

Southern Region (Piedmont COC) Provider Network Council
Meeting Minutes
June 2, 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	C	Diana Duncan (Cultural Comp.)	Diana's Homecare
	Christy Shaver or Jim Kelly 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
P	Arlana Sims (Outpatient)	Sims Consulting		Pam Rankin for Billy West (CCC)	Daymark
	Andrea Stevens (IDD)	Consumer/Family Member	C	Robin Devore (IDD)	Lifespan
			P	Chris Abbey (SA)	PASAPA/ Monarch
P	Beth Monaco	Piedmont COC- IDD/CCD	P	LaTonya Hardy (Outpatient)	S&H Youth and Adult Services
P	Sharisse Johnson	Piedmont COC- Network Manager	P	Reid Thornburg	Piedmont COC-Director
	Jacqueline Millican (LIP)	Nazareth Children's Home		Dierdre Webb	Piedmont COC-MH/SA CCD
	Ann Gluf	Piedmont COC Comm. Partners		Christopher White for Robin Devore	Lifespan
	Roxanna Newton		P	Jean Tillman	Daymark
	Delton Russell			Jim Harner	Guest-Insight Human Services
P	Carol Gouge		P	Jasmine Burgess	McCloud- Visitor

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

Chuck Hill called the meeting to order and welcomed attendees. Reid introduced Sharisse Johnson who is serving currently as Network Operations Manager in Mecklenburg as well as Network Manager with Cardinal. Jeanne Pritt noted two corrections, Kerri Cole noted one correction and Devon Cornett noted one correction to minutes. Beth Monaco is in attendance and is replacing Nicole Cote. Motion to approve minutes with changes made by Devon Cornett and seconded by Chris Abbey. Minutes were approved as submitted. Motion passed.

Action Needed? Yes No

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

Responsible Person:
Kerri Cole

By When:
August 2nd

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

- A. Care Coordination. In addition to any questions, Sharisse Johnson is asking that we use the webinars to submit the questions to allow enough time for answers.
- B. Holding to accountability for the provider manual that is dated 2015.
- C. Regarding NCSNAP and ICDF facilities, Cardinals UM will resume all responsibilities for TARS as of July 1st. Cardinal will have Cindy Wickline to give training for NCSNAP but don't foresee a lot of interest as Cardinal is doing away with NCSNAP.
- D. Link provided for HCBS has been provided via last minutes.
- E. Clinical Advisory Committee – Reid Thornburg has forwarded questions that Chuck Hill provided. One particular question included: Can you adopt clinical guidelines to business practice when there is an expense related? Pam Rankin noted it's considered a guideline with no sanctions at this time. Chris Abbey asked: Are there a set of rules that governs the advisory committee? The guidelines were adopted and questions have gone to Dr. McCoy for his feedback technically asking for his opinions after the fact. Chris Abbey's concern is voting practices. Do we have a voice or do we not have a voice?

New Business

UM Call:

- Chuck has feedback on the UM call. With the new call process if we can talk with people that can be on the call so feedback can be obtained.
- Jeanne Pritt thinks it an excellent idea to have a call to discuss issues. Need more advanced notice of the meeting. Closing the portal for questions quickly gave a small window. She did hear that some providers were able to submit questions that were not answered. What would be the plan for the answers to those questions?
- Chuck Hill will they post the answers ie: FAQ's? They indicated they would get back with an answer.
- When will the next webinar take place? Sharisse Johnson is submitting those questions now. Of the questions asked and answered, people felt that the answers were very helpful. Is it supposed to be monthly or quarterly?
- Jill Queen asked is it the request of the group that the Q&A is provided in writing as well as verbally, that would only to be to the questions submitted in advance. To be official, it should be made as a motion from this group. Reid asked if Clinical Operations would be present at this council meeting and it was stated "no".

- Chris Abbey made a motion that on the day of the webinar, the questions and answers should be provided in writing. Jeanne Pritt seconded the motion. Motion passed.

Care coordination re-design:

- Are we supposed to contact each individual? Information should be noted in the Infosource. Sharisse Johnson indicated that there had been care coordination calls with the area directors and it was discussed that any agencies that are going to have any hard issues, Cardinal will reach out directly to those agencies. Design has not been completed at this date. Reid Thornburg added core functions are being streamlined for growth and some are to reflect industry standards and best practices some are for looking at building whole person care and physical skill sets. Some are for interfacing with hospitals such as liaison positions. Wanting to focus on strong leadership and excellence and strong work force.

Action Needed? Yes No

What Needs to Happen? Communicate an comments regarding Dr. McCoy's feedback.

Responsible Person:
Reid Thornburg

By When:
August 4

5) Request to change start time.

Chuck Hill stated it was requested to change start time to 1:30 versus 1pm. Reid Thornburg made a motion to approve new time, Chris Abbey seconded. Motion approved. Devon Cornett made a motion to cancel the July meeting, with Reid Thornburg seconding. Motion approved. Next meeting will be August 4th at 1:30pm.

Action Needed? Yes No

What Needs to Happen? NA

Responsible Person:
NA

By When:
NA

6) Regional Council Updates:

Regional Council updates: Chuck Hill reported that we still have not received minutes from the Regional Council meeting to share. Minutes have still not gone out for approval. Reid Thornburg shared highlights from a DRAFT of the Regional Council in the April Council meeting Sharisse Johnson indicated they are waiting for follow up on the UM process.

