

FIVE COUNTY PROVIDER COUNCIL AGENDA AND MINUTES

DATE: 4/8/16 **TIME:** 9:30 – 11:00 **LOCATION:** Upstairs Conference Room **MATERIAL NEEDED:**

PROVIDER REPRESENTATIVE	PRESENT	FIVE CO. COC REPRESENTATIVE	PRESENT	GUESTS	PRESENT
Jerry Earnhardt, President Daymark	Yes	Voting FC Staff:			
Jeanne Harrison – Vice-President Alliance Rehab. Care, Inc.	Yes	Yvonne Copeland, FC Interim Director	No		
Sharon Garrett, Secretary Vision Behavioral Health Services	Yes	Elliot Clark, Regional Network Relations Manager	Yes – via phone		
Bobbie Jo Hopf Youth Villages	Yes	Michael Norton, Northern Region QM Manager	No		
Cheri Howell Community Workforce Sol.	No				
Chuck Hill RHA Health Services	Yes				
Donna Duggins Strategic Interventions	No				
Evelyn Dawson BriteSmilz Family & Community	No	Non-Voting FC Staff:			
Florence Ikechukwu Spring Life Behavioral Care	Yes	Barbara Epanchin, Network Specialist	Yes		
Gladys Washington DD Residential Services	Yes	Stephanie Callahan, Network Specialist	Yes		
Janeen Gordon Recovery Innovations International	No	Gina DeMent, Community Relations Specialist	Yes		
John Mattocks Vance Recovery Services	Yes	Virginia Hughes, QM	No		
Rasheede Hicks, LPC Rasheede Hicks, LIP	Yes	Lynn Veldkamp, Network Support	No		
Rosemary Lewis, CFAC Rep.	No				

<u>Items for Discussion</u>	<u>Responsible Party</u>	<u>Action</u>
1) Welcome	Jerry Earnhardt	Jerry called the meeting to order and welcomed everyone. Introductions were made around the table.
2) Review and Approval of 3/11/16 Meeting Minutes	All	<p>Minutes from the 3/11/16 meeting were reviewed.</p> <p>Action: Sharon Garrett made the motion to accept the minutes as written. John Mattocks seconded the motion. Motion carried.</p>
3) Provider Forum Planning	Jerry Earnhardt	<p>The Provider Forum was held on March 18th from 10:00 am to 12 noon at the First Presbyterian Church in Henderson. Discussed feedback from the forum and shared thoughts about the meeting's overall success. It was well attended and the information shared was very helpful.</p> <p>Set next Provider forum dates for the remainder of the calendar year as follows: 6/17/16; 9/16/16; and 12/16/16.</p> <p>The group discussed the possibility of offering CEU's. Elliot will research possible options for training topics where CEU's could be offered so we can make plans to provide this for one of the upcoming forum dates.</p>
4) Follow Up on Response from UM Regarding 14 Day Authorization Decision	Jerry/Elliott/Chuck	<p>Jerry, Elliot and Chuck shared information that was discussed at the Regional Network Advisory meeting re: UM's review of their authorization data. They were able to break down the data by disability group, but not by service.</p> <p>It was noted that on average, authorizations were being processed within 10 days with the exception of SA services. UM recognized that some additional focus and efforts need to take place around the SA services to improve that turnaround time.</p> <p>For Initial auth requests, 82% were approved and 16% were unable to process. For Re-auths, 89% were approved and 10% were unable to process. The fastest turnaround was 8 days. (none were 3-5 days as previously reported) Two services were noted to have the highest denial %: IIH and Peer Support. Each reporting a 19% denial rate. It was also noted that 80% of authorization requests are for basic benefit services, which skews data.</p> <p>The main issue for providers is not with the basic benefit authorizations, but the ones for enhanced services such as SAIOP, IIH, ACTT and CST.</p>

		<p>The group emphasized the need to get UM data by service with a focus on the high acuity services and wondered if those acute enhanced services could be reviewed, approved or denied within 48 hours of the request to equal the timeframe that providers are held to for getting members in to be assessed.</p> <p>The bottom line was that it appears that a more concentrated approach by provider and service would be helpful in reviewing UM data. Chuck also noted that it may be helpful to add UM data to the Provider engagement meetings that are being scheduled, instead of just reviewing claim denial information.</p>
5) Updates:	Jerry Earnhardt and Chuck Hill	<p>Regional Network Advisory: Information was shared around discussion about provider concerns. There was an acknowledgment by Deidra that there is a variety of understandings around how these are processed internally. Deidra stated that she is committed to creating a more standardized approach to this process as well as emphasized the importance of closing the feedback loop back to providers related to these concerns. There was also a discussion around transparency and the need to provide prior notice when changes are made within the system. Noted that it would be a good idea to get feedback from Provider Council groups prior to implementing change. Lastly, there was a list of questions generated around the B3 services.</p> <p>A good deal of frustration was expressed and there was not enough time in the meeting to address the issues, so a follow up phone call will be scheduled to allow providers an opportunity to discuss these issues and get clarity.</p> <p>Cultural Competence Subcommittee: The committee is meeting again today. They are continuing to work on finalizing the FC Cultural Competence Provider Plan. Cultural Competence training will be held on May 5th in Warrenton at the library, limited to 2 people per agency. Registration opened on April 1st and Sharon noted that at this time, the training is full. There is also a monitoring tool that is being worked on and Sharon is hoping that a draft of the tool can be shared at the June Provider Forum meeting. Currently, the monitoring tool is being piloted with the providers serving the LGBTQ population.</p> <p>Community Partners: Gina thanked all the providers who supported the various IDD awareness events in March. She also discussed the success of the Talent Show held on April 7th. There were over 200 participants and attendees who enjoyed this opportunity and shared their talents and skills. It was a wonderful event! Gina also noted that May is Mental Health Awareness month and she is</p>

		<p>working on scheduling one event each week. Also, CIT training is scheduled for next week in Halifax county.</p> <p>Cardinal Innovations Update: Gave update of status of Valerie's vacant position. Noted that Yvonne Copeland will act as interim Director for the FC office for 60 days and the position will be posted this week. Discussed various office consolidations and an increase in working remotely for many departments. Noted that the go live date for CenterPoint is 7/1/16 and no set date for Nash county as yet.</p> <p>Providers: Daymark is moving funds from the Southern region to the Northern region to fund a full time person to work with Mobile Crisis in Halifax County and they are close to hiring that person.</p> <p>RHA hired a new child psychiatrist (Dr. Macintyre) to who will serve the Halifax county office.</p> <p>Vance Recovery is looking to hire an additional counselor.</p> <p>Spring Life is trying to hire a Dr. to serve the more remote areas of Halifax county (Scotland Neck and Hollister) and is trying to reach out to the native American population.</p>
Next Meeting	Jerry Earnhardt	The next meeting will be held on May 13 th at 9:30 at the Five County Community Office.

Respectfully submitted,

Stephanie Callahan, Network Specialist