

Southern Region (Piedmont COC) Provider Network Council
Meeting Minutes
May 12, 2016

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

P	Devon (Smith) Cornett (Past Pres./IDD)	DDR, Inc	P	Jeanne Pritt (VP/IDD)	InReach
P	Jill Queen	Piedmont COC- QM	P	Diana Duncan (Cultural Comp.)	Diana's Homecare
A	Christy Shaver or Jim Kelly for Peggy Terhune (CCC)	Monarch	P	Janet Breeding	DHHS
P	Beth Albrough (IDD)	Consumer/Family Member	P	Chuck Hill (President) (CCC)	RHA
C	Tom Hibbert (MH-C)	Timber Ridge	A	Kerri Cole (Secretary MH-A)	Old Vineyard
A	Margaret Mason (GCQI/Corp CQI/Monitoring)	HomeCare Management Corp.		VACANT (Hospital)	Hospital
A	Arlana Sims (Outpatient)	Sims Consulting	A	Pam Rankin for Billy West (CCC)	Daymark
P	Andrea Stevens (IDD)	Consumer/Family Member	A	Robin Devore (IDD)	Lifespan
A	Jane Goble Clark (Outpatient)	Prevention Services	P	Chris Abbey (SA)	PASAPA/ Monarch
P	Nicole Cote	Piedmont COC- IDD/CCD	A	LaTonya Hardy (Outpatient)	S&H Youth and Adult Services
A	Sharisse Johnson	Piedmont COC- Network Manager	P	Reid Thornburg	Piedmont COC-Director
P	Jacqueline Millican (LIP)	Nazareth Children's Home	A	Dierdre Webb	Piedmont COC-MH/SA CCD
A	Ann Gluf	Piedmont COC Comm. Partners		Christopher White for Robin Devore	Lifespan
A	Roxanna Newton		C	Jean Fillman	Daymark
A	Delton Russell		P	Jim Harner	Guest-Insight Human Services
P	Carol Gouge				

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

Chuck Hill called the meeting to order and welcomed attendees, including a guest from Centerpoint, Jim Harner of Insight Human Services. Chuck Hill announced that Allen Bosman will represent Monarch. Jane Goble-Clark accepted a position with Cardinal and will no longer serve on the Network Council. Chuck requested nominations for outpatient and hospital representatives with none forthcoming. Changes to the minutes were noted. Motion to approve minutes with changes made by Devon Cornett and seconded by Diana Duncan. Motion passed.

Action Needed? Yes No

What Needs to Happen? Corrections need to be made to the minutes

Responsible Person: Jeanne Pritt

By When: June 1

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

Chuck Hill inquired as to open items and follow up. Reid Thornburg updated the group on the UM review tool posted on the website. Reid Thornburg spoke to Melissa Covert who stated she is working on an authorization checklist to be posted on the website for IDD. Jill Queen emailed the MH/SA UM Review tool. Jeanne Pritt asked when the IDD UM Review Tool will be posted and Reid Thornburg said he would check on that. Jeanne Pritt asked about follow up on the preference Assessment to be done monthly for what services. There is confusion about which services it is required for. Many providers are concerned that it is a duplication of efforts.

Action Needed? Yes No

What Needs to Happen? Post UM Review Tool and IDD Authorization Checklist on the Cardinal website for providers

Responsible Person: Reid Thornburg and Melissa Covert

By When: June 9th

5) Regional Council Updates:

Regional Council updates: Chuck Hill reported that we still have not received minutes from the Regional Council meeting to share. Reid Thornburg shared highlights from a DRAFT of the Regional Council:

- Dr. Hall mentioned that Dr. Tinney has been hired
- Presentation on the Cultural Competence program
- Alamance Caswell provider fair was being held in April
- Shared UM reports. Chuck Hill said he will send them out upon receipt.

The next regional meet in July 11th in Burlington.

Action Needed? Yes No

What Needs to Happen? Email out Regional Council meeting minutes

Responsible Person: Chuck Hill

By When: ASAP

6) Topic: Provider Meeting

Next Provider Meeting is May 13, 2016 from 10-12p at the Cabarrus Senior Center. Following are the agenda items:

- Interest in a Provider Fair for consumers, families and community partners and provider education and networking. Reid said it would be after July. He said we have a training

coordinator coming after Centerpoint merger. Cindy Wickline, who would coordinate.

- Clinical Operations Conference Calls-May 18th at 11A-1P & 19th at 9-11A to answer questions about clinical operations, expectations, auth criteria, access to care and the care management model. This will be a quarterly occurrence based on interest and participation.
- Offer NBCC training CEUs to increase attendance and offer value added-Reid met with Revella who said that because Cardinal is sponsor of meeting, we can select a topic and trainer for the upcoming meetings to get approved to offer credits. It is key that when you attend the events you have to stay for the entire time and complete the evaluation in order to get the certificate for the CEUs. Jeanne will collect topics and trainers from the providers that relates to NBCC. Jill stated that if a provider has an approved training they could offer it in August. Otherwise, we may have to wait until November.
- Cardinal will be represented at future meetings at 10:45. Sharisse Johnson will provide a Cardinal Update.
- Innovation waiver is delayed to November 1
- RDSE training is cancelled (noted in the InfoSource)
- B3 questions submitted at Regional and we are waiting for follow-up conference call with Deidre Cook.
- Home and Community Based Characteristics Assessments-all completed with new members having an assessment completed. Jill Queen clarified that QM is focusing on providers who did not receive a 'full' compliance, working closely with them and doing follow up on action items. She stated that they have not been able to note a pattern or trend and that most of the challenges with meeting the requirement are provider specific or based on the type of facility or service. Janet Breeding said that out of 5000 assessments, the number for heightened scrutiny (with some being unable or unwilling to comply) was pretty low. There is a dedicated link to HBCS.

<https://www.medicaid.gov/medicaid-chip-program-information/by-topics/long-term-services-and-supports/home-and-community-based-services/home-and-community-based-services.html>

- If you have a complaint then you need to offer a solution. Reid Thornburg cautioned about individuals taking responsibility for getting answers; instead take responsibility for sharing information with Cardinal and then the ball is in Cardinal's court.
- Care Coordination Redesign
- Preference Assessments
- Duplication of documentation and suggestions for streamlining

Next meeting at Cardinal Corporate Center @ Milestone in August 12th and November 11th.

Action Needed? Yes No

What Needs to Happen? NA

Responsible Persons:
NA

By When:
NA

7) Topic: B-3 Services

Chuck Hill and Devon Cornett said that the conference call with Deidre Cook has not been scheduled.

Action Needed? Yes No

What Needs to Happen? Follow up with Deidre Cook on scheduling the conference call

Responsible Persons:
Reid Thornburg

By When:
ASAP

8) Topic: Quarterly UM Webinar/Q&A

Discussed above as part of the Provider Meeting

Action Needed? Yes No

What Needs to Happen? N/A

Responsible Person:
NA

By When: NA

9) Care Coordination Redesign

Reid Thornburg announced that there are changes to care coordination, most notably in Mecklenburg and Southern Regions. He stated that Cardinal innovations is making changes to officially streamline core functions of staff, provide an opportunity for future growth, standardization of practices and stronger clinical workforce so contacts may change. A few of the changes are: IDD Care Coordination-Mecklenburg-Allen Azali; Southern-Kate Musano; and Beth Monaco will come to Piedmont and be the Manager for IDD Care Coordination.

Action Needed? Yes No

What Needs to Happen? N/A

Responsible Person:
N/ABy When:
N/A**10) Topic: Representative Updates**

Clinical Advisory – Chuck Hill stated that he did not get a summary from Pam Rankin regarding clinical advisory. He voiced a concern about a voted item regarding things that doctors, i.e. doing drug screens during med checks, will be required to do as an unfunded mandate. He also takes issue with the fact that it was voted in just because providers were outnumbered. Jeanne Pritt pointed out that this issue aligns with the ‘monthly assessment’ requirement in the name of best practice for IDD services. Chuck Hill will ask Pam Rankin to request a copy of the rules and structure of the Clinical Advisory Committee. Following is the link to Clinical Advisory:
<https://www.cardinalinnovations.org/clinical-advisory-committee>

PASAPA – Chris Abbey said that at the April meeting they discussed the proposed licensure merger. He said the monthly training calendar is full and today’s training was on Substance Abuse and TBI with attendees receive certification credits. He said the next meeting is June 9th with “SUD Supervision” as a training topic.

Cultural Competence – Diana Duncan reported that they are still completing our plan and comparing it with the monitoring tool. She said they hope to be completed by the end of this month with the roll-out pending for September as part of the Routine Monitoring process.

Global/Corporate COI/Provider Monitoring Tool –Jeanne Pritt reported that GCQI met on April 8th to conduct member development. Bill Rankin attended the meeting and will become a regularly attending member. Bill announced that Cardinal received a 3-year accreditation from NCQA and that they liked the partnership with GCQI. There will be a workgroup meeting on May 20th to finalize the FY15-16 Annual Report and FY16-17 Work Plan.

Action Needed? Yes No

What Needs to Happen? NA

Responsible Person:
NA

By When: NA

11) Topic: Provider Updates:		
Jacqueline Millican announced that they are offering Suboxone treatment in Stanly County. Jean Tillman announced they hired a new Center Director for Stanly Outpatient Clinic. Rebecca True. She also announced that the Davidson County office is moving records out of the old building and moving to the new building effective July 2016.		
Action Needed? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
If Yes.		
What Needs to Happen? NA	Responsible Person: NA	By When: NA

12) Topic: COC Updates:		
<p>Reid Thornburg said that he is Director of Community Operations; Sharisse Johnson will be Regional Network Manager for Piedmont. Community Operations are working remote or coming in the corporate as LePhilip Court location is closed.</p> <p>Reid announced that Cardinal is a partner organization for NC Serves to offer a gateway to services call center for veterans. Carol Gouge said it will take a more holistic approach to working with Veterans.</p> <p>Carol Gouge said that May is mental health month so they will be showing the "Hidden Pictures" video to the community. She stated they are also having WRAP training on May 24th -26th at Milestone. She said they have scheduled a Peer Support Training June 20th-24th and trainings will be announced in the InfoSource. Cardinal's manual was approved and certified by the State for Peer Support.</p> <p>Reid announced that Mike Bridges was hired in Community Engagement and Jane Goble-Clark is in Member Engagement.</p> <p>Jill Queen said you can reach QM staff by their email or cell phone. She said it is heavy review time for unlicensed AFLs so they will make arrangements to return call.</p>		
Action Needed? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
What Needs to Happen? NA	Responsible Person: NA	By When: NA

13) Topic: Motion to Adjourn		
Motion made by Reid Thornburg and motion seconded by Diana Duncan. Meeting adjourned.		
Action Needed? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
What Needs to Happen? N/A	Responsible Person: N/A	By When: N/A

Next Meeting:

June 2, 2016 1:00 p.m.-4:00 pm

Location: Cardinal Innovations Corporate Office

Call-In number: (855) 332-4181

Call-In Code: 8035775

Minutes submitted by: Jeanne Pritt, Vice President

Date Approved: June 2, 2016

Signature of the President: Charles O. Willard, CPC