**Meeting Date:** 11/5/2020 **Meeting Location:** BlueJeans via video

**Meeting Start/ End:** 1:00 pm to 3:00 pm

**Approval:** \_\_\_\_ **Recorded by** M. Dawkins\_\_\_\_\_

**ATTENDANCE**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name**  | **Organization** | **Email** | **Signature**  |
| Michele A. Vasconcellos | DWIHN | mvasconcellos@dwihn.org  | Virtual via BlueJeans |
| Barbara Hedgepeth | DWIHN | bhedgepeth@dwihn.org | Virtual via BlueJeans |
| Monique N. Dawkins | DWIHN | mdawkins@dwihn.org  | Virtual via BlueJeans |
| Raphael Evanoff | DWIHN | revanoff@dwihn.org  | Virtual via BlueJeans |
| Chimere Tyler | TWC | Chimere.tyler@t-mhs.com | Virtual via BlueJeans |
| Jennifer Smith | Goodwill Detroit | jennifer.smith@goodwilldetroit.org  | Virtual via BlueJeans |
| Jessica Collins | TCG | jcollins@iamtgc.net  | Virtual via BlueJeans |
| Tania Hanna-Kachal | ACC | taniah@myacc.org  | Virtual via BlueJeans |
| Phillip Ross | Wayne Center | phillipross@waynecenter.org  | Virtual via BlueJeans |
| Leatrice Bell | HPI | lbell@hegira.net  | Virtual via BlueJeans |
| Lameshia Rogers | CCIH | lrogers@centralcityhealth.com | Virtual via BlueJeans |
| Michele Neubauer | MORC | michele.neubauer@morcinc.org  | Virtual via BlueJeans |
| Vince Morency | JVS Human Services | vmorency@jvshumanservice.org  | Virtual via BlueJeans |
| Ursula Jaszeyk | LBS | ursulaj@lbscares.com  | Virtual via BlueJeans |
| Cheryl Fregolle | STEP | cfregolle@stepcentral.org  | Virtual via BlueJeans |
| Debra Plowden | CLS |  | Virtual via BlueJeans |
| Miriane |  |  | Virtual via BlueJeans |
| Kimberly Bali |  |  | Virtual via BlueJeans |
| Rene Saenz |  |  | Virtual via BlueJeans |
| Melaina Jenkins |  |  | Virtual via BlueJeans |
| Malena Serratos |  |  | Virtual via BlueJeans |
| Kristin Horton |  |  | Virtual via BlueJeans |
| Kelly George |  |  | Virtual via BlueJeans |
| Tamara Hagar |  |  | Virtual via BlueJeans |
| Shara Johnson |  |  | Virtual via BlueJeans |
| Judy Davis | DWIHN | jdavis@dwihn.org  | Virtual via BlueJeans |
| Donna Coulter | DWIHN | dcoulter@dwihn.org | Virtual via BlueJeans |
| Susan Gardner | DWIHN | sgardner@dwihn.org | Virtual via BlueJeans |
| Valerie Foster |  | vfostersobrietyhousedetroit@gmail.com | Virtual via BlueJeans |
| Desiree Purry | DWIHN | dpurry@dwihn.org | Virtual via BlueJeans |
| Janet Diehl |  | jdiehl@safestprecovery.com | Virtual via BlueJeans |
| April Siebert | DWIHN | asiebert@dwihn.org | Virtual via BlueJeans |
| Derrick Bledsoe |  |  | Virtual via BlueJeans |
| Marlene Miazga  |  |  | Virtual via BlueJeans |

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|  |  |  |  |
| --- | --- | --- | --- |
| **Name**  | **Organization** | **Email** | **Signature**  |
| Ana Dobija |  |  | Virtual via BlueJeans |
| LaToya Garcia Henry |  |  | Virtual via BlueJeans |
| Ana |  |  | Virtual via BlueJeans |

* + - 1. Administrative Updates- Michele Vasconcellos\_, Director, Customer Service \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Goal:** To provide meeting attendees with updates regarding Detroit Wayne Integrated Health Network \_\_\_\_\_\_

**Strategic Plan Pillar(s):**ð Advocacy ð Access ð Customer/Member Experience ð Finance ð Quality ð Workforce

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| **Discussion Notes-** Topics include Welcome and Introduction, Administrative Updates, New Chief Clinical Officer, Chief Medical Director, Disenrollment, Policies and Procedures, and NCQA |
| **Welcome and Introduction-** Michele opened the meeting by welcoming all of the provider network representatives. She also thanked the provider network for their continued service measures in putting our member’s mental health and safety first. |
| **Administrative updates**- Mr. Brooks has stated that DWIHN is at the forefront with the state in seeing that all behavioral health guidelines are in place during the pandemic. Some of our COVID protocols have been adopted in AFC settings. DWIHN is currently at Phase 4 in building implementation. While DWIHN remains closed to the public, more and more team members are returning to work.  |
| **New Chief Clinical Officer-** DWIHN has a new Chief Clinical Officer, Melissa Moody. Ms. Moody will be replacing Dana Lasenby. Ms. Moody is joining us from NSO where she was formerly the VP of Programs. She has worked for Easter Seals for many years as well as Oakland County Community Mental Health. We are happy to have her a part of the DWIHN family.  |
| **Chief Medical Director-** DWIHN’s Chief Medical Director Dr. Margaret Hudson-Collins has submitted her resignation. We are in the process of taking applications for a new Chief Medical Director.  |
| **Disenrollment-** Pre-COVID DWIHN had initiated a pilot program to address disenrollment with our providers as a way to keep track of members that are no longer engaged in services. The pilot has since been placed on hold as DWIHN addresses process flows within the Disenrollment Policy. We have gone forward with and disenrolled those members who have not had a service in over 12 months and no services in any line of business. We looked at those members that had a LOCUS Score of 0-2 and advised them of their services needed to be covered by their health care provider not DWIHN. We are also looking at those members that do not have a LOCUS score recorded at all. DWIHN’s Clinical Dept. has been sending letters and emails to our CRSP providers to give them an opportunity to address this immediately.  |
| **Policies and Procedures-**  Customer Services has approximately 27 policies and procedures. They are updated every year. As we are preparing for reaccreditation there are 8 policies that have significant changes that need to be reviewed. They are:* Customer Service Policy
* Member Engagement Policy
* Limited English Proficiency (LEP) Policy
* Member Experience Policy
* Member Grievance Policy
* Member Orientation Policy (formally New Member Orientation Policy)
* PIHP Re-Engagement and Disenrollment Policy

All policies are located on the DWIHN Website. |
| **NCQA-** DWIHN is preparing for it’s re-accreditation. DWIHN has been conducting mock reviews to ensure we are ready for the next review. Our goal is to obtain another 3 year accreditation. |
| **Decisions Made**  |  |  |
| None at this time.  |  |  |
| **Action Items**  | **Assigned To** | **Deadline** |
| None at this time. |  |  |

* + - 1. Customer Service Appeals- Susan Gardner, Appeals Specialist\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Goal:** To inform meeting attendees about updates regarding Appeals\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Strategic Plan Pillar(s):** ð Advocacy ð Access ð Customer/Member Experience ð Finance ð Quality ð Workforce

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| **Discussion Notes:** Topics are inclusive of reporting and training information.  |
| **Reporting-** All MHL Logs and ABD need to be submitted by COB on the 5th to Susan at sgardner@dwihn.org no exceptions. The forms need to be submitted in one email. If you need updated reporting forms, please contact Susan via email for assistance.  |
| **Training-** DWIHN’s appeals unit has been conducting virtual trainings for NCQA and proper ABD Notification completion. The most recent training is being held today by Dorian. For your convenience FAQs and PowerPoint Presentation will be sent to the provider network on 11.9.20. If you or your organization are interested in a training please contact Dorian or Susan to set up a training.  |
| **Contact Information-**Dorian Johnson, Appeals Coordinator djohnson@dwihn.org 313.344.9099 ext. 3345Susan Gardner, Appeals Specialist sgardner@dwihn.org 313.344.9099 ext. 3718 |
| **Decisions Made**  | **Assigned To** | **Deadline** |
| None at this time.  |  |  |
| **Action Items**  | **Assigned To** | **Deadline** |
| Submission of ABD Logs and MHL Logs | Provider Network | 5th of every month |

1. Grievance Updates- Barbara Hedgepeth, Grievance Specialist\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Goal:** To inform meeting attendees about updates on the Mediation Rule\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Strategic Plan Pillar(s):** ð Advocacy ð Access ð Customer/Member Experience ð Finance ð Quality ð Workforce

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| **Discussion Notes:** Topic- Virtual Training |
| **Training-** DWIHN’s Customer Service Grievance division is conducting virtual trainings quarterly to the provider network. There was a training held on 10.22.20. There were 40 people in attendance and the training lasted 2 hours. The next training is set to take place in mid-January. Details will be provided at a later date.  |
| **Contact Information**- Barbara Hedgepeth, Appeals Specialist bhedgepeth@dwihn.org Cell: 313. 815.3666 |  |  |
| **Decisions Made** |  |  |
| None at this time.  |  |  |
| **Action Items**  | **Assigned To** | **Deadline** |
| None at this time. |  |  |

1. Monitoring Updates- Raphael Evanoff, Customer Service Performance Monitor\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Goal:** To inform meeting attendees about updates regarding monitoring of Standard VI, VII, VIII, XIV­­­\_\_\_\_\_\_\_\_\_\_\_

**Strategic Plan Pillar(s):** ð Advocacy ð Access ð Customer/Member Experience ð Finance ð Quality ð Workforce

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| **Discussion Notes:**  Topics include review of Customer Service Performance Monitoring Results, Notes Going Forward, Timelines, and Suggestions. |
| **Performance Monitoring-** There were 48 CRSP Providers review during this auditing period. Eight of those CRSP Providers were administratively removed. The goal is to have all CRSP Providers score 95% or better during the next auditing period. Any score below 95% requires a Plan of Correction for the provider. Of the 40 CRSP Providers that were left, the findings of their audits are summarized as follows:**Standard VI: Customer Service-**CRSP Providers Reviewed- 40Scored 95% or Higher- 25Scored Below 95%- 15**Standard VII: Grievances-**CRSP Providers Reviewed- 40Scored 95% or Higher- 19Scored Below 95%- 21**Standard VII: Enrollee Rights-**CRSP Providers Reviewed- 40Scored 95% or Higher- 23Scored Below 95%- 17Please be advised this Standard includes a seclusion and restraint element. This element is mandatory to pass this standard. If your organization does not practice seclusion and restraint, it is still mandatory you have a written procedure in place.**Standard XIV: Appeals-**CRSP Providers Reviewed- 40Scored 95% or Higher- 19Scored Below 95%- 21 |
| **Notes Going Forward-** DWIHN Customer Service Performance Monitors will be available to work with providers for next audit period to help them score 95% or higher.The Standard Forms have a reference section that are used to form the questions. If you review the reference it will let know the information needed to get full credit for each Standard. It may be helpful for some of our providers to align their policies with DWIHN policiesSome audits were not complete properly. There were some instances where there was no evidence provided or too much documentation submitted. Please do not send zip files with multiple codes. Because of the volume of audit information received from multiple providers, please send your files with only one code.  |
| **Timelines-** The due date for these audits are non-negotiable. DWIHN is not given any additional time to submit our findings by the State. Any audits not submitted timely will be audited without submission and result in a Plan of Correction for your organization.  |
| **Suggestions-** If you have any suggestions about have to make the audit process better please contact Raphael Evanoff at revanoff@dwihn.org and/or Dale Trotty at dtrotty@dwihn.org.  |
| **Decisions Made** |  |  |
| None at this time.  |  |  |
| **Action Items**  | **Assigned To** | **Deadline** |
| None at this time. |  |  |

1. NCQA/Quality- April Siebert Quality Director\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Goal:** To inform meeting attendees about Quality\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Strategic Plan Pillar(s):** ð Advocacy ð Access ð Customer/Member Experience ð Finance ð Quality ð Workforce

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| **Discussion Notes:**  Topics include MDHHS Audit, Telehealth Survey, Telehealth Billing Practices, and Acceptable Consent  |
| **MDHHS Audit-** MDHHS audited DWIHN from 3.9.20-10.6.20 in 4 areas, Administration, SUD, Sample Case Records Reviews, and Provider Qualification. Both Administration and SUD scored well in the audit. However, the HAB and SED waivers had some repeat citations. As an effort to improve DWIHN’s score for the next audit period DWIHN’s Quality Dept. will be working with the Quality Directors in the provider network on corrective action plans at this time we have not received to the official report from the State yet, but, it will be sent out when it is received. After 90 days Quality will then submit a Corrective Action Plan and the State will follow-up. DWIHN’s Quality Dept. will reflect on each individual case and look at implementing systemic changes. |
| **Telehealth Survey-** The purpose of this survey was to understand how telehealth services are being used in our system, identify what your organization is doing and whether you are utilizing a consent form, and have you identified a plan for when the time comes when we are stable and move back to face-to-face treatment. Our findings show that as a system 65% said they were not using a consent form. That is concerning because we want our members to understand and consent to that service. DWIHN has developed a policy and procedure for telehealth services. There is a Telehealth Consent Form linked to the procedure. Platform Concerns- Providers did not meet the HIPAA Business Association Agreement Requirement. Platform specifications are indicated in the policy. Communications regarding platforms was sent on 10.12.20 to use a non-public facing telehealth platform. 23% of providers indicated they are not familiar with telehealth billing practices. DWIHN’s Quality Dept. is available to provide technical assistance about billable services. Claim audits are conducted and Quality wants to ensure the services provided match up with the billing. If you have any questions or need assistance please reach out to Quality. Information regarding billing will available on DWIHN’s website under Provider Resources.  |
| **Written Consent-** At this time a verbal consent is acceptable. When we become stable, a written consent must be obtained.  |
| **Decisions Made** |  |  |
| None at this time.  |  |  |
| **Action Items**  | **Assigned To** | **Deadline** |
| None at this time. |  |  |

1. SUD-Judy Davis\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Goal:** To inform meeting attendees about SUD­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Strategic Plan Pillar(s):** ð Advocacy ð Access ð Customer/Member Experience ð Finance ð Quality ð Workforce

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| **Discussion Notes:**  Topics include the RFP Process, SUD Contracts, and Opioid Summit |
| **RFP Process-** SUD had a total of 59 providers, 30 treatment and 29 prevention, complete the RFP process. That number is down from the previous FY, but we do have 4 new providers. They will be added to the online and hard copy Provider Directory.  |
| **SUD Contracts-** The SUD Contracts have gone out. You should have received them by now. If you have not received your contract, please contact SUD. They need to be signed and returned ASAP. |
| **Opioid Summit-** The 5th Annual Opioid Summit will be held on 11.12.20-11.13.20 virtually. |
| **Decisions Made** | **Assigned To** | **Deadline** |
| None at this time.  |  |  |
| **Action Items**  | **Assigned To** | **Deadline** |
| None at this time.  |  |  |

1. Residential- Kelly McGhee\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Goal:** To inform meeting attendees updates within DWIHN’s Residential Department\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Strategic Plan Pillar(s):** ð Advocacy ð Access ð Customer/Member Experience ð Finance ð Quality ð Workforce

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| **Discussion Notes:** Topics include Coding, Training, and Online Resources |
| **Coding-** As of 10.1.20 code 80043 was retired. H2015 is now being used.  |
| **Training-** Jeff was conducting trainings throughout October. Residential is preparing for a new series of trainings for the network that will cover different codes and modifiers. Residential will also be scheduling monthly meetings with CRSPs to go over their cases and issues. |
| **Online Resources-** The PowerPoint of Jeff’s most recent training is on the website in the “For Providers” section, to the right of the screen you will see “Billing and Authorizations”, click H2015 and T2027 documents to see the new guidelines. FAQs for H0043 training questions and responses are also available.  |
| **Decisions Made** | **Assigned To** | **Deadline** |
| None at this time. |  |  |
| **Action Items** | **Assigned To** | **Deadline** |
| None at this time.  |  |  |

1. Member Engagement- Michele A. Vasconcellos\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Goal:** To inform meeting attendees updates within Customer Service’s Member Engagement Division\_\_\_\_\_\_\_\_\_\_

**Strategic Plan Pillar(s):** ð Advocacy ð Access ð Customer/Member Experience ð Finance ð Quality ð Workforce

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| **Discussion Notes:** Topics include Voting Participation, Walk-a-Mile, and ECHO Survey |
| **Voter Participation-** Member Engagement has been actively working in the community to spread the word about the importance of voting. Voter packets were dropped off to the AFC homes prior to the election. |
| **Walk-a-Mile-** Member Engagement worked with the State of Michigan in the planning of the virtual Walk-a-Mile in my Shoes Rally. DWIHN was well represented.  |
| **ECHO Survey-** The 2019 ECHO Survey for Adults was completed. This was the first ECHO survey to be completed for children. The results for each survey will be published soon.  |
| **Decisions Made** | **Assigned To** | **Deadline** |
| None at this time. |  |  |
| **Action Items** | **Assigned To** | **Deadline** |
| None at this time.  |  |  |

**NEXT MEETING:** Next Meeting: Wednesday February 24th, 2020