

# Provider Network Management Committee *Minutes*

Date: 10/25/2017

Location: ☐ Gratiot CMH 608 Wright Ave, Alma, MI ☒ Conference Call

Time: 10:00 AM until 12:00 PM

Call-In: 888-585-9008/320.707.733

Attendance (phone*):	<input checked="" type="checkbox"/> T. Lawrence (CMHCM)*	<input checked="" type="checkbox"/> A. Ferzo (Huron)*
<input checked="" type="checkbox"/> S. Vandermay (Lifeways)*	<input checked="" type="checkbox"/> G. Reed (Saginaw)*	<input type="checkbox"/> VACANT (Tuscola)
<input checked="" type="checkbox"/> D. Jenkins (Shiawassee)*	<input type="checkbox"/> K. Jaskulka (MSHN)	<input checked="" type="checkbox"/> J. Pinter (NAA Contractor)
<input checked="" type="checkbox"/> K. Posen (The Right Door)*	<input checked="" type="checkbox"/> C. Watters (MSHN)	<input checked="" type="checkbox"/> M. Rozek (BABH)*
<input type="checkbox"/> S. Richards (The Right Door)	<input checked="" type="checkbox"/> C. Mills (Newaygo)*	<input checked="" type="checkbox"/> T. Curtis (Montcalm)
	<input checked="" type="checkbox"/> B. Pazdan (CEI)*	
<input checked="" type="checkbox"/> S. Stroh (Gratiot)*	<input checked="" type="checkbox"/> T. Humphreys (Huron)	

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## Purpose and Powers

**Purpose:** *provide counsel and input to with respect to regional policy development and strategic direction.*

- **Develop** policies and standards related to provider network management
- **Identify** barrier and gaps related to network adequacy
- **Recommend** improvement strategies
- **Monitor** follow-through
- **Coordinate** with other committees

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## Information

*All available information should have been shared and reviewed prior to the meeting. Prior to the meeting, attendees review materials and prepare questions/feedback. Information includes previous minutes, data reports/dashboards, announcements, etc.*

1. Welcome and Roll Call (S. Vandermay)
2. Review and Approve 10/25/2017 Agenda (S. Vandermay)
3. Review PNMC Minutes 9/27/2017 (S. Vandermay)
4. PNMC Action Plan Review Progress to Plan
  - a. **Home and Community Based Services Update (T. Lewicki)**

Update: relative to c-waiver, MSHN continues to move forward with mailing letters of non-compliance and CAPs to providers of CEI, Lifeways, CMHCM, and Saginaw. Heightened scrutiny letters are being sent by the state. b3 progress (% complete) reports are provided to the state; reminders to provider system. Survey closes on 11.17.17. MSHN is sending reminders to CMHSPs. Concern expressed regarding heightened scrutiny providers. Appears that many are a result of answering a question incorrectly. MSHN and Michigan State, as the contractor, would need to note that it might have been wrong but there will have to be evidence that shows that the provider did answer it wrong. The State and Michigan State are following up as the next step with heightened scrutiny. This will occur as early as November, but could be later.
  - b. **Network Adequacy Assessment (J. Pinter)**

Reviewed NAA draft including request for updates from CMHSPs and MSHN. Please send updates to Janis by November 6<sup>th</sup>. Will be presented to Operations Council in December and the Board of Directors in January.

**c. QAPIP Annual Reports (C. Watters)**

Shared draft PNMC and Regional Inpatient Workgroup annual reports. Feedback due on or before November meeting. Final reports will be submitted after November meeting.

**d. Reciprocity – Intra-Regional Systems (C. Watters)**

Updated committee on communications going out this week with requests for FI auditor and Inpatient Psychiatric auditor contact information. MSHN will coordinate working sessions to plan monitoring schedule, teams, etc. MSHNs position on FI audits is supportive of CMHSPs delaying planned FI audits while the region implements the regional approach which will occur in FY18, likely May, June, July. MSHN auditors will be aware of this and make note as DMC audits are conducted, specific to *CMHSP subcontractor monitoring* so that CMHSPs are not cited as being out of compliance with timeliness standards.

**5. Other Discussion & Planning**

**a. Provider Directory Template (C. Watters)**

Reviewed template for provider network directories. Would like feedback on the service list, specialty list, and board certification lists to ensure it includes all possible options. Goal is to identify fields that have standard responses to create drop-down lists for ease of use and consistency. Will review in November. Feedback is requested on or before November meeting. MSHN will present a process/flow chart outlining the process for maintaining directory and providing monthly updates.

**b. Documentation of CLS and AHH (T. Lawrence)**

Question and discussion regarding MEV audits and how direct care staff should document CLS and AHH services provided in a single shift . . . on a single progress note or separate progress notes. Shannon Myers, MSHN MEV auditor, had previously addressed this question and stated it was acceptable to indicate timeframes in the progress note. Recommendation to follow-up with Shannon to confirm.

**c. Balanced Scorecard (C. Watters)**

Quarterly scorecard report is due to operations council. Requested those who are currently using the regional inpatient contract to let Carolyn know via email so the scorecard may be updated accordingly.

**d. Transportation (G. Reed)**

Question and discussion around providing transportation to consumers screened through access departments and identified as needing SUD services. Saginaw indicated a 48 hour notices was required by MSHN and concerned with the barrier this presents to consumers ready to enter treatment. Todd confirmed that MSHN does not require a 48 hour notice and recognized the importance of timely access to treatment. In light of this conversation, MSHN is considering options which may include allocating upfront funds to address transportation based on medical necessity. Moving forward, if feasible, contact MSHN for an authorization and if not, MSHN will not stand in the way of getting consumers necessary care. Additional details outlining how to manage transportation is to follow.

**e. November schedule (C. Watters)**

Last year, the November meeting was moved due to low attendance as a result of the Thanksgiving holiday. Confirmed that November 22<sup>nd</sup> is the preferred date by committee. Amanda will also be present to discuss the measurement portfolio and NCQA.

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