Needs to Happen?  
N/A

Responsible Person:  
N/A

By When:  
N/A

**Next Meeting:**

**April 7, 2016 1:00 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:** April 7, 2016

**Signature of the Chairperson:** 