

CHAIR/PRESIDENT	Margaret Mason
VICE CHAIR/ VICE PRESIDENT	Tonya Oakley
SECRETARY	Safi Martin
ATTENDEES	Safi Martin, Tonya Oakley, Margaret Mason, Robin Devore, Ashley Conrad, Josh Martin, John Waters, Shannon Childress, Melaina Rhoney, Julie Walker, Ashley King, Shannon Atkinson, Darlene Norton, Kahlil Nasser (via phone), Tracy Frye, Colleen McCall, Sarah Dunagan, Kimberly Yates, Darren Staley, Alex Caras, Donnie Thurman, Josh Martin, Devon Cornett, Rhonda Cooper, Kim Mitchell, Sherry Wiseman, T. Butler, Candi Dula, Mary Costner

Agenda topics

- Review & Approve April & June Minutes
- Committee Reports
- Finalize SWOT Analysis of Partners/Smoky Merger
- First Responder Requirements in Clinical Coverage Policy
- DOJ Settlement update

- Partners Updates

AGENDA TOPIC:	Review & Approve April & June Minutes		
DISCUSSION	John Waters motioned to accept both minutes as presented. Shannon Childress 2nded.		
CONCLUSIONS	Approved unanimously.		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE	

AGENDA TOPIC:	Committee Reports (no reports today to allow for discussion on other topics)		
DISCUSSION	<ul style="list-style-type: none"> ○ <u>Quality Improvement:</u> ○ <u>Clinical Advisory:</u> ○ <u>Utilization Management:</u> ○ <u>Credentialing Committee:</u> ○ <u>Global CQI:</u> 		
CONCLUSIONS			
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE	
Safi will collect minutes from various committees and send out to Provider Council list.	Safi Martin & committee representatives		

AGENDA TOPIC:	(Old Business) Finalize SWOT Analysis of Partners/Smoky Merger
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DISCUSSION	Safi offered to share the full SWOT document with full council if desired. Presented document and proposed recommendations include the top 3 concerns/recommendations from each of the SWOT categories.		
	Providers expressed concern that our SWOT recommendations are not worded clearly and strongly enough as it relates to Provider Council participation and input as it relates to the merger. The PC charged leadership to revisit the wording in the recommendations, edit and resend to the whole PC for approval.		
	Providers agreed that the SWOT and recommendations would be presented to the Partners BHM board, as well as their leadership staff.		
	Additionally, PC recommended that we included language about inclusion of PC in Partners BHM strategic plan and process.		
CONCLUSIONS			
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE	

AGENDA TOPIC:	First Responder Requirements in Clinical Coverage Policy		
DISCUSSION	Providers expressed profound concerns about Partners movement towards insisting that providers who provide enhanced services must provide face to face (vs. telephonic) first responder crisis intervention for basic benefits clients prior to seeking MCM. Providers would like more clarification around this from Partners and are very clear that this is not doable/sustainable from a financial standpoint.		
CONCLUSIONS			
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE	

AGENDA TOPIC:	DOJ Settlement Update		
DISCUSSION	Providers are seeking more information/clarification around some of the details with services and this settlement. Things get complicated when these consumers have legal guardians, etc. Providers would like an update and more information from Partners regarding this issue and its related services.		
CONCLUSIONS			
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE	

AGENDA TOPIC:	Partners Updates		
DISCUSSION	<u>PAUL CADLWELL</u> Merger Update: “moving target” Partners remains engaged with Smoky primarily to continue finding ways to collaborate. Senate Bill 372 was in short session and included language that allowed Secretary to force mergers and		

acquisitions (change in language from mergers to “mergers & acquisitions). At the very last minute all of the language was stripped out and sent back to committee, so there are still real questions that remain related to the Secretary’s authority to force mergers. The Secretary maintains authority to push mergers through his control of contracts. Additionally, the pending election is also influencing decisions. There is currently still a directive on the table that to submit a plan to the Secretary related to mergers by Sept. 30th. There is also a meeting scheduled for next Wednesday with the lme-mcos at the state level to discuss the future of the lme-mco system. Rhett Melton and Brian Ingraham continue to have ongoing conversations. At this time, it is unsure what/when/how any merger will occur. It was neither Smoky or Partners intent to merge and would not do so unless mandated to do so—both organizations are currently strong, free-standing LME-MCOs. Smoky & Partners are working together on some service definition & rate structures—especially as it relates to Autism Services (ABA).

