

**Partners Provider Council**

MINUTES

APRIL 26, 2019

9:30 AM – 12:00 PM

PBHM – HICKORY  
OFFICES

<b>CHAIR/PRESIDENT</b>	Tim Lentz
<b>VICE CHAIR/ VICE PRESIDENT</b>	Beth Brown
<b>SECRETARY</b>	Alicia Emmons

<b>Voting member Roll Call &amp; Attendance</b>	<b>A=Absent</b>	<b>P=Present</b>
<b>Agency</b>	<b>Disability Group</b>	<b>A / P</b>
<b>Alexander Youth Network</b> <b>Hughes Crisp, Ashley Conrad</b>	<b>MH</b>	<b>P</b>
<b>Boundless Miracles, LLC</b> <b>Kim Mitchell, Rhonda Cooper</b>	<b>IDD</b>	<b>P</b>
<b>Catawba Valley Behavioral Health</b> <b>Tim Lentz, John Waters, Jennifer Williams</b>	<b>IDD/MH/SA</b>	<b>P</b>
<b>Catawba Valley Medical Center</b> <b>Kimberly Yates, Veronica McCray</b>	<b>Hospital</b>	<b>P</b>
<b>Children’s Hope Alliance</b> <b>Tracy Moss, Jason Ainsley, Kathy Sigmon</b>	<b>Child MH</b>	<b>P</b>
<b>Clay Wilson &amp; Associates</b> <b>Julie Walker, Lynette Taylor</b>	<b>Child &amp; Adult SA</b>	<b>P</b>
<b>Com Serve Inc.</b> <b>Barbra Maney, Dawn Kelley</b>	<b>IDD</b>	<b>P</b>
<b>Daymark</b> <b>Sarah Dunagan, Sharon Wilcox</b>	<b>MH/SA</b>	<b>A</b>
<b>Developmental Disabilities Resources</b> <b>Traci Butler, Alicia Emmons, Devon Cornett</b>	<b>IDD</b>	<b>P</b>
<b>Easter Seals UCP</b> <b>Tonya Oakly, Kathy McGuire</b>	<b>IDD/MH</b>	<b>A</b>
<b>Gaston Residential Services</b> <b>Wendy Houser, Darlene Norton</b>	<b>IDD – Adult</b>	<b>P</b>
<b>Genuine Counseling Services</b> <b>Jodie Smetak, Kris Smetak</b>	<b>Child &amp; Adult MH</b>	<b>A</b>
<b>Holy Angels</b> <b>Paula Atkins, Morgan Tapper</b>	<b>IDD</b>	<b>P</b>
<b>Home Care Management</b> <b>Nickie Hinson, Dionne Gaither, Roger Giles</b>	<b>IDD</b>	<b>P</b>
<b>Hughes Behavioral Health</b> <b>Candice Phillips, Lanie Craven</b>	<b>IDD</b>	<b>A</b>

<b>Jenny C. Carrington</b> <b>Jenny Carrington, Kay Franklin, Claudette Wilson</b>	<b>IDD</b>	<b>P</b>
<b>Lifespan</b> <b>Robin Devore, Cindy Lowe</b>	<b>IDD</b>	<b>A</b>
<b>McLeod Center</b> <b>Whitney Head, Monica Harris, Dana Troiano</b>	<b>SA</b>	<b>P</b>
<b>Monarch</b> <b>Derrick Jordan, Chris Thompson</b>	<b>MH/SA</b>	<b>P</b>
<b>New Directions</b> <b>Hannah Alligood, Gary Meosky</b>	<b>LIP</b>	<b>P</b>
<b>Phoenix Counseling</b> <b>Beth Brown, Tom Grey</b>	<b>MH/SA</b>	<b>P</b>
<b>Pinnacle Family Services</b> <b>Safi Martin, Martin Osteen</b>	<b>MH</b>	<b>P</b>
<b>PQA</b> <b>Debra Zlobecki, Khalil Nassir</b>	<b>IDD/MH/SA</b>	<b>P</b>
<b>RHA</b> <b>Mary Costner, Jennifer Lineberger</b>	<b>IDD</b>	<b>P</b>
<b>Skill Creations</b> <b>Laurie Urland, Misty Clay</b>	<b>IDD</b>	<b>P</b>
<b>Support, Inc.</b> <b>Josh Martin, Shante Vines, Paul McMahan</b>	<b>MH/SA</b>	<b>P</b>
<b>Turning Point Homes</b> <b>Jesse Stroud, Alex Caras</b>	<b>MH/SA</b>	<b>P</b>
<b>Universal Mental Health</b> <b>Tracy Frye, Brook Phillips, Tamara Bedford</b>	<b>IDD</b>	<b>A</b>
<b>A Caring Alternative (Alternate)</b> <b>Melaina Rhoney, Teagan Brown</b>	<b>MH/SA</b>	<b>P</b>

