

FIVE COUNTY PROVIDER COUNCIL AGENDA AND MINUTES

DATE: 2/12/16 **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	Valerie Hennike, Director	No		
Sharon Garrett, Secretary Vision Behavioral Health Services	Yes	Elliot Clark, Regional Network Relations Manager	Yes		
Bobbie Jo Hopf Youth Villages	No	Michael Norton, Northern Region QM Manager	Yes		
Cheri Howell Community Workforce Sol.	Yes				
Chuck Hill RHA Health Services	No				
Donna Duggins Strategic Interventions	Yes				
Evelyn Dawson BriteSmilz Family & Community	No	Non-Voting FC Staff:			
Florence Ikechukwu Spring Life Behavioral Care	No	Barbara Epanchin, Network Specialist	Yes		
Gladys Washington DD Residential Services	No	Gina DeMent, Community Relations Specialist	No		
Janeen Gordon Recovery Innovations International	No				
John Mattocks Vance Recovery Services	Yes	Marni Cahill, MH/SA Care Coordination Regional Manager	No		
Rasheede Hicks, LPC Rasheede Hicks, LIP	Yes	Stephanie Callahan, Network Specialist	Yes		
Robin Henderson-Wiley Freedom House Recovery	Yes	Virginia Hughes, QM	No		
Rosemary Lewis, CFAC Rep.	Yes	Lynn Veldkamp, Network Support	Yes		

<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 1/8/16 Meeting Minutes	All	<p>Minutes from the 1/8/16 meeting were reviewed.</p> <p>Action: Rasheede Hicks requested that the meeting minutes be revised to include the request that members be allowed to call into the meeting when extenuating circumstances did not allow for them to be present, but members were strongly encouraged to attend all meetings in person. Robin Henderson-Wiley made the motion to accept the minutes with the revision and Sharon Garrett seconded. Motion carried.</p>
3) Member Attendance/Substitution	Jerry Earnhardt	<p>Jerry stated that the question had been brought before him when a member is unable to attend a Network Council meeting rather or not they should send a representative.</p> <p>Jerry stated that according to the By-Laws that it is the person that is the representative, not the agency and that there wasn't a need to send a substitute.</p>
4) Provider Forum Planning	All	<p>There was discussion regarding the next Provider Forum scheduled for March 18, 2016, from 10:00 a.m. – 12:00 noon at the First Presbyterian Church in Henderson.</p> <p>Elliot stated that Cardinal's UM department will not be able to attend the meeting on March 18, but communicated they will be posting a Question/Answer dashboard on Cardinal's external webpage. Providers would be able to post their questions there and Cardinal would be following up with answers to those questions on that site. This dashboard is scheduled to be ready to utilize in April.</p> <p>There was discussion regarding rather or not to invite Cardinal staff to the Provider Forums. It was decided that a combination of having Cardinal's staff there for a designated time, according to the agenda items developed, but then have them leave. This would allow more open Provider discussions.</p> <p>The Council would like Cardinal's Regional staff, as well as upper management to be available to attend.</p> <p>The Council also suggested that a Cardinal organization flowchart would be helpful to have access to and also to know who makes up the Executive Leadership Team.</p>

		<p>Suggestions for future Provider Forum meetings:</p> <ul style="list-style-type: none"> • Breakout groups for MH/SA and IDD • Elliot to address questions regarding the elimination of IPRS dollars • Current services funding sources • Denials • Questions for UM <p>Action: Jerry will develop an email to Providers next week and send to Lynn. The email shall include the following:</p> <ul style="list-style-type: none"> • Request Providers submit questions and concerns for Cardinal • If anyone would be interested in providing the “Provider Spotlight” for their agency • A statement regarding the Council on “who we are” and “what we are”. <p>Once Lynn receives the email from Jerry, she will distribute to the local Providers asking for them to submit their responses back to her. She will forward these responses to Elliot as they are received.</p> <p>Elliot will consolidate the questions/answers received; i.e., timelines around authorizations and present on the following at the Provider Forum in March:</p> <ul style="list-style-type: none"> • Questions submitted from Providers and Cardinal’s response • Service Center reports for Agency/LIP’s/LIP Groups regarding top reasons for denials • Changes in services, shifting needs – providers need to know so as to move with the shifts, training staff • Cardinal Update <p>Jerry will bring a signup sheet to the next Network Council meeting for people to sign up to set-up (9:00-9:30), break-down, and provide refreshments.</p> <p>Jeanne requested future meeting dates to reserve the space at the church.</p>
<p>5) Cardinal Regional Network Council Update</p>	<p>Jerry Earnhardt</p>	<p>Jerry commented on Cardinal’s Regional Network Council’s last conference call meeting. UM is hearing across the board about the impact of the 14 day authorization review period being too long. UM will go back and analyze individual services and look at averages (by Region and by service). Possibly it is the policy that needs to be revisited. The group did say there was a place to check on the front page of the authorization for it to be expedited with an explanation. The next Regional meeting is scheduled for March.</p>

6) Cultural Competence Subcommittee Update	Sharon Garrett	<p>Sharon Garrett gave an update on the Cultural Competency Plan for the FC area. Robin Henderson-Wiley will submit a draft of the Plan for the committee to review today. The committee has reviewed the monitoring tool and made recommendations to the Advisory Committee. Once recommendations are accepted, it will have to go through other channels.</p> <p>Michael Norton stated that staff are being trained on cultural competence and using the tool. There will be a pilot tool used in late Spring with providers working with the LGBT population and fold into a regular monitoring tool. Providers will be trained on the implementation of the tool via face-to-face and online trainings.</p>
7) Cardinal Innovations Update	Elliot Clark	<p>Elliot reviewed Network Communications Bulletin concerning Providers rejection of referrals. Cardinal is collecting data where insufficient justification is given for the referral rejection. This data will be reviewed and assessed on a quarterly basis. Trends or common issues will be identified and technical assistance provided where appropriate. This is intended to support providers in their contract compliance; however, if a trend is ongoing and not corrected, additional follow up may be warranted. The group voiced concerns regarding inappropriate referrals and that tracking needs to happen on both sides.</p>
8) QM Updates	Michael Norton	<p>HCBS Assessments – follow up should be happening, waiting on the State. End of process if Provider is at full integration. Response should indicate if Provider was at full integration. Reviews are complete and Providers have not heard anything. Providers should contact QM if they are not sure if they are fully integrated. Michael will bring issue to central QM office. If Provider wants to add site in area, that site would have to be at full integration. QM would contact other MCO's to verify. QM will be doing TFC reviews and will go back to doing routine post payment reviews that are on a two year cycle.</p>
9) Provider Updates	All	<p>Freedom House – up and running outpatient in Durham. RHA – Supported Employment will be housed in Louisburg (with Vision Behavioral) – accepting clients beginning 3/1/16.</p> <p>Rosemary Lewis is looking for EAP; Rasheede is looking in taking course and will follow up with Rosemary. Mary Edith Watkins in Henderson also does EAP's.</p>
10) Wrap-Up	All	<p>The next scheduled Provider Network Council meeting is Friday, March 11, 2016 at 9:30 in the second floor conference room at Five County COC.</p> <p>Meeting Adjourned</p>

Respectfully submitted, Lynn Veldkamp, Network Support