

# Board of Directors Meeting Minutes

## November 13, 2020

**Directors Present:** Bryan Thompson, Chair, Carmen Hooker Odom, Chair-Elect, Jean Andersen, Dan Brummitt, Keith Duncan, Bob Byrd, Dr. Christopher Colenda, Scott Craver, Layton Long, Laura Happe, Denise Hill, Thomas Lane, Tchernavia Montgomery, Beverly Morrow, Gordon Powell, Michael Wise, Judy Klusman, Chris Day, Terry Cox, Devon Cornett and Tri Tang

**Directors Absent:** Marcelle Smith and George Dunlap

**Staff Present:** Trey Suttan, Chuck Hollowell, Rudy Dimmling, Mary Hamilton, Dietrick Williams, Ashley Conger, Amy Kazmierczak, Casey Hossa, Dr. Wendy Welch, Steve Martin, Reese Edwards, Molly Dean, Callan Skinner, Julie Zawislak, Allison Stewart, Ric Bruton, Reid Thornberg, Rahim Skinner, and Heidi Miller

**Guests:** Brad Owen, Bob Crayton, Kathy Hoteling, Andrea Stevens, Dolly Claton, Alison Kuznitz (Charlotte Observer), Matthew James, Michelle Lancaster, Sarah Potter, Donna Trotter, Bob Green, Lisa Kaley, and Jamezetta Bedford

**Location:** Due to the Governor's Executive Orders limiting in-person meetings as a result of COVID-19, this Board of Directors meeting was held via Webex. The Webex link was made available to the public via Cardinal's website in advance of the meeting.

### 1. Welcome and Call to Order

- i. Bryan Thompson, Chair, called the meeting to order at 8:04 a.m.
- ii. Chuck Hollowell, General Counsel, conducted roll call and reviewed the guidelines for the meeting given that it is being held remotely due to the Governor's Executive Orders limiting in-person meetings as a result of COVID-19.
- iii. Ashley Conger, Chief Communications Officer, read two public comments: (1) from Laura Ireland and (2) from Anonymous.

### 2. Approval of Minutes

- i. Mr. Thompson presented the October 28, 2020 open and closed meeting minutes for approval.

**A motion was made and seconded to approve the October 28, 2020 open and closed meeting minutes.**

**All in favor. Motion approved.**

### 3. County Updates

- i. For this agenda item, Mr. Thompson opened the floor to Trey Suttan, Chief Executive Officer. Mr. Suttan began with a summary of county actions. Since the October 28<sup>th</sup> Special Called meeting, Mecklenburg, Orange and Forsyth counties voted to explore disengagement and gave authority to proceed, if manager chooses, and Stanley county voted to disengage. On the horizon is the Tailored Plan and the Foster Care Health Plan, expected July 2022. For the counties voting to disengage, the primary friction relates to DSS.
- ii. Mr. Suttan then outlined Cardinal's Action Plan:
  - a. Response times: reduce authorization requirements, increase foster children TARs processed within 72 hours ( $\geq 50\%$  by 12.31.20;  $\geq 95\%$  by 2.1.21), and co-locate Cardinal staff at DSS
  - b. Seamless service: roll-out ED stay reduction program, expand ED utilization reduction initiative, reduce ED 30-day readmit rate ( $<22\%$  by July 2021;  $<18\%$  by October 2021)
  - c. Provider accountability: reduce # of incomplete TARs and track time between CCA receipt and TAR submission
  - d. Therapeutic Foster Home services: establish multi-county TFC agreement for transitional setting and eliminate site-specific authorizations for TFC
  - e. Access to Behavioral Health services for indigent: offer adult service continuum training and quarterly webinars
  - f. Navigation for those without case-management support: develop updated membership resources and begin Cardinal service array awareness initiative.
- iii. Next, Mr. Suttan announced the \$30M investment to help our counties take care of children in foster care. Other states have used this approach but no other LME/MCOs are doing this. Cardinal is not changing lines of responsibility; rather this investment creates opportunities to deliver an array of services as soon as a child enters custody. Cardinal is negotiating the sub-capitation agreement with its county DSS partners to provide a Per Member Per Month (PMPM) payment for every Medicaid-eligible foster child in its care and expects to roll this out in the next two weeks.
- iv. Mr. Suttan offered some overall observations. This series of disengagement notices has introduced instability into the system, which is not helpful for the safety net system. It appears that, in some instances, these decisions were made without broad input from members and the public. Cardinal is committed to working with all of our counties to better meet their needs and improve services and relationships.
- v. Then discussion ensued across a broad range of topics including: resources for action plan implementation, the benefits of co-location, CFAC support of Cardinal, simplifying access to service, history and nature of the issues raised by the disengaging counties, counties' definition of success, the Board's commitment to help Cardinal execute its plan, concerns about impacts to the safety net system, and need to improve relationships.

For the next agenda item, Mr. Thompson noted that the Board will need to discuss, among other things, competitive healthcare information in closed session.

A motion was made and seconded to go into closed session pursuant to § 143-318.11 and § 122C-126.1 of the General Statutes to discuss competitive health care information.

All in favor. Motion approved.

4. County Updates (closed)

The meeting returned to open session.

A motion was made and seconded to adjourn the meeting.

All in favor. Motion approved.

Meeting adjourned at 12:01 p.m.

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Julie Zawislak, Secretary

12-04-2020

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Date