

CHAIR/PRESIDENT	Shannon Childress
VICE CHAIR/ VICE PRESIDENT	Julie Walker
SECRETARY	Rhonda Cooper
ATTENDEES	Ashley Conrad, Sarah Dunagan, Lyndril Leonard, Tim Lentz, Tonya Watts, Devon Cornett, Sally Highsmith, Traci Butler, Amber Anderson, Debbie Zlobecki, Ashley King, Gina Griffith, Kathy McGuire, Kimberly Mitchell, Melaina Rhoney, Alex Caras, Barbra Maney, Tracy Moss, Misty Clay, Darlene Norton, Colleen McCall, Kristie Harmon, Donnita Silver, Candi Dula, Eileen Peters, and Sonia Sandford.

Agenda topics

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

AGENDA TOPIC:	Review & Approve March, 2017 Minutes	
DISCUSSION	Darlene Norton motioned to approve. Traci Butler seconded.	
CONCLUSIONS	Approved unanimously.	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE

AGENDA TOPIC:	Membership Update	
DISCUSSION	Shannon reported that we were still trying to figure out the percentage of disability groups for our voting members. She suggested that we table this discussion and vote on the membership at the next meeting.	
CONCLUSIONS	Approved unanimously.	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Review the current list of voting members to see what disability group needs to be represented and then move forward to add those agencies to the council.	Shannon	May, 2017

AGENDA TOPIC:	Committee Reports	
DISCUSSION	<ul style="list-style-type: none"> ○ Quality Improvement: No information at this time. ○ Clinical Advisory: No information at this time. 	

	<ul style="list-style-type: none"> ○ Utilization Management: Nothing to report at this time, next meeting scheduled for May 8, 2017. ○ Credentialing Committee: Continuing discussion regarding Nurse Practitioners and Partners during transition on credentialing process. ○ Global CQI: Darren Staley sent a copy of the minutes from the last meeting to all committee members. 	
CONCLUSIONS		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE

AGENDA TOPIC:	HIE and NC HealthConnex	
DISCUSSION	There was discussion regarding the requirement for all providers to be connected by February, 2018.	
CONCLUSIONS	Lynn Martin agreed to chair a subcommittee at the previous meeting. She was not available to give an update.	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Schedule meeting for subcommittee	Lynn Martin	5/23/17

AGENDA TOPIC:	Review of Workgroups	
DISCUSSION	Providers met on April 7, 2017 in Hickory to discuss outcomes. IDD providers were not able to identify three outcomes as requested due to the variances in types of service and the different domains. The group hoped to get answers from questions that were given to Doug Gallion at this meeting but he was not available. The group also had questions about contracts and how the outcomes would affect them and if it would be effective with the upcoming contracts. MH/SUD providers were able to choose three general outcomes that they could all measure in their agencies at this point and time. These outcomes were given to Beth Lackey.	
CONCLUSIONS	We will work on outcomes at the next meeting.	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Continue to work on outcomes for IDD providers	All providers	5/23/17

AGENDA TOPIC:	Provider Forums	
DISCUSSION	Partners is proposing to conduct future Provider forums through a series of webinars and provider staff will be able to access from their agency's site location.	
CONCLUSIONS	The Council likes the idea of webinars but had concerns about how providers would get timely answers to questions and feedback.	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE

AGENDA TOPIC:	Provider training needs	
DISCUSSION	Partners would like input on Provider's training needs for the upcoming year. Credentialing training was referenced. Partners had not been fully trained at the time their provider trainings were held so questions still remain about the transition and providers getting paid in a timely manner. It was noted that systems issues had led to non-payment for providers in the past.	
CONCLUSIONS	The council request further training in Credentialing.	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE

AGENDA TOPIC:	Provider Satisfaction Survey	
DISCUSSION	Partners would like feedback on several questions on the satisfaction survey.	
CONCLUSIONS	Providers struggle when a claim is denied and cannot get the support needed to get answers from network specialists.	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Feedback will be given to Partners	Shannon Childress	4/28/17

AGENDA TOPIC:	Partners Updates – Beth Lackey	
DISCUSSION	Provider Forum: Partners will be implementing a new strategy for communicating directly with providers each quarter. Provider forums will be conducted through a series of webinars and provider staff will be able to access from our agency's site location.	
CONCLUSIONS	Partners will share in advance, discipline-specific information about the webinars so that providers can designate appropriate staff to view the webinars. Providers will be able to register in advance and the webinars will be recorded for future use by providers.	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
The June 13 th provider forum will be in the form of webinar	Beth Lackey	

