

CHAIR/PRESIDENT	Shannon Childress
VICE CHAIR/ VICE PRESIDENT	Julie Walker
SECRETARY	Rhonda Cooper
ATTENDEES	Ashley Conrad, Jonathan Hardin, Sarah Dunagan, Sharon Wilcox, Kevin Oliver, Safi Martin, Tim Lentz, Devon Cornett, Tamara Bedford, Debra Zlobecki, Gina Griffith, Gary Meosky, Kimberly Mitchell, Veronica McCray, Alex Caras, Barbra Maney, Misty Clay, Colleen McCall, Lynn Martin, Aimee Rutledge, Darlene Norton, Darren Staley, Kathryn Hinkle, Alicia Emmons, Lucy Her, Amanda Thao, Malla Vue, Candi Dula, Alisa Buchanan, Josh Martin, Trenita Crouch, Carshia Pollard, Rhonda Williams and Charlotte Johnson.

Agenda topics

- Review & Approve February meeting Minutes
- Old Business
- Committee Reports
- General Council Discussions
- Partners Updates

AGENDA TOPIC:	Review & Approve February, 2017 Minutes	
DISCUSSION	Devon Cornett motioned to approve. Kimberly Hinkle seconded.	
CONCLUSIONS	Approved unanimously.	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE

AGENDA TOPIC:	Membership Vote	
DISCUSSION	Access Family Services and Strategic Interventions have not been to a meeting since they were nominated and approved to serve on the council. There was discussion concerning removing them due to the attendance requirements in our bylaws and allow other agencies to take their place. Devon Cornett made a motion to remove these two agencies and Gina Griffith seconded.	
CONCLUSIONS	Approved unanimously.	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE

AGENDA TOPIC:	Nomination for membership		
DISCUSSION	Shannon nominated GRS for membership to the Council. Kevin Oliver made a motion to accept the nomination and Tim Lentz seconded.		
CONCLUSIONS	Approved unanimously.		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE	

AGENDA TOPIC:	Committee Reports		
DISCUSSION	<ul style="list-style-type: none"> o <u>Quality Improvement:</u> Safi was unable to attend the last meeting and will get the minutes to us. o <u>Clinical Advisory:</u> Quarterly meeting. No update from Kevin at this time. o <u>Utilization Management:</u> Nothing to report at this time. o <u>Credentialing Committee:</u> No update available at this time. o <u>Global CQI:</u> Darren Staley reported for this committee. The committee has invited Doug Gallion and Tammy Gilmore to attend their April meeting to discuss the issues that we previously identified. Partners is looking for a trainer to address our HIE and HER questions. A list of those questions will be attached to these minutes. There was much discussion regarding the establishment of a subcommittee to work with Partners regarding this issue. Robin Devore will be asked to join this committee as well as Lynn Martin, Shannon Childress, Kim Mitchell, and Darren as well as any other GCQI committee members. This subcommittee will bring back information to the Council. Lynn Martin agreed to coordinate the committee meetings with Partners. GCQI meets the first Friday of each month at 9:30 in Hickory and everyone is invited to attend their next meeting on April 7th. 		
CONCLUSIONS	Subcommittee established		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE	
Committee will meet to get answers to questions regarding HIE and EHR.	Lynn Martin	4/28/17	

AGENDA TOPIC:	HIE and NC HealthConnex		
DISCUSSION	There was discussion regarding the requirement for all providers to be connected by February, 2018.		
CONCLUSIONS	Devon sent a link to all members regarding this to review for further clarification.		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE	
Beth is working with HealthConnex to come onsite for training.			

AGENDA TOPIC:	Barriers to providing services		
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DISCUSSION	At the last meeting the council asked Beth about the service definitions for the B3 services and whether or not Partners had the authority to tweak them to make the services easier to access and not a financial burden for providers.	
CONCLUSIONS	We will continue to look at this as Beth brings back more information.	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Meet with UM Department to discuss	Beth Lackey	4/28/17

AGENDA TOPIC:	Identify work groups based on Leadership Consortium	
DISCUSSION	Partners has asked us to establish work groups to follow up on the discussions based on the Leadership Consortium per disability group. There was a lot of discussion regarding the outcomes identified at the Consortium and a general consensus that there may need to be an array of outcomes for agency's to choose from due to the diversity of services provided.	
CONCLUSIONS	IDD workgroup and MH/SA workgroups will meet on April 7 th at 10:30 am in Hickory for a special called meeting to discuss the outcomes requested.	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Develop outcomes for Partners	Shannon Childress / Rhonda Cooper	As soon as possible

AGENDA TOPIC:	IDD work group	
DISCUSSION	Devon Cornett made a motion that we reconvene the IDD workgroup to meet each month after the council meeting. Kathryn Hinkle seconded. All were in favor.	
CONCLUSIONS	IDD workgroup will meet directly following the Provider Council meeting each month in Hickory.	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
It was suggested that we ask Doug Gallion and Tammy Gilmore to come to these meetings to discuss some of the issues that providers are facing with Care Coordination.	Shannon Childress	4/28/17

AGENDA TOPIC:	Partners Updates	
DISCUSSION	BETH LACKEY – IDD and Care Coordination: Doug Gallion, Tammy Gilmore and UM staff will be attending the Global CQI meeting in April prior to meeting with the council to discuss the responsibilities of Care Coordinators, the requirements of HCBS and Resource Allocation concerns. Beth stated that there is an open invitation to all IDD providers to be part of the subgroup that meets with Partners. Beth suggested that we ask Doug, Tammy, Charity and Jane as well as the Managers to attend the IDD workgroup.	
CONCLUSIONS	All providers are asked to send questions that they have regarding IDD to Beth so that she can get the questions to Partners staff prior to meeting with them in	

	April, 2017.	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Prepare questions for Doug, Tammy and UM staff	Beth Lackey	4/28/17
AGENDA TOPIC:	NATALIE MCBRIDE - Credentialing process	
DISCUSSION	Partners has hired new supervisor and have additional staff that will be starting soon to oversee the credentialing process. They hope to offer different types of training in the upcoming weeks. Natalie referred to the LME-MCO Communication Bulletin # J240 regarding Medicaid enrollment of New Behavioral Health Providers in NCTracks which is effective July 1, 2017. All providers requesting an initial enrollment through the LME-MCOs must be directed to NCTracks first as the LME-MCOs will no longer enroll them and transfer enrollment information through the Provider Upload process.	
CONCLUSIONS	This will impact new clinicians and new sites only at this time. Effective July 1, 2018 it will impact current providers when they do recertification or credentialing. Natalie suggests all providers stay on top of changes. She has asked NCTracks if they have a representative that can attend training with Partners and she is waiting to hear back from them. There will be a series of training between now and July 1 st concerning the new credentialing process with Partners. Partners staff who work with NCTracks will attend our next meeting in April.	

Minutes from the IDD special meeting held on March 24, 2017 following Council meeting:

The following items were discussed at the IDD workgroup meeting and the things that we would like to discuss with Partners:

- 1) Providers access to the ISP is restricted.
- 2) Letters of service denials are going to guardians and not providers. Can we develop an authorization guide that guardians can sign to allow providers access to ISP info in Alpha.
- 3) Care Coordination: a) What training are they receiving to ensure consistency and knowledge of the new HCB standards? b) What is their scheduling protocol for monitoring? c) Can one agency have the same CC for multiple clients (for efficiency purposes)? and d) How can providers and Partners work together to ensure Care Coordinators have objectivity during appeals and hearings?
- 4) What is the schedule and timeline requirements for the ISP meeting and obtaining signatures? The current timelines are requiring providers to schedule ISP meetings many months ahead of new plan submission.
- 5) Utilization Management: What training are they receiving to ensure consistency regarding authorizations and what tools are they using to determine medical necessity?
- 6) SIS: What training are SIS evaluators receiving to ensure consistency?
- 7) Education credentialing: Can someone from Partners educate providers on the requirements regarding employee education and verification?