



**Network Council
Meeting Minutes
February 4, 2010
1:00 PM - 4:00 PM**

Members Present:

David Jones, PBH UM

Cynthia Benjamin, PBH Network Ops

Craig Hummel, MD, PBH Medical Director

Jeanne Duncan, RHA

Angela Gill-Graham, PBH QM

Peggy Terhune, Monarch

Chuck Hill, PBH Network

Dawn Anderson, HomeCare Mgmt

Leslie Mussington, Horizon Care

Janet Breeding, GHA, Global CQI Rep.

Billy West, Daymark

John Hufton, CFAC

Niels Eskelsen, PBH Finance

James Johnson, STEPS

Absent: Diana Duncan, Diana's Home Care; Bonnie Schell, PBH; Dawn Allen, GHA; Flay Lee, Hope Haven; Tammy Gilmore, PDS; Steve Tomlinson, PBH

Guests: none

- A.** Welcome and Call to Order – *Leslie Mussington*
The meeting was called to order at 1:05pm. Leslie welcomed every there.
- B.** Review and approve minutes from last Council meeting
There were two corrections noted. David Jones made the motion to approve the minutes. James seconded. The minutes were approved as amended.
- C.** Quality Management update – Angela Gill-Graham
In response to discussion at the January meeting, the language for item #12 on the PBH Billing Audit tool now reads “The appropriate Criminal Record check was completed prior to this date of Service.” Completed means it has been sent off but results may not be back yet. David Jones requested this explanation be added to the audit tool.
- D.** Finance Rate Changes – Niels Eskelsen
Niels informed the Council PBH is still looking at things overall and no decision has been made. There will be transition plans in place when this happens. If there will be a case that will be problematic, PBH wants to work with providers before it happens.
- E.** Goldrush Financial Recovery Ins. Co. – Cynthia Benjamin
Cynthia informed the Council this company wants to meet with providers on financing, etc. It was suggested for her to inform Goldrush to rent a vendor table at the PCP Conference being held the end of April.

- F.** UM to do Clinical Reviews of Providers – David Jones
David stated they are already performing these reviews and will continue to do so. Utilization Management looks at services/consumers and is the front door. Utilization Review looks back over services, goals met, looking for trends and looking at global level. Providers are concerned this is a redundant activity because Quality Management does audits also. David explained QM reviews are technical (dates, signatures, etc.) and UR is clinical (effectiveness of treatment and services to prevent hospitalizations.) Trend results could be brought to the Council for solutions and guidance to manage the system through outcomes. UR is an internal PBH check of UM reviews.
- G.** New UM Appeals Process – Cynthia/Chuck
This item will be tabled until the next meeting.
- H.** New Relative as Provider Process – Chuck
Family members can provide home support services to adult consumers. This process has been refined and re-refined in the past two years. The current process will be posted on Communications Bulletins and sent out to providers. The term “relative” has been verified by Judy Walton with DMA as parent or step-parent unless other family members are the guardian. The relatives have unintentionally been held to a higher standard. The clinical review has been removed and will reflect on the new applications. Employment criteria will be all that is looked at. This has the providers accepting the risks of employing family members. Relative as Provider will no longer have clinical reviews by UM. They will get approved for the number of hours requested up to 40 hours as long as it is covered by the authorization. Providers still need to determine if the family is the best option.
- I.** PCP Conference Provider Tables – Cynthia/Chuck
The conference is scheduled for April 29th and 30th at Embassy Suites in Concord. Providers are encouraged to rent vendor tables for the conference and asked to forward conference information on to their consumers. Conference and vendor table registration can be found on the PBH website.
- J.** Software Vendors requesting to come to Provider Meetings – Cynthia/Chuck
These vendors will be requested to rent a table at the PCP Conference.
- K.** Level I Services as Step down for Children – Cynthia
Cynthia stated an exploratory meeting has been held with a lot of back and forth. 12 – 15 providers were in attendance. QM and Finance were in attendance to hear feedback first hand. All in attendance voiced concerns and questions. A deadline of February 15th was given for additional feedback. PBH will look at this feedback and come up with a workable plan and then meet again with providers. It is the hope that Level II services will be done by current providers to keep children in familiar surroundings.
- L.** Agenda for February Provider Meeting
In addition to the items listed at the January meeting; UM clinical reviews for providers, Relative as Provider and Crisis Recovery Center Union County as spotlight provider will be added to the Provider Meeting agenda.
- M.** Old Business
Last month it was suggested to add a hospital representative to the Council. David Jones made a motion to approve this. Peggy Terhune seconded. All agreed. The bylaws will be updated to reflect this change.

- N.** New Business
Credentialing Process – *Chuck Hill*
Chuck stated there were minor changes. Providers can now ask for an application when they know they will be hiring that person instead of waiting after the person has been hired. Association date credentialed will be Medicaid ruled as date received complete application, not date credential approved. Association date is the date the employee can file claims. Chuck encouraged providers to make sure applications are complete before submitting. Providers can decide whether to allow employees to provide services before credentialing is approved. PBH is moving toward online applications.
- O.** Council representative updates, questions, requests and comments
Billy West stated Daymark has sent their letter of intent to be a CABHA. RHA has applied as well.
- John Hufton informed the Council the local CFAC has received the results of the State CFAC survey. This survey was given to all CFAC members across the state. He read several of the results to the Council. Each member will receive an electronic copy of the survey for review.
- The bio's for those requesting to become Council members will be posted to the website for all providers to review.
- P.** Motion to adjourn
Billy made the motion to adjourn. Cynthia seconded. The meeting was adjourned at 2:50pm.
- Q.** **The next meeting is March 4, 2010 @1:00pm**

Minutes submitted by Secretary, Shelby Marlow

Date Approved: 3/4/10

Signature of the Chairperson: 