

Partners Provider Council

MINUTES

MARCH 22, 2019

9:30 AM – 12:00 PM

PBHM – HICKORY
OFFICES

CHAIR/PRESIDENT	Tim Lentz
VICE CHAIR/ VICE PRESIDENT	Beth Brown
SECRETARY	Alicia Emmons

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

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

OTHER ATTENDEES – NON VOTING MEMBERS

INREACH	Michael Puckett
DAVIDSON FAMILY SERVICES	Shannon Black
INTEGRATED CARE OF GREATER HICKORY	Douglas Blakeman
GASTON SKILLS	Colleen McCall
INFINITE BEGINNINGS	Vickie Smith
TURNING POINT SERVICES	Donnie Thurman
GT INDEPENDENCE	Latoya Todd
FAMILY PRESERVATION	Laurie Mills
RUTHERFORD LIFE SERVICES	Christy Beddingfield

Partners Staff in Attendance: Beth Lackey, Natalie Mooneyham, Keshia Sandidge, Charity Bridges

Agenda topics

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

AGENDA TOPIC:	Review & Approve February 2019 Minutes	
DISCUSSION	Safi Martin made the motion to accept and Barbra Maney made the second motion.	
CONCLUSIONS	A vote was taken. The minutes were approved with no objections.	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
N/A		

AGENDA TOPIC:	EHR & HIE Connection	
DISCUSSION	Providers are following House Bill 70 for updates on proposed delays for NC HealthConnex connection for certain providers (psychiatrists, NPs, LIPs, etc.).	
CONCLUSIONS		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
N/A		

AGENDA TOPIC:	Quality Improvement Committee Update	
DISCUSSION	<ul style="list-style-type: none"> • A number of surveys will be coming out from Partners in the coming weeks (Needs Assessment, Care Coordination Survey, NCI, ECHO, etc.). Providers are encouraged to let their clients know and to be diligent about survey completion. • The TCLI initiative is going well and they are close to meeting their goal of number of clients served living in integrated community environments. • 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. 	
CONCLUSIONS		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Providers are asked to complete and/or encourage completion of upcoming surveys.	Provider Council Members	

AGENDA TOPIC:	Clinical Advisory Committee Update	
DISCUSSION	There is no update from this committee.	
CONCLUSIONS		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
N/A		

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

AGENDA TOPIC:	Credentialing Committee Update	
DISCUSSION	The committee is in the process of streamlining credentialing processes. The committee meets monthly for two hours. It is a fast-paced meeting but it is meaningful and helpful for providers.	
CONCLUSIONS		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Providers are encouraged to attend this committee meeting.		

AGENDA TOPIC:	Global CQI Committee Update	
DISCUSSION	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.	
CONCLUSIONS		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Providers are encouraged to attend this committee meeting.		

AGENDA TOPIC:	Peer Support Subcommittee	
DISCUSSION	There are no additional updates this month. This committee was developed to review and provide feedback on the Peer Support Service definition. Partners has submitted a collaborative document with feedback on this definition. It is expected that the Peer Support definition is going to come back out as a draft. Once that happens, the subcommittee will review that draft. It is expected that the same will happen with the Mobile Crisis definition. This is where the Provider Council plays an important role. At times, service definitions are released, and it goes unnoticed for a few weeks until someone comes across it on the website. Providers should notify the council if they see the new draft. Providers are encouraged to continue to check the website and email lists.	
CONCLUSIONS		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Providers are asked to notify the council if they see the updated service definition draft for Peer Support or Mobile Crisis.	Provider Council Members	

AGENDA TOPIC:	Provider Council 2019 Charter and Guidelines Review Subcommittee	
DISCUSSION	The committee would like to know how many provider agencies from Rutherford county will be joining the network to determine how many voting membership spots to reserve on the charter. The committee plans to meet via phone conference soon to finalize plans for the 2019 Charter. Providers were encouraged to attend council meetings as attendance will play a role in determining voting membership. If providers are unable to attend meetings in person, they may send an alternate to attend or attend via teleconference.	
CONCLUSIONS		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
The committee plans to meet via teleconference soon to finalize plans for the 2019 Charter.		

AGENDA TOPIC:	Psychosocial Rehabilitation Training Requirements Subcommittee	
DISCUSSION	The subcommittee has given their recommendation that there be consistent interpretation of training requirements across all reviewers. This will require consistent and uniform training for reviewers.	
CONCLUSIONS		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
N/A		

AGENDA TOPIC:	Casenet Online Portal Feedback	
DISCUSSION	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	The plans that were not selected as standard plans have filed appeals. Providers are waiting for final decisions with the selected plans.	
CONCLUSIONS		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
N/A		

AGENDA TOPIC:	Communication Bulletin Updates	
DISCUSSION	<ul style="list-style-type: none"> Partners had a quarterly webinar on March 13th. That webinar recording can be found at: https://providers.partnersbhm.org/provider-webinars-forums/ IDD providers doing B3 Long-Term Community Supports are being asked to include a doctor's signature on the service plan. Authorizations have been sent back because they were missing these signatures. Providers would like to know why a doctor's signature is required for this service. Providers also had concerns that day program rates are not matching what 	

