

Southern Region (Piedmont COC) Provider Network Council

Meeting Minutes

September 1, 2016

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

	Devon (Smith) Cornett (Past Pres./IDD)	DDR, Inc	P	Jeanne Pritt (VP/IDD)	InReach
	Jill Queen	Piedmont COC- QM	P	Diana Duncan (Cultural Comp.)	Diana's Homecare
	Karen Holst for Peggy Terhune (CCC)	Monarch	P	Janet Breeding	DHHS
	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
	Margaret Mason (GCQI/Corp CQI/Monitoring)	HomeCare Management Corp.		VACANT (Hospital)	Hospital
C	Arlana Sims (Outpatient)	Sims Consulting	P	Pam Rankin for Billy West (CCC)	Daymark
C	Andrea Stevens (IDD)	Consumer/Family Member	C	Robin Devore (IDD)	Lifespan
				Chris Abbey (SA)	PASAPA/ Monarch
P	Beth Monaco	Piedmont COC- IDD/CCD	P	LaTonya Hardy (Outpatient)	S&H Youth and Adult Services
	Sharisse Johnson	Piedmont COC- Network Manager	P	Reid Thornburg	Piedmont COC-Director
P	Jacqueline Millican (LIP)	Nazareth Children's Home			
P	Ann Gluf				
	Delton Russell	Piedmont COC Comm. Partners		Jean Tillman	Daymark
				Jim Harner	Guest-Insight Human Services
				Kelly Benston	Piedmont IT

**1 & 2) Topic: Welcome, Call to Order, Introductions and Review of August 2016 meeting minutes**

Chuck Hill called the meeting to order and welcomed attendees. Jeanne Pritt Motion to approve minutes with seconded by Jacqueline Millican. Minutes were approved as submitted. Motion passed.

Action Needed? Yes  No

What Needs to Happen? NA

Responsible Person:  
NA

By When:  
NA

**3 & 4) Topic: Follow Up from August and New Business**

A. UM Call:

- Waiting to see if we can get FAQ. Sharisse looked into and Reid states in absence, UM webinar will be on the website soon. She will send to the Network Council as soon as she gets back from communications. Ultimately they will be posted under the provider resources page. Time frame was not noted.
- Next webinar is being planned for September 21<sup>st</sup> 10am to noon and 27<sup>th</sup> 10am to noon.
- Submit questions by Sept 14<sup>th</sup> to be included in webinar. There is a link on the Cardinal page to submit questions.
- Chuck Hill emailing the Network Council information regarding the webinars today.

B. B3:

- B3 Questions will be posted on the website, no date is noted. Reid Thornburg working on getting a timeline.
- Waiting on answers regarding IPRS approved services. How many requests have come in and how many approved and denied. IDD and MH/SA 14 service definitions that were changed.

C. Communication Bulletin:

- Waiting on answers regarding IPRS approved services. How many requests have come in and how many approved and denied. IDD and MH/SA 14 service definitions that were changed.
- Number of authorizations sent since April, out of 22 approved, 14 were from April forward. For all 11 counties, Nov-Aug 9, total 488, 261 after April, these were all IDD. There has been no approval for CST or IIH after April.
- What is the criteria for getting CST, IIH, etc (14 different services) approved?

New Business:

- NC Health Information Exchange all NC Medicaid providers have to be linked by Feb 2018. Does that mean you have to be all EHR by then, but no answer as of now. They have taken over the database that previously managed by CCNC. If you were already linked to CCNC database, then you're already linked to NCHIC, if not, you will be required. Claims and demographics will have to flow into this new database. Chuck sent an email to the exchange regarding EHR for further information. On their website, it's clear that it's not regarding notes and clinical but more lab, diagnosis and demographics.

Action Needed? Yes  No

What Needs to Happen? Communicate answers to comments re: authorizations. UM Call answers and Dates

Responsible Person:  
Reid Thornburg,  
Sharisse Johnson

By When:  
Oct 6

**5) Topic: College of Direct Supports**

Trillium pays a stipend for those participating. Question posed if Cardinal would do the same thing. Sharisse indicates Cardinal is in an assessment period and redefining our financial structure. Direct Course will be going forward.

Diana Duncan, will this also benefit MH providers? Per Only if you have para-professionals.

Jeanne Pritt, in registering for the classes, they do ask for data from organizations, so you may want to be aware there are questions and data that are being requested, ie, turnover.

Action Needed? Yes  No

What Needs to Happen? NA

Responsible Person:  
NA

By When:  
NA

**6) Topic: Drug Screens: Medicaid Requirements**

Regarding 20 Drug Screens being paid for doesn't match best practice. We are waiting to see if Cardinal has any follow up. None as of yet.

Action Needed? Yes  No

What Needs to Happen? Waiting for follow up from Cardinal Corp

Responsible Person:  
Reid Thornburg

By When:  
Oct 6

**7) Topic: Um Dashboard**

We were asked to look at Dashboard and see if data was on track with what the council wanted and if there was further refinement or additional information. Projected and reviewed the Dashboard on overhead for discussion. Initial projection on claims processed, denied and unable to process. Pam Rankin asked if there were trends over time, but none available per Reid. There will be at a later date. It was asked how far back would Pam like the data, in which she indicated every time there was a change or expansion.

Clarify, amount of time it takes for getting residential request approved. Request used to be urgent and now it's routine, which gives 14 days to respond. By the time you have to submit for reauthorization, you haven't heard from the original authorization. Chuck would like additional information regarding denied for MH. Pam would like information regarding level (enhanced vs. basic) of care denials and timelines for those denials. MCD denials by service showed peer support with 18%, but data was skewed by a couple of providers that are no longer in the network. Jacqueline Millican inquired can service categories be broken up by age? What difference between OP ED, Crisis Services and Emergency Dept?

The Dashboard will be available quarterly to Cardinal Council for internal discussion looking at trends or how can we dig deeper to see problems and ask questions. Chuck asked how this five county area compares to the total 20 counties. Reid stated that in looking at IPRS services, Piedmont area was already accustomed to compliance that some of the areas were not.

Action Needed? Yes  No

What Needs to Happen?

Responsible Persons:

By When:

<b>8) Topic: NBCC Training Process</b>		
No meeting in July and no one present for the August meeting. Most at provider meeting stated yes they would like to get NBCC credits.		
Action Needed?    Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
What Needs to Happen? Discuss at PASAPA and Provider Meeting and report back.	Responsible Persons: Chris Abbey	By When: October 6

<b>9) Topic: Final Draft of Records and Documentation Manual</b>		
As of August 29 <sup>th</sup> , still no update to the state sight. December 1 <sup>st</sup> is the new implementation date.		
Action Needed?    Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
What Needs to Happen?	Responsible Person:	By When:

<b>10) Topic: Regional Council Updates</b>		
Next quarterly meeting schedule for October 3rd. Reid will likely feed the UM Dashboard feedback to Christine Beck to discuss.		
Action Needed?    Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
What Needs to Happen?	Responsible Person: N/A	By When: N/A

<b>11) Topic: Provider Meeting</b>		
Was held August 12 <sup>th</sup> at Milestone. Approximately 26 people attended. Suggested adding provider showcase. Do we want to add that as an opportunity? Council agreed it would be good to add this feature.		
Action Needed?    Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
What Needs to Happen?	Responsible Person: N/A	By When: N/A

<b>12) Topic: Representative Updates</b>		
<u>Clinical Advisory</u> – Next meeting is in October.		
<u>PASAPA</u> – No attendance.		
<u>Cultural Competence</u> – Diana Duncan reported trainings September 14 <sup>th</sup> and 29 <sup>th</sup> on the Monitoring Tool and the plan is complete and on the Cardinal Website. We are postponing the implementation of the monitoring tool. We want to work on the interview portion. No implantation date announced yet. Taking feedback from the trial period. Ethics in Cultural Competency training will be announced soon for the Fall and the cost will be announced as well. 5.5 CEU's will be offered. On the Agenda, under Regional council updates, please add Diana Duncan's name to the Agenda.		
<u>Global/Corporate COI/Provider Monitoring Tool</u> –Jean Pritt reports next meeting is October 14 <sup>th</sup> . There is a new review tool that has been updated and revised from 8/10. Some of the instructions and guidelines for routine monitoring tool have changed.		
Action Needed?    Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
What Needs to Happen? Add Diana Duncan's name to Agenda under Regional Council	Responsible Person: Chuck	By When: October 6