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

7) Topic: Provider Meeting

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

- Lots of interest in a Provider Fair for consumers, families and community partners and provider education and networking.
- Sharisse Johnson shared lots of Cardinal updates with the group.
- CFA's will be sent out by end of June. Send any questions to either Cardinal or Centerpoint depending upon which contract is in question. If you have TFC homes in the region, you

should have had contact with Network Operations so they could be put on contract. If you haven't received contact, please contact Cardinal.

- No comments regarding moving the meeting to Milestone. Reid Thornburg requested the dates for 2017 to insure dates are noted on the Cardinal calendar. Devon Cornett to supply.
- Topics were numerous including: routine provider monitoring tool, ethics, and evidence based practices. No trainers were noted. Jill Queen requested additional information regarding what the provider monitoring training would involve. Jeanne Pritt will talk with Diana Duncan to further discuss what can be discussed during training.

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

Action Needed? Yes No

What Needs to Happen? Send dates for 2017 Cardinal Provider Meeting to Reid Thornburg

Responsible Persons:
Devon Cornett

By When:
ASAP

8) 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/Sharisse
Johnson

By When:
ASAP

9) Topic: Communication Bulletin FY 1516 UM 10 and Follow Up

Chuck Hill has heard they are submitting TARS for these services and they are getting unusual response. Some stating the agency will not going to be reimbursed redirecting to a different service. Problematic suggesting a different level of care. Agency would just prefer getting the denial. Gives right of consumer to appeal decision. Sharisse Johnson would like any issues to be outlined specifically and submitted to her for review.

Action Needed? Yes No

What Needs to Happen? N/A

Responsible Person:
NA

By When: NA

10) Topic: Representative Updates

Clinical Advisory – Next meeting is not until July 25th. They are asking everyone to call in versus going in person.

PASAPA – Chris Abbey noted a discussion took place regarding Network Council meeting. Discussed 16 Bed Rule with Institute for Mental Disease (IMD) and Facility Based Crisis (FBC). Federal rules have changed so you can have more than 16 beds and bill and be paid by Medicaid. We are waiting for North Carolina to make a decision if they will adopt the federal rules. Discussed supervision with prevention specialists, nationally vs. NC. Discussion regarding next year's training calendar. Please forward any topics that might be helpful.

Cultural Competence – Diana Duncan reported first training will take place on June 7th. Plans have

all been submitted. More information regarding

Global/Corporate COI/Provider Monitoring Tool –Jeanne Pritt reported that GCQI met on May 20th to review and draft a report for last year and to review and draft a plan to '16-'17 year. Both drafts put out to membership and receiving vote currently. Next meeting July 8th. They are trying to decide if they will have the meeting in person or conference call or reschedule due to holiday week.

Action Needed? Yes No

What Needs to Happen? NA

Responsible Person:
NA

By When: NA

11) Topic: Provider Updates:

Arlana Sims, Sims Consulting – Started Trauma Informed Yoga. She is working on discussions regarding minority children that appear to be more commonly diagnosed with behavioral problems. Jasmine Burgess, McCloud Center – Could someone be added to the notification of this council? Chuck would prefer that it be added to Infosource. McCloud Charlotte Opioid Center was relocated across the parking lot.

Pam Rankin, Daymark-working with CCNC grant with a QI project for the next 3 years. 150 targets that must be reached. First meeting will be on the 13th. Working through Centerpoint transition.

Recently had bed bugs at the Cabarrus Center. All have been treated and all back to operation.

Davidson County CRC opening should be some time between December 2016 and February 2017.

Davidson Center will be open hopefully by the end of July 2016.

Jeanne Pritt, InReach – Cornhole tournament rescheduled to June 11th at Old Meck Brewery.

Kerri

Action Needed? Yes No
If Yes,

What Needs to Happen? NA

Responsible Person:
NA

By When:
NA

12) Topic: COC Updates:

Reid Thornburg – two day training for Centerpoint providers may 24-25. Lots of good feedback. Information well received. Powerpoint is being created to post addressing claims and other items. You should check the website for updates. Centerpoint providers in good standing will be able to serve the 20 county catchment area. He is asking Mike Bridges and Jane Goble-Clark to come to the next meeting to discuss new opportunities. Infosource offers a live chat for families. Therapeutic Foster Care (TFC) report card has come out. The standard is 50% threshold. Many providers were in the 90%. Elliot Clark has accepted position for Community Operations for Five County Catchment.

Jill Queen – Cultural Competance reviews will start in July, rolling out fully in September. Still on schedule. If you are within a month to three months of routine, they will do all reviews all at one time to avoid duplication. Network has a reach out schedule for notifying providers of the reviews.

Carol Gouge – WRAP training took place and trained eight people. Peer support 20th-24th. Registration should go up tonight. Another WRAP training 28th-30th.

Janet Breeding-Waiver went in. On time. Innovations waiver has been approved.

Action Needed? Yes No

What Needs to Happen? NA

Responsible Person:

By When:

	NA	NA

13) Topic: Motion to Adjourn		
Motion made by Devon Cornett and motion seconded by Jeanne Pritt. 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:
August 11, 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: 8/11/16

Signature of the President: 