



**Network Council  
Meeting Minutes  
June 3, 2010  
1:00 PM - 4:00 PM**

**Members Present:**

**David Jones, PBH Clinical Operations  
Cynthia Benjamin, PBH Network Ops  
James Johnson, S.T.E.P.S.  
Benjamin Millsap, Monarch  
Angela Gill-Graham, PBH QM  
Chuck Hill, PBH Network Ops  
Craig Hummel, PBH Medical Director  
Gregory Yousey, LIP  
Leslie Mussington, Horizon Care  
Niels Eskelsen, PBH Finance**

**Diana Duncan, Diana's Home Care  
Dawn Allen, GHA  
Bonnie Schell, PBH Consumer Affairs  
Peggy Terhune, Monarch  
Bill Rankin, P BH QM  
Billy West, Daymark  
Dawn Anderson, Home Care Mgmt  
Janet Breeding, GHA  
Treva Johnson, Omni Visions**

**Absent: Tammy Gilmore, PBH/CCD; Flay Lee, Hope Haven; Jeanne Duncan, RHA; John Hufton, CFAC; Steve Tomlinson, PBH Network Ops**

**Guests: Jeanne Pritt, Residential & Support Services**

Welcome and Call to Order – Dawn Allen

The meeting was called to order. Everyone was welcomed.

Review and approval of minutes from April 1 and May 6, 2010 meetings

Dawn asked everyone to review the above minutes. Leslie made the motion to approve the April 1 minutes. James seconded. All agreed. They were approved as presented. Bonnie found a typographical error in the May 6<sup>th</sup> minutes. Ben made the motion to approve those as amended. Diana seconded. All agreed. They were approved as amended. There were two items added to the agenda; Registry of Unmet Needs and the Dashboard Report.

- A. Sanctions Grid Update- Chuck Hill – Deanna Campbell is the head of this. Cynthia will follow up with Deanna to see if there are any updates.
- B. UM-DD Consultant Role- David Jones –DD Council members asked why an outside consultant is used to review cases. David informed the members PBH uses an external DD consultant for the purpose of reviewing some cases. This is just a part of the PBH process when more expert eyes are needed. . This is a resource for the UM Department and should be considered an extension of UM. The consultant can contact providers and/or family members if needed but these are mostly just paper reviews. The consultant can make recommendations to UM and if UM agrees with those recommendations they will pass them on to the providers. These are only recommendations. UM will still deny or authorize services based on medical need. What precipitates getting a review? It is UM and UR's job to review cases. Both flagged cases and random review cases may use the consultant. It was suggested there is a need to teach providers how to get the consumers needs met. David stated anyone can call him when they need to work issues out.

- C. DD Work Group Update -Dawn Allen/Cynthia Benjamin- A training on SIS was held for providers on May 27. This gave insight on how it will work. Not many questions were asked due to limited Q&A time after the training. Other providers want to join the work group. They meet next on June 10 at 9:30 – 11:30 at 457 Lake Concord Rd., Concord. Those in attendance felt the consultants did not get into the meat of how this will apply to PBH and providers. Cynthia will ask Andrea Misenheimer to see if the consultants can come back for a part two training. It was suggested if this happens that questions should be prepared prior to the meeting in order for the consultants to know what direction to take the training. David stated there is clinical validation of consumers HSRI has assigned to the different levels and so far it looks like it fits, based on SIS.
- D. Global CQI –Bill Rankin - They have not met lately. They plan to update their bylaws with an internal meeting in June; meet with their officers in July. The next GCQI meeting is scheduled for August. They will provide training to the GCQI at that meeting. Janet Breeding will continue to report GCQI to the Council. NCQA states to move GCQI to a management level in order for members to be able to make decisions. Upon discussion it was discovered a letter to GCQI from the Council regarding administrative burden was never written. Dawn Allen will get with Flay in order to get this taken care of.
- E. Bylaws- defer to the July meeting.
- F. Network Council Retreat – Dawn Allen – the retreat is scheduled for July 30 at The Club at Irish Creek (formerly known as Kannapolis Country Club). The Club has offered to waive the room rental fee. A continental breakfast will be served at 8:30 with the meeting starting promptly at 9. Dawn requested members to email her with agenda items by June 30. Dan and Pam will be attending the retreat. Having the agenda item early will allow them time to prepare a presentation for the retreat.
- G. Registry of Unmet Needs – Cynthia Benjamin – Anna Yon is concerned about vacancies not being entered into the Provider Direct system by providers. Changes have been made to the Provider Direct system at the request of providers and it is not being input now. It has largely gone unused. This leaves individual Care Coordinators to call around to find placement/services for consumers. Provider Direct is designed to show vacancies and consumers looking for placement/services. If providers have problems with Provider Direct they can contact Rita Goodwin. Rita will have a video training available soon.
- H. Dashboard Report – Chuck Hill – Chuck reviewed the handout made available. He stated a report on the turnover stats will be coming in June. The Provider Satisfaction Survey has gone out. As of May 27 only 10% have completed this survey. This is a chance for providers to grade PBH. It was suggested to make available a report on TAR submission by service category/disability. Chuck will work on this.

Old Business – none

New Business – none

Council representative updates, questions, requests and comments –

Dawn Anderson wanted to know if PBH will ever get on Medicaid week with their billing. Currently their week runs based on the authorization date. Per David Jones, this is the way Medicaid does their week. David will check into this and Dawn will email him on this.

Diana reminded the Council of the Cultural Competence training on June 4 at Copperfield.

Members discussed whether to have the July meeting since it falls next to the July 4<sup>th</sup> holiday. It was agreed to have the meeting as scheduled. Agenda items were discussed.

- What does Council want to do with Dashboard reports
- Bylaws
- Items for July 30 retreat
- Confidentiality limits between PBH and providers
- Provider to Provider mentoring team – set up process/pit falls

Motion was made to adjourn the meeting, all approved. The meeting was adjourned at 3:15 pm.

**The next meeting is July 1, 2010 @1:00pm**

**Minutes submitted by Shelby Marlow**

**Date Approved:** 9/2/10

**Signature of the Chairperson:** 