

Partners Provider Council

MINUTES FEBRUARY 24, 2017 9:30 – 11:30 A.M. PBHM – HICKORY OFFICES

CHAIR/PRESIDENT	Shannon Childress
VICE CHAIR/ VICE PRESIDENT	Julie Walker
SECRETARY	Rhonda Cooper
ATTENDEES	Rachelle McKoy, Sarah Dunagan, Sharon Wilcox, Kevin Oliver, Lyndril Leonard, Traci Butler, Tamara Bedford, Debra Zlobecki, Ashley King, Gina Griffith, Kim Mitchell, Kimberly Yates, Veronica McCray, Alex Caras, Kara Wertenbach, Laurie Urland, Misty Clay, Stefanie Wiley, Chastity Hector, Thom Elmore, Shannon Warlick, Temeka Hoyle, Mike Penland, Colleen McCall, Aimee Rutledge, Darlene Norton, Tonya Oakley, Darren Staley, Melaina Rhoney, Kathryn Hinkle, Vonda Jenkins-Kimrey, John Waters and Alicia Emmons.

Agenda topics

- Review & Approve January and February called meeting Minutes
- Old Business
- Committee Reports
- General Council Discussions
-

- Partners Updates

AGENDA TOPIC:	Review & Approve January, 2017 Minutes		
DISCUSSION	Kevin Oliver motioned to approve. John Waters seconded.		
CONCLUSIONS	Approved unanimously.		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE	

AGENDA TOPIC:	Review & Approve February 8, 2017 Minutes		
DISCUSSION	John Waters motioned to approve. Kevin Oliver seconded.		
CONCLUSIONS	Approved unanimously.		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE	

AGENDA TOPIC:	Committee Reports		
DISCUSSION	<ul style="list-style-type: none"> ○ Quality Improvement: Nothing to report at this time. ○ Clinical Advisory: Quarterly meeting. Next meeting April 28th. Need IDD person on committee and no credentials are needed. Let Kevin 		

	<p>know if you are interested.</p> <ul style="list-style-type: none"> ○ Utilization Management: Nothing to report at this time. ○ Credentialing Committee: Julie Walker sent an email to Natalie McBride with questions regarding Credentialing Feedback. Julie had three items that she wanted clarification on and Natalie responded to those items. A copy of the email and response were sent out to all members and discussed at the meeting. ○ Global CQI: Darren Staley reported for this committee. The committee is reviewing information on HIE and what the requirements for providers will be and hopefully will have more to share at a later date. The committee reviewed the Cultural Competency monitoring tool and felt that it was similar to CARF and had no recommendations at this time. The committee presented a recommendation to the Council for approval concerning the HCBS Monitoring Check Sheet that asked that the Council advocate for clarification of the monitoring tool to be used due to the fact that 19 out of 24 questions (79%) in the monitoring tool required further clarification. A copy of the recommendation is attached to the minutes. 						
CONCLUSIONS	Council unanimously approved recommendation.						
ACTION ITEMS	<table border="1"> <thead> <tr> <th></th> <th>PERSON RESPONSIBLE</th> <th>DEADLINE</th> </tr> </thead> <tbody> <tr> <td>Council will identify a group with Doug Gallion to clarify the requirements and to identify a group of people to meet with Council leadership to participate.</td> <td>Shannon Childress</td> <td>3/24/17</td> </tr> </tbody> </table>		PERSON RESPONSIBLE	DEADLINE	Council will identify a group with Doug Gallion to clarify the requirements and to identify a group of people to meet with Council leadership to participate.	Shannon Childress	3/24/17
	PERSON RESPONSIBLE	DEADLINE					
Council will identify a group with Doug Gallion to clarify the requirements and to identify a group of people to meet with Council leadership to participate.	Shannon Childress	3/24/17					

AGENDA TOPIC:	Clinical Policy regarding Nurse Practitioners obtaining psychiatric certification	
DISCUSSION	Discussed Communication Bulletin that states 5 years experience instead of 2 to be grandfathered in. Much concern due to severe shortage of providers presently and how this will effect those we have now.	
CONCLUSIONS	A group has scheduled a meeting in Raleigh with DMH to discuss the requirements and answer questions regarding this change.	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
None at this time.		

AGENDA TOPIC:	Partners Updates
DISCUSSION	<p>BETH LACKEY – IPRS reductions to service categories: Concern regarding the cost to providers when services are changed. There are barriers to moving the services being reduced to B3 services. Providers have continued to ask Partners to change how the services are provided with no luck. Partners needs our input to understand what we need to maintain services to our consumers. Housing is supposed to be a priority for Partners but there is still so many barriers to providing housing to those with MH or DD disabilities. There are very limited services for consumers with IDD. Paul recommended that providers send questions and suggestions to them to assist with finding solutions.</p>

CONCLUSIONS	Ask Partners to look at the B3 service definitions to see what changes can be made to eliminate some of the barriers and the extra costs to providers.	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Check with UM to see if they can make services easier to implement and effective.	Beth Lackey	3/24/17
AGENDA TOPIC:	NATALIE MCBRIDE - Credentialing process and compatibility with Alpha and NCTracks:	
DISCUSSION	Providers are experiencing difficulty with matching Alpha and NCTracks information.	
CONCLUSIONS	Natalie explained that Partners was limited in things that they could change in NCTracks for providers and that they were now going to require providers to send a copy of the Managed Change Request sent to NC Tracks to Partners to clarify information being changed. They will not be able to change the information for us but they can see providers have requested and make sure it matches.	

ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Ask Partners staff who are liaisons with NCTracks to attend the training in April.	Natalie McBride	April, 2017
AGENDA TOPIC:	Credentialing Time Line:	
DISCUSSION	<p>March 1st: Vaya will no longer send out notices 6 months prior to required re-credentialing. Partners will begin to send the notices. Providers will continue to send applications as in the past and follow through on applications already being processed.</p> <p>April 1st: Trainings will begin with Partners on the process to re-credential.</p> <p>May 1st: Vaya will no longer accept applications for credentialing and re-credentialing. All applications will go to Partners.</p>	
CONCLUSIONS	Applications in process prior to May 1 st with Vaya will be completed by June 30 th .	

ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
None		
AGENDA TOPIC:	Upcoming Trainings	
DISCUSSION	Beth reminded everyone of the upcoming trainings in March. March 14 th will be the Leadership Consortium meeting in Statesville. March 31 st will be the Partners Health summit for Whole Person Integrated Care.	
CONCLUSIONS		

ACTION ITEMS	PERSON	DEADLINE
---------------------	---------------	-----------------

	RESPONSIBLE	
Register for trainings.		
AGENDA TOPIC:	BETH LACKEY – Selection and Retention policy	
DISCUSSION	Account Specialist are reviewing business measures in provider contracts and will review scores with providers.	
CONCLUSIONS	Compliance review to identify quality and compliance measures. They will develop a tier process for providers based on the scores. Benefits will be linked to each tier.	