AGENDA TOPIC:	Partners Updates – Beth Lackey	
DISCUSSION	Work groups on Outcomes: IDD was not able to come up with specific outcomes. Partners wants to continue the momentum from the March consortium and continue to move forward. Paul reassured the council that there is not a plan already in place and that Partners truly wants provider's feedback regarding the outcomes. Paul and Beth have assured the council that Partners has no intentions of putting anything new into contracts for July 1 st . He stated that they were in the process of giving providers feedback from information that Provider Specialists have been reviewing which could impact contracts.	
CONCLUSIONS	The council will have the next meeting on May 23 rd instead of the last Friday due to the Memorial Day weekend and we will work on outcomes at that time. Partners will meet with providers as usual and will provide some information to	

	the council before this next meeting.	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Meet on May 23 rd and break out into groups	Beth Lackey	5/23/17

AGENDA TOPIC:	NATALIE MCBRIDE - Credentialing process	
DISCUSSION	Vaya will stop processing applications on May 1 st and Partners will have the applications posted to their website by then. Vaya will complete all applications that have already been submitted. There are revisions to the form to use for changes which will be posted on the Partners website. Partners will begin credentialing but cannot add to Alpha until providers are enrolled with NC Tracks.	
CONCLUSIONS	Providers must begin to submit applications to Partners on May 1 st .	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE

AGENDA TOPIC:	Tammy Gilmore – IDD Issues	
DISCUSSION	There were many questions regarding Care Coordination. Some issues discussed concerned the ISP and Care Coordinators telling providers that they could not give them a copy of the plan if it was only partially approved. Tammy stated that the Care Coordinator was supposed to revise the plan and providers should be able to get copies of the ISP at any stage. When there is a denial and there are multiple providers, the provider whose services are affected should get a copy of the letter. It was asked what type of training Care Coordinators received on the HCBS and Tammy explained that they were trained initially on the standards and received resource materials and that monitoring staff were really focused on the standards. Tammy explained the requirements for monitoring for consumers in residential settings and stated that all monitoring specialists should be using the same tool. She stated that when consumers were in a group home, the monitoring should be coordinated to be done at the same time instead of multiple monitoring visits each month. There was also a concern regarding the schedule and timeline for ISP's and obtaining signatures from all parties. Tammy responded that the state had issued timelines in 2016 and that they were now conducting reviews to see if the timeline is being followed. The CNR meeting should be at least two months prior to the birth month of the consumer. Providers are required to sign all plans and updates. On July 1 st Partners will begin using Docu-sign to be able to review and then sign plans.	
CONCLUSIONS	Report any specific issues to Tammy and she will review them.	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE

AGENDA TOPIC:	Tammy Gilmore - SIS evaluations	
DISCUSSION	Providers questioned the training that evaluators received and Tammy explained that all evaluators were trained by AAIDD and monitored and measured by them.	

	They are required to do annual training and a SIS supervisor will observe sessions to ensure that they have valid and reliable results. Tammy explained that the SIS information was entered into the online system for AAIDD to compile the budget assigned to consumers. She explained which sections were used to determine the budget (A, B, and E). She also stated that there were always exceptions to their findings and that Care Coordinators were required to explain in the ISP and outliners that identify medical necessity which should help ensure that the budget reflects their true needs. The plan should be specific so that UM will be able to understand any complex needs. Consumers and their guardians can request a meeting with the SIS evaluator to discuss concerns and the Care Coordinator should facilitate the meeting.	
CONCLUSIONS	Make sure that all outlying information regarding the consumers medical needs are identified in the ISP.	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE

AGENDA TOPIC:	Beth Lackey - Employee Education requirements	
DISCUSSION	Providers have concerns regarding the requirements for employee education and the methods used to verify the information. Different monitoring specialists have required different things and providers just want to know what the criteria is for verification. Beth explained that Partners is looking at a March 2015 publication regarding diploma mills and working with their legal department to determine the federal guidelines to ensure that Partners does not have pay backs which would then be passed on the providers. Beth stated that there would be a communication bulletin coming out soon informing providers what they will be looking for. She stated that verification is very important and there must be a diploma and transcript. The transcript must indicate that the staff person graduated.	
CONCLUSIONS	Providers would like a training session on this topic.	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Receive training on this topic	Beth Lackey	6/2017

The next meeting is scheduled for May 23, 2017 in Hickory.