

**MeckLINK Behavioral Healthcare
Consumer and Family Advisory Committee
Minutes
June 21, 2012**

Members Present: Sandy DuPuy, Dorothy D, Steve M, Chelsi S, Debbie P, Gloria T, Kathy A, Peggy Q, Ron R. Beverly C, Laura B.

Members Excused: Barbara J.

Members Not Present:

Guest: Gina Robins, Josie Cremisi, Carol Vale, Daryl Vale

AMH Staff: Dennis Knasel, Gwen Drayton

AGENDA	AGENDA ITEM	ACTION
Welcome & Introductions	<ul style="list-style-type: none"> • Sandy DuPuy, Chairperson, called the meeting to order at 5:30 and announced it was the last meeting of CFAC fiscal year 2012. • Two members will rotate off the committee, Dorothy D. and Steve M after 2 and 3 terms respectively. Sandy presented CFAC certificates to each for their years of dedicated service and jobs well done. • Guests introduced themselves. • Sandy sent announcement of LME name change to CFAC members. LME new name is MeckLINK Behavioral Healthcare. • Sandy announced that Dennis Knasel is now the Interim Director of MeckLINK Behavioral Healthcare. 	
Agenda	<ul style="list-style-type: none"> • Sandy removed BOCC report item from the agenda. Sandy will email the latest BOCC report to CFAC members. If there are questions please email Sandy or Dennis Knasel or bring to the July meeting. • A motion was made and seconded to approve the agenda with this change. 	Agenda approved.
Public Comment	No Public Comment.	
Approve Minutes	• Motion made and seconded to approve May 17th, 2012 meeting minutes.	Minutes Approved.

EDUCATION		
Provider Application Process <i>Chuck Hill</i>	<p><u>Provider Application Process</u></p> <ul style="list-style-type: none"> • Sandy Introduced Chuck Hill, new Network Development Manager for MeckLINK Behavioral HealthCare. • Chuck presented an overview of the Agency Medicaid enrollment application process. • The Agency Application will be released on Monday, June 25th and will be posted on the website and announced in the hot sheet. • Providers that return their application by July 25th will be considered on an expedited track. • The expedited application will be processed in the order it is received and is reviewed for completeness. If not complete, provider will be contacted by phone, and will receive a follow- 	Chuck gave handouts of the Agency Application process flow chart and instructions.

	<p>up email. Providers will have one opportunity to send in needed documents within 10 business days.</p> <ul style="list-style-type: none"> • When the application process is completed, the Provider Relations Specialist will do a technical review of the application to make sure all the requirements are met to provide the services. • MeckLINK will also contract with a Credentialing Agency that will do background checks on providers and staff before being accepted into the network. • Sandy D. sent CFAC members the link to the Office of Inspector General (OIG) where background status of staff and providers can be found. • After background check from the credentialing agency the provider will be presented to MeckLINK credentialing committee. Once approved by that committee the provider will be moved into the contract negotiation phase. • Once the contract is granted then the provider accountability section would schedule their first on site monitoring review. • The monitoring review cannot occur until the providers have at least 90 days of billable services. • Providers must be in good standing with MeckLINK Behavioral Healthcare and all state level regulatory agencies. MeckLINK will look at good standing in other states. • Chuck allowed time for questions and answers and Dennis gave additional information. • Sandy D. stated that the committee will be looking at a follow up on MeckLINK Behavioral Healthcare’s responsibilities during the implementation of the waiver. 	<p>Link to OGI; HealthCare Registry http://exclusions.oig.hhs.gov/</p> <p>The Application Process Instruction will be posted on the website on Monday June, 25th, and also in the HotSheet.</p> <p>Chuck Hill will send Sandy D. a copy of the Agency Enrollment Application.</p>
CFAC BUSINESS		
<p>Membership – <i>Chelsi S.</i></p> <p>LME Director Search <i>Sandy D.</i></p>	<p><u>Membership</u></p> <ul style="list-style-type: none"> • Chelsi S. presented two new membership applications to the committee, Gina R. and Josie C. These two applicants addressed the committee as to why they want to join CFAC. The applicants stepped outside of the room for the CFAC vote. • A quorum was present. • Chelsi S. nominated Gina R. A motion was made and seconded to elect Gina R. to CFAC membership. • Chelsi S. nominated Josie C. A motion was made and second to elect Josie C. to CFAC membership. • The new members joined the group at the table. • Chelsi S. received two nominations for the position of Vice-Chairs, Kathy A and Debbie P. • Chelsi S. made a motion to elect Kathy A and Debbie P as Co-Vice Chairs. The motion was seconded and passed unanimously. <p><u>MeckLINK Behavioral HealthCare Director Search</u></p>	<p>Motion approved unanimously.</p> <p>Motion approved unanimously.</p> <p>Motion approved unanimously.</p>

<p>Division of Medical Assistant Forum <i>Sandy D.</i></p>	<ul style="list-style-type: none"> • Michelle Lancaster reported that an offer has been made to a Director candidate. <p><u>DMA Forum</u></p> <ul style="list-style-type: none"> • The DMA invited some consumers and family members to a forum to discuss performance measures for the success of the managed care organizations moving into the waiver system. • Chair, Sandy DuPuy, attended in Asheville where she met two of the visiting guests, Carol and Daryl Vale. • She indicated that the meeting was dominated by family members who were serving as providers for family members. 	
<p>Waiver Communication Plan <i>Sandy D.</i></p>	<p><u>CFAC Brochure</u></p> <ul style="list-style-type: none"> • CFAC committee is in the process of changing the brochure to make it more attractive and informative. • Sandy D. gave CFAC member a copy of the CFAC brochure and asked that they provide feedback on changes. • A Communication Committee composed of LME staff, Sandy as CFAC representative and Andy Fair as Meck County Public Information Specialist will meet every Monday. • The committee is setting dates for community forums that will be done by population served. • Some providers have been identified to host meetings for their consumer’s population. • Nancy Cody is working on one page Fact Sheets for consumers and families in specific population groups. • Sandy D. received a draft of the Consumer Handbook which still need edits. • Dennis informed the Committee that MeckLINK Behavioral Healthcare is also trying to build a information database on the website. The last two presentations at InfoShare have been posted on the website. Links were also included in the Hotsheet. 	<p>Sandy D asked for feedback on making this brochure improved.</p> <p>Sandy D. is to send the CFAC committee the link to the HotSheet and the Crosswalk on the DMA website.</p>
<p>CFAC Retreat <i>Sandy D.</i></p>	<p><u>CFAC Retreat</u></p> <ul style="list-style-type: none"> • Sandy asks for a show of hands for times for the CFAC retreat – either all day or afternoon into the evening. • Sandy D. will use a similar format as last year with updates on MeckLINK functional areas and CFAC participation in implementation. 	<p>Committee voted by show of hands to hold an all day retreat.</p>
<p>CHAIR’S REPORT</p>		
<p>PCEB <i>Sandy D.</i></p>	<p><u>Provider Council Executive Board Report</u></p> <ul style="list-style-type: none"> • Chuck Hill attended the PCEB meeting and presented the Agency Application process. The PCEB board was very supportive of the process. Their subcommittee participated in creating 	

<p>IMT Call <i>Sandy D.</i></p> <p>State CFAC to Local CFAC Conference Call <i>Sandy D.</i></p>	<p>the application process.</p> <ul style="list-style-type: none"> • The PCEB are reconfiguring their membership to match the provider types that will be in the waiver. • They are holding new member election at their next General Meeting on July 11th after InfoShare. <p><u>IMT Conference Call</u></p> <ul style="list-style-type: none"> • This is a once a month conference call with DMA, DMH and MeckLINK staff to monitor progress toward waiver implementation. Sandy D. reminded DMA members on the call of the Medicaid letter that went out in April that was misunderstood. She was assured that clarification would come out in the next Medicaid notification. <p><u>SCFAC to CFAC</u></p> <ul style="list-style-type: none"> • Sandy D. participated in the conference call from local CFAC to state CFAC on Wednesday June 20th. The discussion was regarding CFACs that had to merge in other counties. 	
MECKLINK UPDATE		
<p>Waiver Update <i>Dennis Knasel</i></p>	<p><u>Waiver Update</u></p> <ul style="list-style-type: none"> • On July 9th the new name of MeckLINK Behavioral HealthCare will be officially presented to the staff and on July 11th it will be presented to providers at InfoShare. • Roughly 200 staff will be hired within MeckLINK by January 2013 implementation date. • A new Senior Management Leadership Team is being built. • To operate as a MCO MeckLINK Behavioral HealthCare cannot provide services, therefore as of July 1st the PSO is a separate county department. • The PSO is consider a provider within the MeckLINK network, like any other contract provider. • Dennis briefed CFAC members on PSO operations. • PSO does not provide Medicaid services, so will not be an organization under the Medicaid waiver, most of their funding comes from the county. • MeckLINK has a detailed hiring plan; first phase is the Director tier. Most of those senior management positions are in place, with the exception of the Chief Financial Officer. • MeckLINK is now hiring Unit Supervisors, these interviews will happen on Saturday, June 23rd. • The first group of Innovation Care Coordinators will start on July 11th. • The contract with the new IT system, Alpha MC has been finalized. • MeckLINK will have its own internal finance staff of about 32 employees. • Preliminary plan to move MeckLINK into the Watkins Center is being presented to Assistant County Manager, Michelle Lancaster, on Friday. The Watkins building would be the best option 	

	<p>to accommodate the expansion of staff at the least cost within the short turnaround time.</p> <ul style="list-style-type: none"> • PSO services at Watkins will move to Sam Billings building. • Case Coordinators for Mental Health, Substance Abuse and IDD consumers will be located in community based satellite sites. <p><u>CHS- County Settlement</u></p> <ul style="list-style-type: none"> • The settlement was finalized in June 5th – a 52 page document. • The County has historically had a “total cost” contract with CMC Randolph Behavioral Health. This was a unique arrangement between the County BOCC and Carolina Healthcare System. <p><u>Budget</u></p> <ul style="list-style-type: none"> • 2.3 million dollar reduction from the state last year that carries over to this fiscal year. • All current providers have been notified of their individual FY’13 allocation level. • The funding level for every provider for every service is consistent between FY’12 and FY’13 with few minor exceptions. • The state budget has gone to the governor for her signature. <p><u>CFAC Discussion</u></p> <ul style="list-style-type: none"> • Ron R, mention Best Practice included in PCP’s and wanted to discuss what is in consumer’s PCP’s. • Sandy D. updated committee on the project led by Dr. Elizabeth Peterson-Vita where Person – Centered Plans are matched up with Best Practice outcomes. • Dr Peterson-Vita was invited to attend this CFAC meeting but was not ready to present. 	
DIVISION UPDATE		
<i>Suzanne Thompson</i>	<ul style="list-style-type: none"> • Suzanne Thompson was unable to attend this meeting. 	
ANNOUNCEMENTS	<ul style="list-style-type: none"> • Provider InfoShare, Wed, July 11, 9:00 – 11:00, Covenant Presbyterian Church, 	
NEXT MEETING	July 19 th , 2012	
FUTURE AGENDAS	Website Review; Plan of Correction Policy; Service Definitions; Quarterly-Clinical/Medical Directors Reports & BOCC Report, Conference Policy	
ADJOURNMENT	Meeting adjourn at 7:40	

Sandy DuPuy, Chair of Consumer & Family Advisory Committee

Date