	Direct Support Professionals are requesting. Providers had concerns that Specialized Rate Requests can take several weeks to process. There are also concerns that providers have not been notified of approval. Providers are having to continually check in on Alpha for approval. Providers would like to know if there is a way for them to be notified of approvals outside of Alpha (i.e. email notification). It was suggested that perhaps Casenet may be able to help with this notification in the future.	
CONCLUSIONS		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
N/A		

AGENDA TOPIC:	Records Destruction Procedures	
DISCUSSION	As agencies are in the process of switching over to using EHRs, records will need to be scanned. Once they are scanned, who should give providers permission to destroy records (MCO or state)? The MCO is the arm of DHHS. Providers would like to see Partners Record Destruction Policy. The Dept. of Archives may give providers a letter of approval for the destruction of records.	
CONCLUSIONS	There is no update right now, but it was requested that this remain on the agenda.	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
N/A		

AGENDA TOPIC:	Partners Staff Meeting information	
DISCUSSION	<ul style="list-style-type: none"> Partners staff responded to the 2019 Charter Subcommittee by estimating that 30 new provider agencies will join the network from Rutherford. The council informally recommended approximately 3 new voting membership spots for Rutherford which would include IDD/MH/SU representation. It is expected that we will have an idea of these agencies in a few weeks. LTCS- Partners discussed the need for a doctor's signature for this service. It was explained that LTCS is not B3, it is Medicaid. The service definition states that a doctor's signature is required. There were concerns that the recent training did not address this requirement. Partners staff will look into the training materials to ensure it is communicated in the future. Concerns were expressed to Partners staff regarding current rates, wait time for approvals for special rate requests, and notifications for providers of approvals. Partners staff will also look into any potential delays of approvals for special rate requests in the Finance Department. A Communication Bulletin from the state was released regarding GED/high school diploma verification. The communication states that when a diploma is not awarded by an accredited school, MCOs may choose to investigate further. The communication put the responsibility of education verification on MCOs and provider agencies. Providers have concerns about the subjectivity of an accrediting body. There are high schools and colleges who gain accreditation and later lose it. Providers requested clarification from Partners on the term "accredited". Providers would also like a list of known diploma mills to be sent from Partners in an official communication. The council is asking from a monitoring and program integrity perspective, what is expected for education verification. It was noted that some individuals attended homeschool which is not "accredited". Core Competencies Training for Innovations/IDD-Partners is speaking with the state for clarification on this requirement. The state's Core Competency 	

	<p>Workgroup is currently discussing acceptable training. Partners would like to see proof from providers during monitoring that an effort is being made to ensure staff have adequate training in the required areas.</p> <ul style="list-style-type: none"> Partners staff members sent out invites to providers on UMUR for the next meeting and checked in with providers to see if they were received. Annual performance reviews are taking place. The welcoming event with Rutherford included information about NC Tracks, credentialing, enrollments, monitoring, etc. This information can be found on Partners' website. The Partners Training Academy is working on putting together a regular orientation training for new providers. HRC Vacancies: Several vacancies have been identified within HRC. Providers are encouraged to spread the word to consumers or family members. www.partnersbhm.org/human-rights-committee/ HB70: NC HealthConnex is not adding new connections right now. They will re-open the gates again in April. Providers are encouraged to not put off connection. Providers are encouraged to complete the Credentialing Survey. Enrollment: Once a clinician is credentialled, providers will get a notice, but it will be delayed in Alpha due to NCTracks. Enrollment staff can't enroll a clinician if there is an error in NCTracks. Providers must notify enrollment staff that the issue has been resolved in NCTracks. Provider education on Casenet: Casenet is currently working on educating Partners staff members on the system. They are working with Care Coordination first. Then, they will work with UM. Partners has working sessions with Casenet twice per week as well as additional communication as needed. More updates are to come regarding Casenet. Eventually, this will be a provider portal where providers can access information on members they serve. If providers have anyone who is licensed in their organization who would like to serve on the Provider Dispute Panel, please inform Natalie Mooneyham. PSR Training/Monitoring: There is no update at this time. The Gaps and Needs Survey is still open. Two Needs Assessments are being done this year due to last year's assessment being delayed. Providers are encouraged to complete this survey. This was included in a Communication Bulletin. B3 funds are being realigned. Over 50% of this budget is currently being used for Peer Support Services. This is not a long-term service. Suspicious practices around Peer Support will be on the radar. Partners will be capping dollars inside of B3. Partners may ask providers questions about Peer Support in the near future. The focus is on ambulatory follow-up for Peer Support right now. Beginning July 1st, it is expected that an agency dollar cap will be implemented on B3 services.
--	---

CONCLUSIONS		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
The committee will follow-up on education verification, Rutherford County, HB70, Casenet, and B3 funding.	Partners Staff Members / Provider Council Members	

The next meeting will be on April 26 at 9:30 in the Partners Multipurpose Room in the Hickory Bldg. Julie Walker made a motion to adjourn. Safi Martin made a second motion to adjourn.