VAYA Health Provider Advisory Council

February 17, 2021 DRAFT Meeting Minutes

VIRTUAL MEETING

**Present (total): 73**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| PAC Attendees | | PAC Voting Members | | Vaya Health Center Staff |
| Ambrea Williams  Annette Kirkland  Brad Ward  Brittany Hocking  Carla Hill  Cindy Lowe  Diane Dalton  Erin Lesher  Fred Nirde  Janet Price-Ferrell  Janus Kuesel  Jenelle Wressell-Phillips  Jen Waite  Jessica Tewell  Joe Yurchak  Joel Misler  Kamay Gaboda  Karin McDaniel  Kathy Reiter  Krista Engels  Katie Goetz  Kristen Martin  Lauren Garner  Logan Byrd  Lynda Cowan | Lynn Manning  Lynn Martin  Maggie Farrington  Maria Collier  Mary Ann Widenhouse  Melanie Barber  Michael LePage  Mikalia Mills  Nancy Holder  Nathan Johnson  Peter Godfrey  Robin Whittington  Roger Giles  Ron Ross  Rusty Marts  Sandy Fuetz  Sonia Pits  Tara Brummett  Tricia Hinshaw  Vicky Pressley  Vickie Smith  Wendy Cox  Tina Woody  Wesley Starling  Yvonne French | Jeanne Duncan  Carson Ojamaa  Sarah Dunagan  Amy Sills Jones  Anthony Devore  Cindy Fisher  Darren Boice  Dawn Kelley  Dominique Honeycutt  Don Buckner  Duncan Reid  Erin Bowman  Joel Brickner  Michael Maybee  Sherry Douglas  Teagan Brown |  | Tommy Duncan  Donald Reuss  Patty Wilson  Jana Aiken  Judith Kirkland  Dr. Martin  Carrie McCracken |

**1. Standing Items**

* 1. **Approval of Minutes from Last Meeting – Amy Sills Jones**

Just a reminder all PAC documents and business is posted to My Committee. Anyone needing assistance accessing My Committee can reach out to Amy Sills Jones or Tommy Duncan.

Duncan Reid made a motion to approve January 2021 Minutes, Dawn Kelley seconded. All in favor. Minutes approved.

* 1. **Approve Agenda – Amy Sills Jones**

Dawn Kelley made a motion to approve the agenda. Duncan Reid seconded. All in favor. Agenda approved.   
Scheduled end time: 10:12 AM

1. **Council Business**
2. **VAYA Business and Updates**
   1. **Network Performance and Integrity Update- Patty Wilson**

Patty will be coming quarterly to meet with PAC to discuss the findings of VAYA Investigation Oversight Committee. Patty will review the committee findings over the quarter on a variety of VAYA reviews. Patty reports the primary issues from compliance reviews last year: documentation out of compliance, out of compliance with clinical coverage policy, out of compliance not otherwise specified from another code, protection from abuse/neglect or exploitiaotn not met, other health and safety areas out of compliance.

Discussed the post payment reviews that were conducted over the last year. The state will sunset post payment reviews effective with tailored plan implementation. VAYA completed 125 post payment reviews in 2020. The most common issues reflected: service note was not signed /dated/or missing another element according to requirements, consent for treatment missing or not all requirements met, documentation did not reflect duration of time billed, PCP/ISP present but missing required elements and service documentation does not include assessment of progress towards goals. Site reviews have been completed virtually. Patty is not sure how credentialing requirements will be met for tailored plans. Primary reason for special investigations was billing for service not rendered. Other areas include over/underutilization of funds, service delivery, staff qualification, misappropriate of funds, staff ratio, service exclusion, service authorization, staff training and credentialing issues.

VAYA will look to see if a sample service note for a group telehealth service can be shared with providers.

Discussed service notes focusing on what is being worked on in reference to a members identified service goals. Discussed they are looking for evidence there is thought that has been put into the notes to reflect the service performed.

Positive Covid tests are a medical issue and not a reportable incident unless it creates a problem for the member/agency. Licensed facility may be different. If Covid cases change function of provider agency then it does need to be reported to VAYA.

Patty asked for feedback from PAC of what providers would like to see in Patty’s quarterly report. Patty’s presentation will be shared with PAC. Reports would like to see the number of providers in these reviews, along with types of providers in the reviews

* 1. **RSVP Process- Jana Aiken**

RSVP replaced PASSAR

VAYA member services has been completing this process since 2018 and has processed over 2600 referrals. The potential eligible individual has to be at risk of adult care home, have SMI or SPMI diagnosis, have Medicaid or less than $2000 per month and guardian consent for referral if applicable. Erin Cotter at VAYA is the community liaison and will talk more with agencies about RSVP and TCLI programs. When making a referral VAYA does need specific documentation. Information on documentation is listed on VAYA website.

* + 1. **Tenant Management Services (TMS) Overview- Tricia Hinshaw**

Discussed TMS service is identified and approved from TCLI. When referring they need to have a transition coordinator. If providers feel like there is someone that will qualify, providers should speak to a transition coordinator. TMS takes IPRS and Medicaid. Needs to be a service in exclusion of CST or ACTT. TMS is not a clinical service. The process is heavy on case management with maintaining independent living. TMS is currently taking referrals.

* 1. **Medicaid Enrollment Process- Donald Reuss**

Shared the timeline for Medicaid enrollment. Open enrollment will begin March 15, 2021. Members will be getting letters. On May 15, if a member has not enrolled they will be auto enrolled. Auto enrollment will be based on previous provider used and location to a provider. After May 15 providers should know the members standard plan provider. At that, time providers will want to reach out to standard plan providers to ensure they have contracts to ensure members will not miss service. Tribal option plan will be a possibility. More information on that plan will be forthcoming. VAYA will be sharing information to push out to members to educate about upcoming changes. Encouraged providers to access and use playbook that discussed Medicaid Managed Care.

* 1. **CMA/AMH+- Donald Reuss**

Provider Central will be talking more about care management on the call February 19th The deadline has been extended for applications- new deadline is June 1, 2021. VAYA will be sending survey to gain an understanding of the providers who are interested in providing this service.

**3.4.1- Tailored Plan Members Enrolling in Standard Plan- Judith Kirkman**

Mandatory and exempt enrollment notices are being sent March 1, 2021. VAYA shared letters that will be sent. Enrollment brokers will be opening back up for further information. Links to letters are in provider playbook. Important to talk to enrollment broker about dual eligibility or other related questions.

* 1. **Provider Summit/Gaps Analysis/Local Business Plan- Tommy Duncan**

Provider summit will be a virtual three-day event in July. More information will be forthcoming.

Gaps Analysis has been put on hold by the state. Therefore, it is not available to review with council until the second half of the year.

Scheduled end time: 2:34 PM

* New sub-item
* Edit report
* Move to other section
* [Delete](javascript:__doPostBack('dnn$ctr459$MeetingsPh$ctl00$rA$ctl16$ItemClt$lbDelete',''))

1. **Announcements and Follow Up**

**5.2.** Edit report

* Attach report

**Date and Location of next meeting** – **Amy Sills Jones**

Next meeting date will be March 17, 2021. The provider only meeting will be held from 9am – 10am. PAC meeting will start at 10am.

Edit report

* Attach report

**5.2. Future Events** - **Amy Sills Jones**

None at this time

**5.3. Parking Lot Items** - **Amy Sills Jones**

-Medical side of Medicaid Transformation

-Dual eligibility in Medicaid Transformation

Scheduled end time: 10:12 AM

Scheduled end time: 3:39 PM

* Edit report
* Attach report

Scheduled end time: 10:14 AM

Scheduled end time: 11:19 AM

Scheduled end time: 2:54 PM

* Edit report
* Attach report

Scheduled end time: 3:09 PM

* Edit report
* Attach report

Scheduled end time: 2:24 PM

* Edit report
* Attach report

Scheduled end time: 2:39 PM

* Edit report
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