

**Partners Provider Council**

MINUTES

AUGUST 23, 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

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

Hughes Behavioral Health <b>Candice Phillips, Lanie Craven</b>	IDD	A
Jenny C. Carrington <b>Jenny Carrington, Kay Franklin, Claudette Wilson</b>	IDD	A
Lifespan <b>Robin Devore, Cindy Lowe</b>	IDD	P
McLeod Center <b>Whitney Head, Ayanna Pressley</b>	SU	P
Monarch <b>Derrick Jordan, Chris Thompson</b>	MH/SU	A
New Directions <b>Hannah Alligood, Gary Meosky</b>	LIP	P
Phoenix Counseling <b>Beth Brown, Vicky Jones</b>	MH/SU	P
Pinnacle Family Services <b>Safi Martin, Martin Osteen</b>	MH	P
PQA <b>Debra Zlobecki, Khalil Nassir</b>	IDD/MH/SU	P
Preferred Choice Healthcare <b>Sarah J. Horne, James E. Powell</b>	MH/IDD/SU/DV	A
RHA <b>Mary Costner, Jennifer Lineberger</b>	IDD	P
Rutherford Life Services <b>Christy Beddingfield, Amanda Freeman</b>	IDD	P
Skill Creations <b>Laurie Urland, Misty Clay</b>	IDD	P
Support, Inc. <b>Josh Martin, Shante Vines, Paul McMahan</b>	MH/SU	P
Turning Point Homes <b>Jesse Stroud, Alex Caras</b>	MH/SU	A
Universal Mental Health <b>Tracy Frye, Brook Phillips, Tamara Bedford</b>	IDD	P
A Caring Alternative (Alternate) <b>Melaina Rhoney, Teagan Brown</b>	MH/SU	P

#### OTHER ATTENDEES – NON-VOTING MEMBERS

A SMALL MIRACLE	Claudette Wilson
CAROLINA CENTER FOR COUNSELING	Lynn Hammantree
DAVIDSON FAMILY SERVICES	Shannon Black
THE ENOLA GROUP	Karin McDaniel
GASTON SKILLS	Colleen McCall
INFINITE BEGINNINGS	Vickie Smith
GOODWILL IND. OF NWNC	Amanda Thao

INREACH	Michael Puckett
MAXIM HEALTHCARE	Brittany Hocking
SIPE'S ORCHARD HOME	Toni Woods, Jamil Brown
SOUTHERN FAMILY MEDICINE, INC.	Jesse Stroud
TURNING POINT SERVICES	Jana Brown, Ashley Terry

Partners Staff in Attendance: Beth Lackey, Sherry Reece-Cota, Natalie Mooneyham, Charity Bridges

Agenda Topics:

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

<b>AGENDA TOPIC:</b>	Review & Approve June 2019 Minutes	
<b>DISCUSSION</b>	Khalil Nassir made the motion to accept and Misty Clay 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>	Provider Updates	
<b>DISCUSSION</b>	Sipe's Orchard Home's young adults in transitions home program has started. Cognitive Connection has implemented Primary Care services. PQA moved locations to a larger site in Statesville. Jenny C Carrington Inc. has been acquisitioned by A Small Miracle.	
<b>CONCLUSIONS</b>		
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
N/A		

<b>AGENDA TOPIC:</b>	EHR & HIE Connection	
<b>DISCUSSION</b>	The bill was passed to suspend connection until 2021 but providers should still have started that process.	
<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>• QIC met on August 6<sup>th</sup>, 2019.</li> <li>• NCQA will be on-site at Partners July 20-21 of 2020.</li> <li>• Partners is looking for providers for Telemedicine for psychiatric follow-up.</li> <li>• QIC voted to extend the TCLI goal.</li> <li>• HIPAA walk throughs are being conducted at Partners' offices as part of a HIPAA Risk Assessment.</li> <li>• Partners was #1 across the state for hospital discharges.</li> </ul>	

	<ul style="list-style-type: none"> <li>• QIC reviewed the Provider Satisfaction Survey results. Partners looks forward to the Provider Council's feedback on the survey results. Providers should email Alicia Emmons with feedback on the survey results at <a href="mailto:Aliciaemmons@ddrinc.org">Aliciaemmons@ddrinc.org</a>. Overall, the feedback was very positive and only one item was below 80%.</li> <li>• Feedback from the block grant indicates that there will likely be a Plan of Correction for Partners centering around NCTopps.</li> </ul>
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<b>CONCLUSIONS</b>		
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
Please review the Provider Satisfaction Survey Results and submit feedback to the council's Secretary.	Provider Council Members	

<b>AGENDA TOPIC:</b>	Clinical Advisory Committee Update	
<b>DISCUSSION</b>	Meetings are held quarterly (3rd Wednesday of every quarter from 1:00 PM to 2:00 PM).	
<b>CONCLUSIONS</b>		
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
N/A		

<b>AGENDA TOPIC:</b>	Utilization Committee / UMUR Update	
<b>DISCUSSION</b>	There is no update from the Utilization Committee.	
<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 on the third Wednesday of each month for two hours. This committee helps to ensure providers who come into the network are quality providers. They are also helpful in getting provider's questions answered.	
<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	
<b>DISCUSSION</b>	The next GCQI meeting will be Sept. 6 <sup>th</sup> at 9:30AM in the multipurpose room. All providers are encouraged to attend. The committee will be discussing social determinants of health, crisis response/first responders, and MHSU co-chair elections.	
<b>CONCLUSIONS</b>		

ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Providers are encouraged to attend this committee meeting.		

<b>AGENDA TOPIC:</b>	Provider Council Charter and Guidelines Review Subcommittee	
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<b>DISCUSSION</b>	<ul style="list-style-type: none"> <li>Safi Martin made a motion to accept three new Rutherford providers as voting members on the council. Jennifer Williams made a second motion and all providers were in favor of this change. The three Rutherford provider agencies are Preferred Choice Healthcare, Rutherford Life Services, Inc., and Family Preservation Services of NC.</li> <li>Providers were emailed proposed updates to the council's guidelines and are encouraged to review this document and bring feedback to the council meeting in September. A vote for the 2020 Charter will take place in October 2019.</li> </ul>	
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<b>CONCLUSIONS</b>		
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ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
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Providers should review the proposed changes to the council's guidelines and bring feedback to the meeting in September.	Provider Council Members	
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<b>AGENDA TOPIC:</b>	Casenet Online Portal Feedback	
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<b>DISCUSSION</b>	Partners is moving forward with implementation of Casenet. The Care Coordination module is the first one going online. Also, some terminology is changing at Partners: Care Coordinators will be called Care Managers. UM Reviewers will be called UM Reviewers.	
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<b>CONCLUSIONS</b>		
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ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
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N/A		
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<b>AGENDA TOPIC:</b>	WPIC/Tailored & Standard Plans	
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<b>DISCUSSION</b>	Partners staff members are meeting with providers on the Tailored plans. For Standard plans for behavioral health, the contracts do not identify specific services. Partners have stated to providers that they are paying 100% of the Medicaid rate. Providers had concerns that many services are currently paid at above 100% of the Medicaid rate. Please be aware of enhanced rates and services paid at above the 100% rate. These rates may be affected if payment is reduced to 100% of the Medicaid rate. Providers had questions about rates being affected by provider negotiation. Providers are encouraged to know how much it costs them to provide services, know if they serve a population that is underserved, and know if they serve an area that is underserved.	
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<b>CONCLUSIONS</b>		
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ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
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N/A		
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<b>AGENDA TOPIC:</b>	Communication Bulletins and Additional Updates	
<b>DISCUSSION</b>	<ul style="list-style-type: none"> <li>• <a href="https://providers.partnersbhm.org/provider-bulletin-96/#MBC">https://providers.partnersbhm.org/provider-bulletin-96/#MBC</a></li> <li>• The Council discussed the Measurement Based Care Tool Requirement described in the Provider Bulletin. MH providers wondered if the tool they should use might depend on the diagnosis of the person served. Providers were not able to find/access some of the tools listed and wondered if a training on the different tools could be provided by Partners to let providers know some of their options. The training could provide a brief overview of the tool and the cost/process for permission to use each tool.</li> <li>• Reminder: 3 Quality Improvement Projects are Due to Partners by August 30<sup>th</sup>. “It is a requirement of Partners that providers/contractors that deliver Medicaid and/or State Funded services conduct organizational Quality Improvement Projects (QIPs). Licensed Independent Practitioners are not required to submit QIPs at this time.” See more information in Provider Communication Bulletin #96.</li> <li>• Partners next quarterly webinar will be September 11<sup>th</sup> from 1pm to 3pm <a href="#">Click here to register</a>. This webinar is expected to address the Standard Plan transition.</li> <li>• Some monitors have been requesting that the reason for a medication be listed on the MAR. Partners has clarified that if the reason is listed on the doctor’s orders, it does not need to also be on the MAR.</li> <li>• The Peer Support service definition was effective 8/1/19. Partners did allow for the pass through. Anyone who has IPRS and is receiving Peer Support service has until 9/1 to get a CCA/PCP before getting services. This will be monitored through Post Payment Review. Providers gave Partners feedback on the Medicaid definition but the IPRS definition came out without warning. This is not an entitlement, so it is not required that it be released for public comment. Providers had concerns about this rollout. The CCA/PCP requirement may be a barrier to providing needed immediate care. Providers felt that Partners was supportive in trying to give the council a voice and share the council’s feedback.</li> </ul>	
<b>CONCLUSIONS</b>		
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
Please review the information in the listed link.		

<b>AGENDA TOPIC:</b>	Partners Staff Meeting information	
<b>DISCUSSION</b>	<ul style="list-style-type: none"> <li>• Providers would like to know if Tailored Plan Readiness at Partners has resulted in any organizational restructuring. In the last month, Partners did an organizational realignment of resources. Community Engagement and Member Engagement are areas where Partners has realigned their system of care. Changes are expected to be made to the provider training area as well. In an effort to ensure Partners is ready for the Tailored Plan transition, they expect that in the future, not all providers will have Account Specialists assigned to them. Partners is trying to make sure they are maximizing their resources. Partners does a weekly transition of care call with the state. The LME/MCOs are on the call. There will be a training on this transition for providers during the quarterly webinar on Sept. 11<sup>th</sup>.</li> <li>• Peer Support pass through for IPRS: A PCP needs to be completed prior to service delivery. Peer support IPRS is unmanaged. A CCA and PCP need to be completed prior to service delivery even though it does not need to be submitted to Partners for unmanaged. Hospital discharge information can be used to help complete the CCA.</li> </ul>	

	<p>Partners staff and the council discussed forming a subcommittee to make a recommendation on the rate for Peer Support.</p> <ul style="list-style-type: none"> <li>• Measurement Based Care Tools: The categories for MH/SU are options for a starting point for providing Measurement Based Care. For providers coming into the network, Partners is asking for the tool upfront in order to maintain quality providers in the network. The tool is to be used more frequently than once a year. It was recommended that the tool be used at least monthly or as directed by the tool's instructions. Adjustments to services both individually and organizationally should be made based on results from the tool. If a provider has a reliable tool that is not listed in the bulletin, they are to email their Network Specialist for approval.</li> <li>• If providers are having issues with recoupment requests because in Alpha two diagnoses were correct, and one was incorrect due to it not being a PSR diagnosis, they are to email Alicia Emmons at AliciaEmmons@ddrinc.org.</li> <li>• Education Verification: The workbook for Routine Monitoring has specified requirements for education verification. Partners continues to look into a list of diploma mills.</li> <li>• CST Definition: Providers would like to know when the final definition is going to be available. Partners will likely send out a request for interest on that service to put parameters around who can provide that service. Partners will be selective when they put that RFI out.</li> <li>• Core Competencies: There is no update at this time.</li> <li>• Client Specific Training Information Feedback: There is no update at this time.</li> <li>• NC Tide Recommendation to Submit Internal Audits/Reviews to MCOs: A session at NC Tide recommended that providers submit internal reviews to MCOs. This was passed along to Partners staff members</li> <li>• "Since 2010, North Carolina Department of Health and Human Services (DHHS), through the State Plan under Title XIX of the Social Security Act, has required that all providers of Level II through IV Children or Adolescent Group Home services obtain national accreditation. Providers have one year from the date of Medicaid enrollment to obtain national accreditation. While enrollment could be as early as when a provider is approved by the State into NC TRACKS and the State Plan, or contracts with any LME/MCO, Partners considers the enrollment date the day the provider enters Partners' network." Please see more information in Provider Communication Bulletin #96.</li> <li>• IDD Breakout Sessions will be held after the council meetings in August 2019, October 2019, February 2020, and April 2020. The IDD breakout session today will cover a new B3 service.</li> </ul>	
<b>CONCLUSIONS</b>	The committee will follow-up on Tailored/Standard Plan Readiness, Peer Support Services, diploma mills, 2020 Charter/Guidelines, Casenet, and CST definition.	
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
See follow-up in "conclusions".	Partners Staff Members / Provider Council Members	

The next meeting will be on September 27<sup>th</sup> at 9:30 in the Partners Multipurpose Room in the Hickory Bldg. Khalil Nassir made a motion to adjourn. Safi Martin made a second motion to adjourn.