**13) Topic: Provider Updates:**

**S&H, Latonya Hardy** – September 6<sup>th</sup> starts next round of parenting classes, we have an upcoming fund raiser, October 29<sup>th</sup> production of For Colored Girls. Purchase tickets online. Like the play, not the movie. 704-603-8285 opt 1. For more information

**In Reach, Jeanne Pritt** – Went through routine monitoring. Went well. Cornhole tournament raised about 70k. Broke the Guinness Book of World Records for number of teams playing - 169 teams. Dream maker is coming up in November.

**Daymark, Pam Rankin** – CRC going well. Cabarrus CRC is starting construction. Lexington is sometime in first quarter of 2017. Wilkes County announced they are getting a CRC. New CRC Director at Cabarrus. Sharon Wilcox is the new CRC Director. FBC in Cabarrus hasn't hired yet. Union CRC had nine people sleeping in lobby waiting on beds. Health Dept in Davidson should provide Naloxone Kits.

**Center for Prevention Services – Laqesha, new angela allen, new Director.** Trainings in Charlotte for those with SA needed credits. Next Friday, teen SA and dating violence. September 23<sup>rd</sup> training on LGBTQI. You can register for prevention services website. \$10/credit hour.

**Nazereth Childrens Home, Jacqueline, Millican** - Recently got license for Trauma Informed III. Have a new clinician for this treatment. Starting SAIOP in the Salisbury office in 2 weeks.

**RHA, Chuck Hill**, new psychiatrist in Concord office Dr. Smith, with them 3 days a week. New person over SAIOP, new bi-lingual therapist, two director positions in HP and Halifax County.

Action Needed? Yes  No

If Yes,

What Needs to Happen? NA

Responsible Person:  
NA

By When:  
NA

**15) Topic: COC Updates:**

**Beth Monoco**– Nothing in Care Coordination really. King Jones is the new Regional Manager for IDD. Looking for an Org Chart, but it is still incomplete. Mr. Jones is hiring Adult and Adolescent supervisor. Have all referrals go through 1-800 number.

**Reid Thornburg** – three dates upcoming for provider café, Oct 4<sup>th</sup> at Milestone, Oct 5<sup>th</sup> OPC at Chapel Hill, October 6<sup>th</sup> will likely be in WS. Do not have times yet. Likely to be full days. Keep eye open in Infosource. Relative as Direct Support Employee training, Sept 13 Milestone, 14<sup>th</sup> in WS, 20<sup>th</sup> Chapel Hill, CIT Training completed for Thomasville PD. Looking forward to more training. Some commissions having trainings on opiate abuse they are identifying those who need to attend. Multiple counties are taking initiatives on the Step It Up initiative. Showing of Paper Tigers was quite moving. Trying to another showing in Rowan County. Davidson County Sheriff will only give the mist not the injectable for Naloxone. Per Jacqueline, DC Spam may have the ability to get kits.

**Janet Breeding** – Indicates that she just heard the Records Manual will be posted today. Dr. Nina left Division as Medical Director and Dr. Jonalongada will take this position. Dual certified in Adult and Child psychiatry.

**Chuck Hill** - Sept 20<sup>th</sup> – 22<sup>nd</sup>, Provider Council, Pinehurst Conference is Dec 7-9<sup>th</sup>.

Action Needed? Yes  No

What Needs to Happen? NA

Responsible Person:  
NA

By When:  
NA

**16) Topic: Motion to Adjourn**

Motion made by Tom Hibbert and motion seconded by Jacqueline Millican. Meeting adjourned.

Action Needed?    Yes     No

What Needs to Happen?

N/A

Responsible Person:

N/A

By When:

N/A

**Next Meeting:**

**October 6, 2016 1:30 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: 10/6/16

Signature of the President: 