#### OTHER ATTENDEES – NON VOTING MEMBERS

<b>INREACH</b>	<b>Michael Puckett</b>
<b>DAVIDSON FAMILY SERVICES</b>	<b>Shannon Black</b>
<b>MODERN TREATMENT HEALTHCARE SERVICES</b>	<b>Kyle Barnes</b>
<b>GASTON SKILLS</b>	<b>Curtis Moss</b>
<b>INFINITE BEGINNINGS</b>	<b>Vickie Smith</b>
<b>TURNING POINT SERVICES</b>	<b>Loretta Heavner, Ashley Terry</b>
<b>NSC BEHAVIORAL CONCEPTS</b>	<b>Teresa Adams</b>
<b>FAMILY PRESERVATION</b>	<b>Laurie Mills, Joe Yurchak</b>
<b>ONE ON ONE CARE, INC</b>	<b>Amber Proctor</b>
<b>LIFE ALLIANCE, LLC</b>	<b>Jennifer Dockery</b>
<b>CROSSROADS TREATMENT CENTERS</b>	<b>Kamey Gabodu</b>

Partners Staff in Attendance: Beth Lackey, Natalie Mooneyham

Agenda Topics:

- **Review & Approve March minutes**
- **Old Business**
- **New Business**

<b>AGENDA TOPIC:</b>	Review & Approve March 2019 Minutes	
<b>DISCUSSION</b>	There is one edit to the minutes: Derrick Jordan and Chris Thompson are the representatives of Monarch and Derrick Jordan was in attendance at the March meeting. Safi Martin made the motion to accept and Mary Costner made the second motion.	
<b>CONCLUSIONS</b>	A vote was taken. The minutes were approved with no objections.	
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
N/A		

<b>AGENDA TOPIC:</b>	EHR & HIE Connection	
<b>DISCUSSION</b>	Providers are encouraged to file for an extension as soon as possible if one is needed and they have not already done so. Providers are following House Bill 70 for updates on proposed delays for NC HealthConnex connection for certain providers (psychiatrists, NPs, LIPs, etc.).	
<b>CONCLUSIONS</b>		
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
N/A		

<b>AGENDA TOPIC:</b>	Quality Improvement Committee Update	
<b>DISCUSSION</b>	<ul style="list-style-type: none"> <li>• A communication on timely incident reporting went out in the recent provider bulletin. It is important for reporting to be done in a timely manner.</li> <li>• Some providers have been getting questions and/or requests for information specific to clients who have committed suicide. This is associated with a QIP related to a recent spike in suicides. As a result, Partners is asking for notes from providers in order to do a deeper dive and find out about member engagement and re-engagement. There will be a focus on methadone clinics.</li> <li>• There was a 22% increase in 911 calls from MCO call centers. There is not a significant increase in these calls from Partners' call center. It is suspected that this may be due to the opioid crisis.</li> <li>• Partners is looking into increasing the number of completed NCI surveys by identifying barriers.</li> <li>• Medication errors are increasing so Partners is looking into having a training on this soon for group homes. Partners is also looking into barriers regarding providers retaining staff and providing backup staff.</li> <li>• Partners is working on a QIP to make the language regarding NC-TOPPs more consistent within the Provider Manual and Provider Contracts.</li> <li>• Partners is looking into predictive health analytics that will show data on individuals who are at high risk of opioid overdose or problematic use. There will be a project lasting 6 months to 1 year to see if the program used for predictive analytics is on target.</li> </ul>	

	<ul style="list-style-type: none"> <li>Partners is at 97% compliance with the super-measure for IDD regarding annual doctor visits.</li> <li>60 providers were monitored for cultural competence. 51 out of 60 were at 85% or above compliance.</li> <li>In June 2020, NCQA will be on site at Partners for accreditation review.</li> </ul>	
<b>CONCLUSIONS</b>		
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
N/A		

<b>AGENDA TOPIC:</b>	Clinical Advisory Committee Update	
<b>DISCUSSION</b>	<ul style="list-style-type: none"> <li>Dr. Stephen Edwards will be starting with Partners in the role of Associate Medical Director on June 3rd. He is coming from the University of Cincinnati. He is board certified in adult, child and adolescence, and forensic. Dr. Edwards is also board eligible in pediatrics and neonatology.</li> <li>CAC has a vacancy for a MH provider on the committee. The committee would like to have this filled so that there can be representation at the July meeting. The meetings are quarterly (3rd Wednesday of every quarter from 1:00 PM to 2:00 PM).</li> <li>There are two new in lieu service definitions that DMA has approved. More information to come: Outpatient Plus Young Adult in Transitions <ul style="list-style-type: none"> <li>Children's Hope Alliance (PRTF) in Iredell County was exclusively contracted with Cardinal. Partners members now have access as well.</li> </ul> </li> </ul>	
<b>CONCLUSIONS</b>	Additional updates will be sent via email attachment to the council.	
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
N/A		

<b>AGENDA TOPIC:</b>	Utilization Committee / UMUR Update	
<b>DISCUSSION</b>	The next meeting is May 6th at 9:00AM.	
<b>CONCLUSIONS</b>		
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
N/A		

<b>AGENDA TOPIC:</b>	Credentialing Committee Update	
<b>DISCUSSION</b>	Providers are encouraged to attend this meeting. The committee meets monthly for two hours. It is a fast-paced meeting, but it is meaningful and helpful for providers.	
<b>CONCLUSIONS</b>		
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
Providers are encouraged to attend this committee meeting.		

<b>AGENDA TOPIC:</b>	Global CQI Committee Update	
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<b>DISCUSSION</b>	The next GCQI meeting will be June 7th at 9:30AM in the multipurpose room. All providers are encouraged to attend. The committee will be discussing crisis response, QIPs, surveys, education verification, NC TOPPS, and timely incident reporting among other topics.	
<b>CONCLUSIONS</b>		
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
Providers are encouraged to attend this committee meeting.		

<b>AGENDA TOPIC:</b>	Peer Support Subcommittee	
<b>DISCUSSION</b>	This subcommittee will meet today immediately after the Provider Council meeting. The service definition draft was shared with MCOs for feedback and Beth has asked for the council's subcommittee to provide feedback. The group will send a response to the draft to Beth Lackey. The requirement of a CCA and PCP before providers can start serving someone with Peer Support Services is expected to have great impacts on service delivery across the state. The predicted barriers will be communicated in response to the draft. It is expected that public comment will begin after the MCO comments are received.	
<b>CONCLUSIONS</b>		
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
N/A		

<b>AGENDA TOPIC:</b>	Provider Council 2019 Charter and Guidelines Review Subcommittee	
<b>DISCUSSION</b>	The subcommittee has decided to create a Form of Interest in order to gather a list of providers interested in being voting members. An email will be sent to providers with a link to the Form of Interest which will ask a few short questions on membership. For any providers who are unable to complete the form online, a hard copy will be available at the council meeting in May. The form will be accepted by the council's secretary until May 31st. Only one form needs to be completed per agency. After that date, a ballot will be created with all interested agencies and members will be asked to vote for agencies of each discipline at the council meeting in June. It is expected that there will be 3 new membership spots for Rutherford County (1 MH, 1 SU, 1 IDD).	
<b>CONCLUSIONS</b>		
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
Providers are encouraged to complete the Form of Interest if they would like to remain or become voting members on the council.	Provider Council Members/Attendees	

<b>AGENDA TOPIC:</b>	Casenet Online Portal Feedback	
<b>DISCUSSION</b>	There is no update on Casenet this month. Partners staff members are conducting regular meetings with Casenet to discuss this portal. In the future, Partners will speak to the council on the portal's capabilities.	

CONCLUSIONS		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
N/A		

AGENDA TOPIC:	WPIC/Tailored & Standard Plans	
DISCUSSION	Providers for standard plans have filed complaints against the state. It is unclear if this will have an impact. November will be the roll out date for 3 regions. Letters are going out in advance of that start date. There is a sales aspect of this roll out as companies add more consumers. Benefits are being proposed similar to sales pitches, but it is advised that individuals also question what benefits they may lose.	
CONCLUSIONS		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
N/A		

AGENDA TOPIC:	Communication Bulletins and Additional Updates	
DISCUSSION	<ul style="list-style-type: none"> <li>• Provider Bulletin #90: <a href="https://providers.partnersbhm.org/provider-bulletin-90/">https://providers.partnersbhm.org/provider-bulletin-90/</a></li> <li>• Wade Brown withdrew his contract for Medicaid and IPRS for IDD providers. Kyle Barnes, LPA at Modern Treatment Healthcare Services, has offered to fill-in when needed for IDD Psych. Evals. He can be reached at (980) 643-1943. This is for Medicaid not Medicare. He serves people from Winston-Salem to Morganton. Lake Norman Psych. is also an available resource.</li> </ul>	
CONCLUSIONS		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
N/A		

AGENDA TOPIC:	Partners Staff Meeting information	
DISCUSSION	<ul style="list-style-type: none"> <li>• Providers requested from Partners staff members routine updates on Partners' preparation for Tailored Plans including Casenet updates and NCQA Accreditation. Care Management is currently being trained in Casenet. Partners is involved in workgroups in Raleigh in preparation for Tailored Plans.</li> <li>• PSR- Client Specific Training information was distributed by Partners staff. This was a 2-page handout. <b>The council was asked to take a week to look at it and get feedback to Alicia Emmons to compile and send to Beth Lackey.</b></li> <li>• Long Term Community Supports: <ul style="list-style-type: none"> <li>• Providers had concerns that rates are not where providers would like them to be and Specialized Rate Requests can be in process for a lengthy amount of time (occasionally over 30 days). Providers were asked to email Alicia Emmons the amount of time it took to process the request if it took longer than anticipated. This list will be compiled for Partners staff members.</li> <li>• There are also concerns that providers have not been notified of approval. Providers are having to continually check in on Alpha for approval.</li> <li>• Providers would also like to see additional levels offered. Currently, Partners offers levels 3 and 4 but not 1, 2, and 5. Partners staff is looking into adding more levels.</li> <li>• There was also confusion on the steps and timeline (i.e. Auth/SAR submission). Partners will look into providing clarification on the steps and timeline.</li> </ul> </li> </ul>	

- It was communicated to Partners staff members that obtaining a doctor's signature is a barrier and other MCOs have not required this signature.
- Partners would like to see more standardization and consistency between MCOs on the service definition of LTCS. These inconsistencies cause problems for MCOs with retro-Medicaid and Medicaid changes.
- The council voted unanimously to submit the feedback from the Peer Support Subcommittee on the draft to Beth Lackey. Julie Walker made a motion and Jennifer Williams made a second motion. The council will have subcommittees create feedback as different service definition drafts come out.
- 2019 Charter Subcommittee: Beth Lackey is working on updating the Partners website with all Provider Council minutes.
- There will be a Provider Orientation Training on the first Thursday of each month from May to October excluding July. May 2nd will be the first orientation. It will cover Alpha information, Claims, Network, etc. Provider Specialists are communicating with agencies on these trainings. Providers should complete an online registration if they plan to attend.
- A recent Communication Bulletin stated that Rutherford had a MH/SU Meet and Greet/Table Talk. The IDD Meet and Greet is Tuesday, April 30th from 2:00 PM to 4:00 PM and 5:30 PM to 7:30 PM at Isothermal Community College at the Performing Arts Center. Partners will work with the council to help identify new voting members for Rutherford.
- NC Medicaid Provider Satisfaction Survey: Partners' largest opportunity for improvement is "LME/MCO staff referring consumers whose clinical needs match the services of the provider" Beth Lackey asked the council what that meant to them. Providers stated that it meant the diagnosis matches so services can be provided; the people who are being referred are approved for the services that the agency provides; not hearing from people served that they were sent to the wrong place or that didn't need this service; people not being referred to an agency that is no longer in business. It was determined that Access to Care needs to have current information. This is used for Partners' Hope Line, so it is important that the information they have is up to date and accurate. Partners is working on a new directory for NCQA requirements that will be able to filter resources by disability, age, language, etc. The directory should be able to pull information from Alpha to determine these factors. Providers also had concerns regarding referrals who require higher levels of care than the service they are being referred for (i.e. someone expecting B3 Respite to be similar to CLS or someone being referred for AFL when it would be unsafe for them). Providers are advised to send Partners detailed information if admission is denied regarding the reason for the denial.
- The state audit/Block Grant audit is July 25th at 9:00 AM. This audit includes provider participation.
- Education Verification- The council's feedback went to Program Integrity and Legal Counsel. It was requested from them that Partners create a list of diplomas that will not be accepted (i.e. diploma mills). Some providers have submitted their internal lists to Partners. Partners is looking into this.
- NC TIDE is next Friday. Standard plans will be on the panel there.
- The Medical Care Advisory Committee has a Tailored Plan Subcommittee that meets monthly and is an open meeting. Safi Martin will look into sending additional information about this group.
- B3: Starting July 1st, Partners will be implementing contract limits for B3 services. The budget is about \$1.6 million over spent for B3. The details are still being worked out.
- Adding training opportunities and making the training calendar more user friendly was communicated to the Training Department.

**CONCLUSIONS**

The committee will follow-up on education verification, PSR Client Specific Training, LTCS, 2019 Charter, Peer Support Service Definition, Rutherford County, HB70, Casenet, and B3 funding.

ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
See follow-up in "conclusions".	Partners Staff Members / Provider Council Members	

The next meeting will be on May 24th at 9:30 in the Partners Multipurpose Room in the Hickory Bldg. Barbra Maney made a motion to adjourn. Khalil Nassir made a second motion to adjourn.