

**Mecklenburg County Local Management Entity
Consumer and Family Advisory Committee
Minutes
March 15, 2012**

Members Present: Sandy DuPuy, Dorothy D., Barbara J., Chelsi S., Debbie P., Gloria T., Kathy A., Ron R., Peggy Q.,

Members Excused: Steve M.

Members Not Present: None

Guest: Karen Mangan, Debra (NAMI)

AMH Staff: Dennis Knasel, Gwen Drayton

AGENDA	AGENDA ITEM	ACTION
Welcome & Introductions	<ul style="list-style-type: none"> • Sandy D., Chairperson, called the meeting to order at 5:30. • 	
Agenda	<ul style="list-style-type: none"> • A motion was made and seconded to approve the agenda as presented. 	Agenda approved.
Public Comment	<ul style="list-style-type: none"> • Debbie P. was able to negotiate that her son's group home could have complete access to the pool at the YMCA rather than just being allowed to swim in one lane with other individuals with disabilities. • Kathy A. gave notice on the death of co-chair Steve M.'s father. Kathy provided the committee with Steve's address. 	
Approve Minutes	<ul style="list-style-type: none"> • Motion made and second to approve February 16, 2012 meeting minutes. 	Minutes Approved.

CFAC BUSINESS		
PPR- Review- <i>Sandy D.</i>	<p><u>PPR- Review</u></p> <ul style="list-style-type: none"> • Five providers volunteered to be part of a pilot of the revised PPR standards. These providers volunteered on the grounds of being anonymous. These providers are only identified by the population they serve. • The PPR committee will meet Monday, March 19, 2012 to look at the results of the pilot ratings and make adjustments as needed. The committee will post the final standards in the HotSheet and plan a training for providers in April. • 56 state funded providers will be rated first • Dennis has found one service analyst who to rate all of the state funded providers. 	
First Responder survey- <i>Sandy D.</i>	<p><u>First Responder Survey</u></p> <ul style="list-style-type: none"> • Sandy is still compiling the results of the phone calls taking on Wednesday, March 7th. • 95 providers were called. • Over 30 providers did answer the mock calls either directly or by return call. 	

<p>Retreat Follow Up- <i>Sandy D.</i></p>	<ul style="list-style-type: none"> • There was an improvement this year in calls answered and returned. • Sandy D. is will call again to all providers where she had any questionable about the results. • Sandy D. asked for feedback on the mock call process. Members suggested a “practice” session before the actual calls are made. There was difficulty with some of the telephones being used – they were difficult to dial. Some members weren’t clear that crisis numbers should also be called. <p><u>Communication Plan</u></p> <ul style="list-style-type: none"> • Debbie P. has compiled all the CFAC members’ comments regarding the website review. • Sandy D. suggested expanding on the comments and adding details explaining changes that can be made. • Sandy D. and Debbie P will come up with revisions and bring these ideas back to the committee. • Sandy D. sent each member of CFAC the Communication Plan that was done by Andy Fair (Public Information). • Andy Fair could not be at this CFAC meeting for discussion. • CFAC is interested in being involved as draft documents are developed rather than after they are developed. • Dennis Knasel and Sandy D. attended the Family Forum at Sandhills to see how they approached the waiver changes. There were some lessons to be learned. The presentation reinforced that presentations will be more effective if they are population specific. • Chelsi S. mentioned that the CFAC brochure be updated with the correct address for monthly meetings. Sandy advised that the entire brochure will be updated for the waiver. In the interim, an address label with the correction can be added to the current brochure. 	<p>Sandy D. has a copy of the powerpoint presentation from Sandhills which she can provide to anyone who is interested.</p>
<p>AMH 2nd Quarter BOCC Report – <i>Sandy D.</i></p>	<p><u>AMH Quarter BOCC Report</u></p> <ul style="list-style-type: none"> • Sandy D. sent each member a copy of the 2nd Quarter BOCC report and LME/MCO contrast. • The BOCC Quarter Report is a county required report. • As of 2013 PSO will be operating as their own county department. • The BOCC Quarterly report was projected on the screen and viewed by the CFAC committee for discussion and questions. • Update on Reconsideration Review process - there is no longer a consumer and community review panel. The provider must submit in writing their disagreement of the LME findings to AMH Director who will make a ruling on the reconsideration. 	
<p>CMS Transition Fair</p>	<p><u>CMS Transition Fair</u></p> <ul style="list-style-type: none"> • CMS Transition Fair will be held Thursday, March 22, 2012 at East Meck HS 	

	<ul style="list-style-type: none"> • General starting time is around 4:30. Members previously committed to attend. 	
CHAIR'S REPORT		
<i>Sandy DuPuy- Dennis Knasel</i>	<p><u>Provider Council Executive Board Report</u></p> <ul style="list-style-type: none"> • Sandy D. did not attend the Provider Council Executive Board meeting. • Dennis gave the PCEB an update on the star rating pilot project and updates on the waiver. • The PCEB continues to have the discussion of membership and the terms of office for each member. Dennis reminded the PCEB that future membership needs to reflect the new waiver environment and not disability groups. The PCEB discussed concerns of locating independent practitioners who would be willing to volunteer their time for an afternoon meeting when most of them are seeing clients during that time. • Mecklenburg County is (one or only) county where the Provider Council is independent from the LME. <p><u>Quality Management Committee</u></p> <ul style="list-style-type: none"> • A large portion of the meeting was spent looking at policies. The Quality Management Committee must review polices annually as part of their URAC accreditation. • Sandy asks CFAC committee if they want to review the policies that CFAC was interested although there were very few, if any, changes made to the policies. <ul style="list-style-type: none"> ○ Consumers Choice policy ○ Human Rights policy ○ Crisis Services policy ○ Clinical Appeal for Non-Medicaid Services policy. <ul style="list-style-type: none"> ○ As a Medicaid recipient you have the right to an appeal, which is an entitlement for Medicaid eligibility. ○ A Non- Medicaid consumer does not receive an appeal as an entitlement, but they do have appeal rights. ○ Intensive Care Management policy <p><u>IMT Conference Calls</u></p> <ul style="list-style-type: none"> • This is the monthly call that the LME is required to make to DMA and DMH to report the progress moving into the waiver. Sandy participates representing CFAC. 	<p>Sandy will send CFAC members the link to the policies</p>
LME UPDATES		
<i>Dennis Knasel</i>	<p><u>Mecklenburg Waiver Update</u></p> <ul style="list-style-type: none"> • Additional staff are being recruited. The IDD Innovations Director position has been posted, and interviews will occur the week of March 19. • The Network Development Management position was posted on Thursday, March 15th. • Unit Supervisor position in Quality Improvement will be posted next Friday March 23rd. • LME is working with County Human Resources to develop all the job descriptions for the next 	

	<p>phase of hiring. The next phase of new hires are to be on board by July 1st.</p> <ul style="list-style-type: none"> • Estimated next phase of new hires is around 35-40 people. • Dennis invited Kathy Nichols from Division of Medical Assistance to present at the next InfoShare, which is April 4th. Both Kathy and Kelly Crosbie from have confirmed. • The consultant that is working with the LME has pulled together Medicaid paid claims data from calendar years 2010 and 2011 on all providers that have billed for Behavioral Healthcare Services. The data shows that there are 1429 unique providers that have billed. • Kathy Nichols did complete her review of the DMA standardized provider enrollee application and has sent it to URAC for their review and approval. • The Attorney General's Office has been reviewing the contract templates that will be used under the waiver. • Dennis explained what an Evergreen Contract is. The DMA contract with the LME/MCO states that the LME/MCO will develop Evergreen Contracts with providers in the network. An Evergreen Contract has a starting date but no ending date and has no specific dollar amount attached. The Evergreen contract eliminates creating new contracts every year. DMA has decided to take the Evergreen language out of the contract and add an end date. Without the Evergreen language a contract will have to be created each year which will dramatically increase the workload for LME staff. • Dennis gave the three ways providers may be eliminate from the Waiver Network: <ul style="list-style-type: none"> ○ The provider does not have an acceptable completed application in by December 31st. ○ If the provider is not in good standing with one of the state regulatory bodies they will not be allowed in the waiver network ○ If a provider has not billed Medicaid for services within 60 days prior to going live they will not be included in the network. • Current job openings are located on the County HR website. A job posting section will be added to the Hotsheet with a link to the county website. • Currently the LME only manages state and county dollars. The State currently contracts with Value Options to manage the Medicaid business statewide (with the exception of PBH and now Western Highlands who went live Jan 2). Value Options does not directly monitor providers; that activity is delegated to the LME. If Value Options identifies a case of concern they will refer that case to the LMEs Care Coordination Unit. The Care Coordination Unit reviews the clinical context of the case, if there are red flags, the Care Coordination Unit will make a request for PRS to go out and monitor. • The Governor's office approved adding 25 new positions for DMA Program Integrity. A new information technology system is now helping Program Integrity identify billing outliers to identify potential Medicaid fraud. 	<p>Sandy will send the InfoShare presenters' information to the CFAC members</p>
--	--	--

DIVISION UPDATE		
<p><i>Sandy D. Dennis K.</i></p> <p>Employment First <i>Ron R.</i></p>	<ul style="list-style-type: none"> • Suzanne T. was not able to attend the meeting. <p><u>Employment First</u></p> <ul style="list-style-type: none"> • There is now a State Steering Committee for Employment First with Amy Collins as Chair. • The intent is to move towards legislation, policies and practices that says “any public service that is provider to consumers with disabilities” the preferred outcome is employment. • Wendy Parent who led the Kansas efforts is coming to the NC APSE conference to speak to the statewide Steering Committee on how the process worked in Kansas. • The BLN (Business Leadership Network) had their first meeting in Raleigh. • Ron stated about 70% of disabled consumers are unemployed. 	<p>Sandy D. will send CFAC members the attachments from Suzanne T. when she receives them.</p>
ANNOUCEMENTS	<ul style="list-style-type: none"> • Autism Society of NC. Annual Conference, 3/30-31/2012, Charlotte, NC http://www.autismsociety-nc.org • NC APSE Annual Conference, 4/11-13, Carolina Beach, NC http://www.apse.org/chapters/eventDetails.cfm?id=183 • Mental Health Associate and The Coalition Town Hall Meeting, 4/30, 6:30-8:30pm, Hope Haven Charlotte • American Association on Intellectual and Developmental Disabilities, 06/18-21, Charlotte, http://www.aamr.org • NC TIDE 2011 Spring Conference, Wilmington, NC 4/22-25/2012 www.nctide.org • NAMI NC Annual Conference, 10/19-20, Raleigh 	
NEXT MEETING	April 19th, 2012	
FUTURE AGENDAS	Quarterly - Clinical/Medical Directors Reports & BOCC Report; LME Communication Plan	
ADJOURNMENT	7:30	

Sandy DuPuy, Chair of Consumer & Family Advisory Committee

Date