



Provider Council Meeting Minutes

Date March 9, 2017

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| Meeting Called By | Glenn Simpson |
| Type of Meeting | Provider Council WebEx line 415-655-0002 |

| ATTENDEES | | | | | |
|-----------------|-------------------------------------|--------------|-------------------------------------|------------------------|-------------------------------------|
| NAME | Present | NAME | Present | NAME | Present |
| Amber Seneres | <input checked="" type="checkbox"/> | Gary Bass | <input checked="" type="checkbox"/> | English Albertson | <input checked="" type="checkbox"/> |
| Susan Hanson | <input checked="" type="checkbox"/> | Kathy Burrus | <input checked="" type="checkbox"/> | Margaret Stargell | <input checked="" type="checkbox"/> |
| Russell Herring | <input checked="" type="checkbox"/> | Kristy Reed | <input checked="" type="checkbox"/> | Kathy Mathis | <input checked="" type="checkbox"/> |
| Tom Savidge | <input checked="" type="checkbox"/> | Ty Martin | <input checked="" type="checkbox"/> | Jennifer Moore (guest) | <input checked="" type="checkbox"/> |

Minutes

Called to order at 10:00am

1. Agenda topic: Review of previous meeting's minutes

Presenter(s): Tom Savidge

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| Discussion | <ul style="list-style-type: none"> Minutes approved |
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2. Agenda topic: Dashboard Review

Presenter(s): Kristy Reed

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| Discussion | <ul style="list-style-type: none"> Dashboard review did not take place at this meeting. Will take place at next Provider Council meeting, May Gary <ul style="list-style-type: none"> Breakdown of authorizations by service categories? Denials Kristy <ul style="list-style-type: none"> All changes that were requested in last Provider Council meeting will be noted in next dashboard |
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3. Agenda topic: State Funding

Presenter(s): Susan Hanson

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| Discussion | <ul style="list-style-type: none"> PowerPoint presentation discussing current funding, etc. <ul style="list-style-type: none"> Attached to minutes |
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4. Agenda topic: Language Line Demo

Presenter(s):

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| Discussion | <ul style="list-style-type: none"> Technical difficulties; will plan to test Demo during May meeting |
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5. Agenda topic: Network QIP Discussion

Presenter(s): Kristy Reed

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| Discussion | <ul style="list-style-type: none"> QIP #1; CCME - External Quality Review organization and DHHS/DMA conduct annual satisfaction survey for participants in 1915 B and 1915 C Medicaid Waiver program <ul style="list-style-type: none"> Data from legacy agencies Goal - Trillium to increase overall satisfaction for Network providers Baseline in 2015 - 68.5% overall satisfaction <ul style="list-style-type: none"> Measurement 1 in Sept. 2016 - overall satisfaction 69.23% Measurement 2 in Dec. 2016 - overall 93% Measurement 3 in March 2017 - update at next meeting |
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| | <ul style="list-style-type: none"> • QIP #2; Increasing Outpatient Therapy and children receiving therapeutic foster care services <ul style="list-style-type: none"> ○ Focusing on benefits that are out of home is that outpatient therapy is highly encouraged; provides better outcomes ○ Minimum of 90% or higher of children in therapeutic foster care receiving outpatient services ○ Care Coordination is measuring monthly; QP is measuring quarterly • QIP #3; Complete Trillium Health Resources Provider Directory <ul style="list-style-type: none"> ○ Goal is to keep up-to-date and 100% accurate for 12-months straight before QIP is retired ○ Processes in place for liaisons to reach out to providers quarterly with set of questions to make sure all information is correct and current |
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6. Agenda topic: Cultural Competency Plan

Presenter(s): Group Discussion

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| Discussion | <ul style="list-style-type: none"> • Federal guidelines that were provided in October that stated that Medicaid providers needed to communicate via multiple languages <ul style="list-style-type: none"> ○ Efforts are on-going • Will continue discussion at next meeting |
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7. Agenda topic: PLLF (Provider Forum) Update

Presenter(s): Kristy Reed

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| Discussion | <ul style="list-style-type: none"> • Nicole Cole - Project Manager at DMH; presentation <ul style="list-style-type: none"> ○ Updated on crisis project and children ○ Joint Communication Bulletin #231 ○ Disability rights of NC ○ Children with complex needs <ul style="list-style-type: none"> ▪ IDD/Mental Health/Autism ○ Updated on state processes, etc. • Kristy asked about Assessment Tools that are going to be used at Murdoch in Butner • Letter to Dave Richards - NC Tracks concerns <ul style="list-style-type: none"> ○ Dave Richards attended meeting • Tara with Benchmarks active correspondence in acquiring assistance about NC Tracks • Tom - Providers with start to feel pinch of loss of revenue because of issues with NC Tracks |
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Additional Items:

Discussion of Provider Council meetings held bi-monthly; quarterly.

Meeting Adjourned

Next Meeting Date: May 11, 2017

All meetings convene from 10:00am - 12:00pm

Supporting Document/Attachment for Minutes: