

Cardinal Innovations Healthcare Triad Provider Council  
Business Meeting Minutes  
Thursday, December 14, 2017

P	James Harner	Insight	C	Marianne Nadeau	Autism Society
P	Andy Hines	Charles Hines & Son	P	Obie Johnson	CFAC
P	Thom Elmore	ARCA	A	Gail Bertolotti	Alexander Youth Network
A	Michelle Ivey	DayMark	A	John Thacker	DSS
P	Cindy Myers	RHA	A	Nancy Brandon (rep- A Etoniru)	Novant
C	Khalil Nassar	PQA	P	Jill Queen	CI
P	Dawn Johnson	Youth Haven	P	Ronda Outlaw	CI

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

**Topic: Review of Minutes from October 5, 2017 Council meeting, approved with one correction: Date changed from August 3, 2017 to October 5, 2017.**

This meeting was rescheduled from December 7 to the 14<sup>th</sup> because a majority of the members would not be able to attend on the 7<sup>th</sup>. This change was voted on by council members via email.

**Topic:** Cardinal Updates:

Jill Queen- UM has been conducting Clinical Quality Reviews are analyzing patterns and trends. These findings will be published on InfoSource and Communication Bulletins. Reviews will continue with PRTF reviews in January and February and Residential and PSR reviews taking place in the spring. Block Grant readiness reviews will be occurring in February.

Ronda – A new Board of Directors for Cardinal will be named today. The leadership from the state has been encouraging. An important focus for Cardinal is to improve the relationship of the MCO in the community and with providers.

Lynn – Encouraged providers to send specific issues to CI staff. The MCO has a spreadsheet that can be sent to NCTracks to help work out issues. PLLF update: Meetings has been suspended for the holidays. Next meeting will be February. If you have work items for the PLLF please send them to Lynn. Current work items include the MCO's respond to the opioid crisis.

**Topic:**

UM dashboard- deferred.

**Topic: Provider Spotlight- D Johnson-** The council discussed having interested providers present about their program at the Provider Spotlight at the next Provider Forum in January. Dawn will contact Sharpe and Williams, a provider that has attended the provider council meeting.

**Topic: Network/ State Policy Update—**

**K. Nassar-** Per state policy the Division will be monitoring hospital discharges. Patients should be seen within 7 days of discharge. There may be monetary penalties for MCOs that do not meet this benchmark. The state is also emphasizing more integrated behavioral and medical health services.

**Topic: Cultural Competency Updates- email from K Nassar**

Subcommittee has been working on a crosswalk for providers identity standards on cultural competency from various accreditation organization with Cardinal's Cultural Competency standards.

**Topic: CFAC updates – Obie Johnson** – CFAC was held on 12/11/17 with Kelly Freeland giving an overview of the CFAC functions. The CFAC was encouraged with Cardinal looking to add more CFAC representation on the Board. Next meeting 1-8-18.

**Topic: Training/Education** – Appreciate was expressed to Thom and ARCA for providing the training at the October provider forum on electronic health records. Jim reported on recent experience of an ASAM training in which both providers and Cardinal UR staff attended. The training process provided an opportunity for provider staff and UR staff to discuss issues in a learning environment. Jim encouraged the MCO to consider additional trainings on other subjects where provider staff and UR staff can learn together. The council members suggested a training that included IDD providers, UR, and Care Coordination would be beneficial.

**Topic: Provider Advocacy/Provider Concerns –**

Andy Hines – Discussed provider concerns about the time spent on accreditation in addition to the same items being monitored by the MCO. There is very little margin for providers to these duplicative administrative tasks.

Discussion followed about the burden of the paperwork burden on providers. It is not uncommon that more time is spent in documentation and non-client related work than on working directly with clients. A task that this council could work on would be to work with the MCO to find ways to reduce paperwork. Many professionals are leaving the publicly funded behavioral health service field because more emphasis is placed on administrative work than direct service delivery. There needs to be less bureaucracy with too much monitoring. Need to look for ways to reduce monitoring if reviews are finding competency.

**Provider forum-** The forum will be held on January 24, 2018 at 9 AM. The agenda will include:

- Provider Spotlight
- Cardinal Update
- Change in IRIS Reporting – All allegations are now Level 3
- Emergency Preparedness Rules – Cindy Myers
- Provider input to nominations for council membership

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**Discussion about meeting times- provider meeting will be 4<sup>th</sup> Wed of the 1<sup>st</sup> month in the quarter. Jan, April, July, Oct**

Due to the date of this meeting and holidays, the council decided to hold its next Council meeting immediately following the provider forum in January. At that meeting the election of officers will be held.

**Topic: Meeting Adjourned – motion made- approved.**

Minutes submitted by: James Harner, President Provider Council

**Date Approved: 1/24/18**

**Signature of the President: James Harner**