



**Network Council
Meeting Minutes
May 1, 2008
1:00 PM - 4:00 PM**

Members Present:

**Dawn Anderson, HomeCare Management
Cynthia Benjamin, PBH Provider Relations
Angela Gill-Graham, PBH UM
Tammy Gilmore, PBH/PDS**

**Chuck Hill, PBH Network
James W. Johnson S.T.E.P.S. Developmental
Academy, Inc.**

**Flay J. Lee, HopeHaven, Inc.
Ann Medlin, Consumer Representative**

**Debora Rice, Family Services of Davidson
Melissa Rivera, RHA, Inc.
Bonnie Schell, PBH Consumer Affairs
Arlana Dodson-Sims, Sims Consulting &
Clinical Services, Inc.
Darlene Steele, PBH UM
John Tillman, Excel Tutoring & Professional
Development Center, Inc.**

**Peggy Turhune, Monarch
Billy West, Daymark Recovery Services, Inc.**

**Absent: Diana Duncan, Diana's HomeCare, Inc.
Niels Eskelsen, PBH Finance**

**Guests: Beth Monaco, PBH UM
Jill Queen, PBH QM**

A. Welcome and Call to Order - Flay J. Lee

B. Meditation Reading - Flay J. Lee

C. Review Meeting Minutes from April 1, 2008 Meeting

Change section H: "PBH's Client Rights Committee will now review all Provider Client Rights Committee minutes" to state they are responsible for reviewing samples. Cynthia made the motion to accept the minutes with the above correction. The Minutes were accepted with corrections.

D. Network Council Report - Flay J. Lee

Cynthia touched on the topics from last month's Network Council meeting when she covered the meeting during Flay's absence.

E. Preventative Health Project – Craig B. Hummel, MD / Jill Queen

The participants in the Preventative Health Project have looked at diagnoses such as depression/mood disorders and ADHD. Dr. Hummel presented their Ideas and solicited input from Network Council members. The high relapse rate of consumers with depression who are not in remission was discussed. One of the key points is helping consumers to

recognize the signs of relapse. The target audience needs to be identified. There is a plan to send out surveys with follow up.

Questions were presented for Council members to e-mail responses to Craig. Suggestions included doing a family session at the conference in October, a video game giveaway as a motivator for the ADHD consumers, presenting information via kiosk, going to www.123voice.com for commercials and scripts, buying radio time, PODcast, DVD's, and the Health Matters television show. Network Council members were asked to e-mail any other ideas and feedback they may have to Dr. Hummel at Craigh@pamh.com. Dr. Hummel will be providing periodic updates at future Network Council meetings.

Question: Do providers get rated by NCQA or is it just PBH?

Answer: NCQA rates PBH, not the providers.

F. Registry – Beth Monaco

There was a previous question about categorizing the Registry and comments from providers that it is difficult for them to know who is active with the way the current list is set up. Beth explained how the Registry is set up. Requests were made to show who the people are that need services and the differentiation in deferred services for future placements. Providers want the numbers for those who are actively seeking services only.

Suggestions were made to list the numbers as active or and to add a qualifying statement to the Registry data that there are more people on the Registry that have been deferred or are not able to be contacted at this time. Beth will look at the specific issues and brainstorm how to present that information without disclosing consumer information. Beth will get with Susan Brenner to gather data and present an update at the June Network Council and Provider meetings.

Question: What about the development of MH and SA to the waiting list? Cynthia indicated that David Jones had been asked by Pam Shipman many meetings ago what the status was of the MH/SA waiting list and David was asked to return with information however that did not occur.

Answer: This would depend upon the available data. Beth agreed to go back to UM/Access Department and find out information on the status of a MH/SA waiting list and also to ask David Jones to bring that information back to the Council.

G. Contract Requirements for Client's Rights – Ann Medlin

This topic has been tabled to the next meeting. The information received needs to be reviewed first. It may or may not go out with the survey.

H. Announcements

Monarch, formerly Arc Services, Inc. has moved. They are hosting an Open House Friday, May 9th at 1:00 pm. Peggy will be put at the beginning of the Provider Meeting agenda to make this announcement.

The State has put out a Communication Bulletin that if you provide one of 19 endorsed services, you must notify your LME and submit your plan by July 31, 2008. You must have written documentation that you have been in contact with and are in the process of obtaining accreditation. You must be accredited by 2009. If you have a contract with another LME and you have a Medicaid number the State will expect you to be accredited.

HomeCare Management Corp received their COA accreditation last week. Dawn will announce this at the Provider meeting.

Chuck reported that 34% of providers have responded to the Provider Satisfaction Survey so far. There are two weeks left until the deadline.

PBH has added Youth Adult Care Management to provide Community Services beginning June 1, 2008 and September 1, 2008 for out of catchment.

Credentialing information from the CCP's is due into Heileigh by May 30th.

Question: Has the length of time requirement for Peer Support been resolved?

Answer: The time period is one year. This time period has actually been shortened from two years. Other states such as Georgia require five years. The question was raised as to whether this is discriminatory. Is there a way to have a provider exempt from this? It was determined through the Waiver Oversight Committee for PBH to receive legal counseling for that service. It is being discussed.

Peer Support Training will be held June 23rd-27th at Rowan Community College. There is a 10 person maximum.

Cynthia introduced Eliza Davis, Network's newest staff member who is replacing Heileigh in the Office Manager position.

SA conference at UNCC May 19th-23rd extended registration through May 9th. Amelia Roberts Lewis, who presented at the Cultural Competence Conference, will be at UNCC May 27th presenting a session on Ethnocentric Interviewing. This is a free event.

It was suggested that Dan or Pam present at the next Provider Meeting status of PBH with the State and to address the uncertainty existing in the provider's perceptions of PBH.

STR is huge for MH providers – a qualified professional must answer the phone.

Network Council Offices will be speaking with Pam or Dan. They are interested in having a Network Council Retreat to plan out how this Council will operate the next few years. Submit your agenda items to Flay and Cynthia.

I. Development of Agenda for Provider Meeting May 9, 2008.

Topic of the month: Preventive Health Project – Craig Hummel, MD - 25 minutes

Spotlight on agencies:

MH – Monarch Services, Inc. - Peggy Terhune

DD – HomeCare Management - Dawn Anderson

ADD National Accreditation to the Provider Agenda ongoing. – Chuck or Darlene to present
Credentialing – Cynthia / Chuck

A list of providers that are already accredited would be helpful.

A suggestion was made for Dr. Hummel to add suicide prevention and include recognition of suicidal signs in his Preventative Health Initiative.

Meeting adjourned.

The next Network Council Meeting is June 5, 2008.

Minutes submitted by Secretary, Diana Duncan

Date Approved: 6.05.08

Signature of the Chairperson: 