

PROVIDER COUNCIL

Alamance-Caswell Area MH/DD/SA Authority

October 7, 2005

The **Alamance-Caswell Provider Council met, October 7, 2005** at 10:30 a.m. at the Human Services Center, 319 N. Graham Hopedale Road, Burlington, North Carolina.

Providers: Kirk Gohsman, ADS; and Ann Wood, Caring Family Network.

Staff: Julie Foster, Jean Gibson, Linda Jones, Karen Webb, and Carmen Morrow.

| AGENDA | DISCUSSION/RECOMMENDATIONS |
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| Welcome & Previous Minutes | <p>Minutes were approved for September. There were no changes.</p> <p>Ms. Linda Jones welcomed new representative from ADS – Mr. Kirk Gohsman. Ms. Jones gave a brief background and summarized responsibilities of the Provider Council.</p> |
| Provider council By-Laws & Recruitment Letter | <p>Ms. Jones distributed a new draft of provider Council by-laws. All changes were made from recommendations at the last council meeting. Rockingham County was added to the title. The following changes were made:</p> <ul style="list-style-type: none"> • A member should serve one year. • Term will run fiscal year – (July 1 – June 30). • The chair of the committee will serve one-year term. • Absentee policy was written. Absentee policy (unexcused & excused) with a total of three per year of both was added. • The meeting will continue to be held the first Friday of every month. <p>Action: Ms. Jones will present at the next Provider Council meeting for final approval (November meeting). Once approved, the by-laws will be presented at the Provider Forum.</p> <p>Action: Gene will draft letter for recruitment of new members and bring to November meeting.</p> |
| ID-Cards | <p>Ms. Karen Webb discussed ID-Cards for consumers. The idea came out of a Justice system request at Jail Diversion sub-committee meeting. Consumers to carry with them that details basic information such as : medications, physician information, and emergency contact information. The cards will be the size of a business card. The Id Cards will be optional for consumers. The consumers will complete their own information. Once the draft has been approved, we will forward to providers to offer to their consumers.</p> <p>Providers suggested electronic copy of the card to have to make more copies if needed.</p> |

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| Work Force Initiative | <p>Ms. Webb indicated that NC Council and Division of MH have started looking at issues of Work Force Initiative. There are problems with hiring/retaining staff to work with consumers (Direct Service Workers). There will be a training held in December by NC Council. The training will be related to wages/benefits, working conditions, education levels and hiring practices. The focus will not only be for direct service but also psychiatrists and other professional level employees. There is a plan to have a Summit at some point.</p> |
| System Issues | <p>Ms. Connie Windham reported on System Issues from the last meeting.</p> <p>Outcome Reports – This issue was addressed at the last Provider Forum. Amy Stevens, QI Manager, does realize the different reports are very cumbersome. Once adequate numbers of providers are reporting it will be possible to provide aggregate results to providers.</p> <p>Timeliness Standards – The standards are 5 working days (holidays do not count). The time starts on the day the LME processes the information. Consumers must be offered an appointment within the standard. If the consumer is offered an appt. within the standard but refuses, the standard is met and the provider needs to document that it was offered.</p> <p>Divested Clients – Ms. Ann Wood inquired about how referrals are made for divested clients. Ms. Wood felt it is a better method to call the provider for the appointment and prefers that someone call from the LME – it has a better flow.</p> <p>NC Topps – Connie reported Ms. Bonnie Hill is now able to print reports. Ms. Hill will complete letters and send to providers with expectations and due dates for NC Topps. Ms. Wood added there have been multiple trainings regarding Topps and the recommendation has been that it be completed at the 2nd contact rather than the first. Ms. Wood requested that the LME’s expectation be included in the memo to be sent to providers.</p> <p>Target Pop – Ms. Windham reported that there is no decision yet from the QI department on using the matrix. Providers questioned what to do with target pop since CFAS score cannot be used.</p> <p>Action: Ms. Windham will share comments/questions with IT Director, Clay McCain and QI director, Amy Stevens.</p> <p>New Issues –</p> <p>Regional Proposal – Providers questioned whether there is definitive information regarding proposed restructuring of regions for UR review/functions. Ms. Windham reported there is not any new news. Providers indicated that the regional proposal might help with standardization between LMEs and the requirement of different protocols and forms.</p> <p>Codes – Ms. Wood inquired about codes used on authorizations that services are not delivered.</p> <p>Action: Code issue will be tabled for next meeting.</p> |
| Rockingham Update | <p>Ms. Windham gave a brief update on Rockingham Transition. Provider Relations has successfully enrolled the majority of Rockingham providers. The next step is for QI to conduct site reviews for each of the providers.</p> |

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| Provider Forum for November | <p>Agenda items were discussed for November 17th Forum. The items are:</p> <ul style="list-style-type: none">• Accrediting Organizations/Outcome Tools• Provider Council By-Laws (Gene Rodgers)• Community Capacity – Child Crisis Resources (CMSED)• Electronic Billing Updates• Rockingham County Update/Enrollment/Endorsement• Legislative Updates <p>The same forum will be held in Rockingham County on December 15th from 1pm – 3pm at the Agricultural Building. Action: Carmen will forward directions to Council Members.</p> |
| Next Meeting | Friday, November 4th at 10:30 am in Room G32 at HSC Building |