IPRS Funding: Partners has yet to receive their letter from the state as it relates to IPRS allocation. The NCGA took back \$15+million in IPRS funding that had to be replaced by surplus Medicaid funding. The language from NCGA is very specific that no services related to IPRS may be cut. This year will see an additional \$22m reduction of IPRS and shift from Medicaid surplus. This will be impacting some of the projects that were planned for the Medicaid reinvestment funds. Some examples of these changes are scaling back on Facility-based Crisis for children and rent at the new Cleveland HUB.

Provider Summit: Considering doing a Provider Summit that brings together all of the providers throughout the network (375 total agencies + LIPs). There are a number of issues that are significant and common to all providers that would benefit from a collective conversation. One particular conversation that needs to be had is Outcomes. Members of the community and NCGA are asking the question, “what are we getting for our money?” How do we answer that question collectively? Would be a large summit at an area convention center with speakers, break-out sessions, and lunch provided at no cost to providers.

Are providers interested in something like this? PC members are interested and would be interested in partnering on this effort. Projecting that the event would occur in late January or late February.

ELT Visits: Partners Executive Leadership Team (10 members – heads of various departments & CEO) would like to do some site visits. ELT will be reaching out to providers and setting up a schedule to visit one service location per provider (not the corporate offices). Each team member will visit one service site per month. Partners doesn’t feel that they know the providers well enough and would like to get to know the providers better. This is not a new layer of oversight or monitoring. ELT folks may schedule with providers ahead of time and they may just drop in.

Providers requested that we get notification at least a week ahead of time in order for staff/leadership to best welcome the ELT members. The goal of these visits is to give Partners leadership a window into the experience and day to day operations of providers—including challenges and special needs of the clients we serve.

BETH LACKEY

Provider Satisfaction Survey: Partners is looking for feedback from the Provider Council on any items that had a negative trend from previous year to this year. Partners is looking for input from providers so that they can increase Provider Satisfaction. One of the bigger questions is “What does it mean for a provider to not be satisfied with LME-MCO staff?” The claims department is sending out a survey/satisfaction link on every communication/email they send related to claims.

Provider Forums: Concerns about attendance at Provider Forums now that we have moved to quarterly meetings. Partners is concerned that technology is contributing to lower attendance. For the November Provider Forum, Partners is planning to host two F2F sessions—one in Gastonia and the other in either Statesville or Hickory. Partners wants the Provider Forum to be valuable to providers. Provider Council would also like to be a routine agenda item.

Partners will arrange for heads of departments attend next forum to do a who’s who/show-and-tell to let providers know who to reach out to related to questions/concerns, etc. Will also have org charts available in paper and electronically.

Partners New Website: Partners would like provider feedback on the new website and its functionality for providers. Providers can send feedback to questions@partnersbhm.org --specific to the website, but broadly about anything. Providers can also use their account specialist as a liaison for these types of questions/issues. Providers expressed some concerns about lack of responsiveness from Partners when we do have questions.

Root Cause Analysis Process: Carolyn Shoaf is new QM Director. She is inquiring how providers would like to be trained on this process. Providers would like to have a formal training via a Webinar. This is a Quality Improvement process that providers may be requested to participate in from time to time.

Partners Cultural Competency Plan: It is now time for Partners to come up with their updated Cultural Competency Plan. Cardinal is now doing Cultural Competency Monitoring and other LME-MCOs are now developing their own plans and monitoring processes. Providers expressed profound/strong concerns about additional monitoring—particularly as it relates to how Cardinal is monitoring, which is site specific rather than agency specific. Providers are already mandated to have and comply with their cultural competency plans as part of their accreditation. EQRO is focusing on this area with LME-MCOs at this time, which is pushing this down as a separate monitoring with LME-MCOs. Providers believe that this separate layer of monitoring potentially opens up the door to individualized monitoring of other items—and questions about whether the LME-MCO staff have the expertise and training to adequately assess cultural competency given the differences between agencies and populations served. Partners is tentatively planning to include this monitoring with the routine monitoring process. Beth and her staff will be having more discussion on how to role this out. Providers should make any recommendations for monitoring to Beth.

CONCLUSIONS

ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE