



LOCAL NETWORK COUNCIL
 201 Sage Road, Suite 104
 Chapel Hill, NC 27514
 May 23, 2014 9:00 – 11:00 AM

Name	Agency/Group Representing	Attending
Tom Reid	Carolina Outreach, LLC	X
Thava Mahadevan	UNC Center for Excellence in Community MH	X
Carol McClelland	UNC Horizons	X
Benita Purcell	CFAC	X
Trish Hussey	Freedom House Recovery Center	X
Sherri Baum	Securing Resources for Consumers	X
Charles Quint	Cardinal Innovations	X
Jodi Meacham	Cardinal Innovations	X
David Forsythe	PCGH	X
Kaitlin Breckinridge	Autism Society of NC	X
Lisa Jeffreys	Person Industries	X
Lynne Hamlet	Cardinal Innovations	X
Tim Simmons	Cardinal Innovations	X
Guests		
Judi Hummel	CFAC	X
Olayide "Ola" Olaniyan		x

Agenda Item	Discussion	Action, Decision or Outcome	Person Responsible	Target Date/Deadline
1. Introductions		Everyone introduced themselves. Tom Reid was the facilitator		
2. Approval of March meeting minutes	Charles Quint requested the deletion of the second sentence in Section 11 under Discussion and replacing it with "Cardinal will examine its Network of Providers regarding IIH"	Charles made a motion to accept amended minutes. Trish Hussey seconded the motion.		
3. Staffing in QM	Lynne Hamlet informed group that a QM Specialist in Five Co. left as did Angela Clark, Administrative Support for QM &			

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	<p>Network in the OPC COC Office. Interviews are to begin week of 5/26 for new support staff.</p> <p>Tawanda Lewis has been hired as new QM Specialist and has chosen to be located in the OPC COC office.</p>			
<p>4. Update by Lynne Hamlet</p>	<ul style="list-style-type: none"> • There are issues with the LIP Tool. Sample size is in need of correction and citation rules are incorrect. Revisions will be posted in six months. • In June, MCOs will start submitting monitoring scores to DHHS. Scores for May will be submitted on 6/10/14. • In the last quarter two of the biggest issues were signatures and credentialing. Signatures are not being recorded or are recorded well after the date of service. Providers will have payback if fully licensed people bill against another provider's number. • Credentialing process is slow and can take up to 6 months. Tom Reid stated we need Cardinal to get with Division to improve credentialing process. Trish Hussey stated, if a provider is credentialed through another provider through Cardinal there should be a temporary transfer process. Jodi Meacham stated that on Cardinal's website, once you submit paperwork for credentialing and 			

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	<p>received confirmation you can bill. Payback would only be necessary if the provider is NOT credentialed. Tom Reid asked the council if they wanted him and Trish to take this to the Division. Thava Mahadevan suggested Tom Reid, Trish Hussey, and Carol McClelland bring 2-3 examples of delayed credentialing to show need of improvement in process.</p> <ul style="list-style-type: none"> • Approximately 90 unlicensed AFL reviews are to be done by the end of June. • Block Grant Audit – June 3, 2014. DHHS was unable to pick who would be audited due to issues with NC TRACKS. Cardinal Innovations has to ask providers who were served through the Block Grant. • Corporate QM is working on a communication bulletin to talk about issues that have become “common” big issues. • QM is having problems with providers moving or opening new sites and not making Network aware of changes. QM is now asking for a Plan of Correction for moves and/or opening of new sites. In the future, paybacks will be requested. • LIPs need documented referrals from a 			

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	<p>physician for children. You have to document the referral in the chart. This requirement has been in effect since 2005 but has not been enforced. Currently, there are no consequences for not having referrals at 1st review, but after the 1st review, the referral must be in place.</p> <p>Documentation in chart of phone call referral is acceptable per Lynne Hamlet, but the documentation must include all the required elements in Clinical Coverage Policy 8C.</p> <p>If a provider is being reviewed by other agencies, CI may reschedule their review. Talks are taking place at the State to make reviewing more consistent among reviewers.</p> <p>For the Northern Region, Lynne is currently reviewing all completed monitoring tools. Reviewers know if 2 reviewers do not agree on a score, they are to come back to COC and have consultation with Lynne Hamlet.</p>			
<p>5. Provider Satisfaction Survey</p>	<p>See attached handout.</p>			
<p>6. Incident Training</p>	<p>Global COI Committee made recommendation to have Incident Training; however, only two providers showed up for the said training.</p>			
<p>7. New Director of Network Operations</p>	<p>The new Director of Network Operations is Deidra Cook.</p>			

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<p>8. Updates from Provider members</p>	<p>Carol McClelland – regarding UNC Horizons and UNC CECMH: From May 12-14 we had a CARF survey and we, unofficially, scored a 95% conformance. Still waiting on formal results.</p> <p>Trish Hussey, Freedom House: Currently interviewing for Child Psychologist. (?Psychiatrist)</p> <p>Tom Reid – Carolina Outreach: The Raleigh office has tripled in size. Have raised \$300,000 for the LGT Apartment complex they want to bill.</p> <p>David Forsythe- PCGH: We are trying to add a new doctor.</p> <p>Benita Purcell- CFAC: We had a town hall meeting to discuss the needs of Person County. We had about 50 people from the community in attendance, including the Senator and Providers. The Senator suggested we have another meeting in 6 months.</p> <p>Thava Mahadevan-Center for Excellence in Community Mental Health, UNC: Dave Richardson with Medicaid Reform – looking at \$20,000 slots for people who don't need other slots.</p>			
<p>9. New Council Members</p>	<p>Judi Hummel was present today and would like to be the second CFAC representative for this Council.</p>	<p>Carol made a motion to accept Judi Hummel as a second CFAC Representative on this Local</p>		

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	<p>Olayide "Ola" Olaniyan was invited to attend today's meeting. He would like to be a Child/Adult MH representative on this Council.</p>	<p>Provider Council. Bonita Purcell seconded motion. Motion passed.</p> <p>Tom Reid made motion to accept Ola as a member of this Local Provider Council. Trish Hussey seconded motion. Motion passed.</p>		
<p>10. General</p>	<p>There was discussion regarding local provider meeting without CI being part of the meeting. Charles Quint stated that this type of meeting was simply to give providers, especially new providers, the change to discuss issues they might otherwise not feel comfortable discussing if a Cardinal representative was at the meeting. These meeting are in addition to the regular Local Provider Council Meetings.</p> <p>Tim Simmons encouraged this type of interaction.</p> <p>Carol McClelland encouraged council to appoint a subcommittee to set up this type of meeting.</p>	<p>Carol McClelland, Judi Hummel, Sherri Baum, and Trish Hussey agreed to serve as subcommittee and will meet Friday, June 13 @ 9 a.m. at the Horizons offices in Chapel Hill</p>		
<p>11. Next Meeting (every other month on 4th Friday)</p>	<p>Meeting Adjourned. Next meeting: Friday, July 25, 2014 9 a to 11 a</p>			

Signature of Chair Person

Date Approved