



*Provider Meeting
Minutes
September 12, 2008
9:00 A.M. – 12:00 P.M.*

9:00 *Mental Health Breakout Session: Arlana Sims, Facilitator,*

Attendees:

<i>Jessica Baker</i>	<i>Omni Vision</i>	<i>Arlana Sims</i>	<i>SCCS, Inc</i>
<i>Wendy Campbell</i>	<i>BCH</i>	<i>Brenda Butler</i>	<i>Future Vision</i>
<i>Chiquita Evans</i>	<i>Future Vision Inc</i>	<i>Fonda Simmons</i>	<i>YACM</i>
<i>Diana Duncan</i>	<i>DHI</i>	<i>Carol Gouge</i>	<i>PBH</i>
<i>Courtney Dabney</i>	<i>CHS of NC</i>	<i>Carolyn Spence</i>	<i>Alexander Youth</i>
<i>John Giampaolo</i>	<i>PBH</i>	<i>Suzanne Storch</i>	<i>PBH</i>
<i>Karen Holst</i>	<i>UCPS</i>	<i>Julie Hunter</i>	<i>Youth Adult Care Mgmt</i>
<i>Van Williams</i>	<i>F&S Professional Services</i>	<i>Chris Jacobson</i>	<i>PBH</i>
<i>Kerri Clark</i>	<i>Old Vineyard</i>	<i>Nawatha Carter</i>	<i>Alpha Omega Health</i>
<i>Sharon DeGraffereid</i>	<i>F&S Professional Services</i>	<i>Megan Johnson</i>	<i>CSSI</i>
<i>Melissa Covert</i>	<i>PBH</i>	<i>Tyran Lennon</i>	<i>Horizon Care, Inc</i>
<i>Revella Nesbit</i>	<i>PBH</i>	<i>Jill Stephenson</i>	<i>PBH</i>
<i>Daphne Pickett</i>	<i>MHA/NC</i>	<i>Tara White</i>	<i>Quality Care/QCDS</i>
<i>Daniel Brown</i>	<i>Monarch</i>	<i>Allison Wilson</i>	<i>MHA</i>
<i>James W. Johnson</i>	<i>S.T.E.P's Developmental</i>	<i>Jon Eccleston</i>	<i>Carolina's Therapy Sol</i>
<i>Victor George</i>	<i>Safe Haven Family Service</i>	<i>Veronica C-George</i>	<i>Safe Haven Family Sve</i>
<i>Tracy Threatt</i>	<i>PBH</i>	<i>Cynthia Benjamin</i>	<i>PBH</i>
<i>Dr. Robin Susser</i>	<i>PBH</i>	<i>Jana Rollins</i>	<i>PBH</i>
<i>Reid Thornburg</i>	<i>PBH</i>	<i>Chuck Hill</i>	<i>PBH</i>
<i>Judy Uthe</i>	<i>PBH</i>		

Welcome and Call to Order- Arlana Sims

Introduction of the new Network Director of Operations Dr. Robin H. Susser, Ph.D.

Dr. Susser joined PBH on September 1, 2008

As an administrator Dr.Susser has expertise in providing program development, professional development training, and treatment services for mental health providers for the development of residential treatment programs, Intensive Outpatient Programs and day treatment for dual diagnosis, substance abuse, addiction specialists, MR/DD, as well as corrections for child, adolescent and adult populations. Dr. Susser is a volunteer advocate for the Council for Children's Rights. Dr. Susser is also a member of NAEYC, American Psychological Association, a Diplomat with the American Psychotherapy Association, and a Diplomat with the American College of Certified Forensic Counselors. Dr .Susser has been committed to developing and implementing progressive solutions to healthcare issues throughout her career. Any question sent her at robin.susser@pamh.com

Network Council members:

- Chuck Hill*
- James Johnson*
- Diana Duncan*
- Cynthia Benjamin*
- Arlana Sims*

Network Council Updates/ Arlana Sims

September is National Alcohol and Addiction Month.

Hope haven has several activities planned for the month of September.

Letter: Global CQI/Discussion –Diana Duncan for Flay J. Lee (10 minutes)

Network Council response administrated to Providers and LME

In the recent meeting of Global CQI there has been much discussion concerning the administrative burden that exists for the providers. As a committee we have reviewed strategies and suggestions to address the growing concern, but there is little relief and in looking at what the future holds, there is grave concern that such could become unmanageable with current resources. Network Council is cognizant of the continued need for administrative oversight to ensure adherence to regulatory authority, quality of service is maintained. When it begins to impact direct services and supports the burden and financial drain is difficult to manage at best. Theses are some of the areas that pose the greatest concern:

- ✚ Redundant oversight practices, is internal investigations which result in contact/follow through with NCHCPR, DHHS Incident Report, DSS, LME review.*
- ✚ Cumbersome billing systems, is 15 minutes billing increments for ADVP.*
- ✚ Need for streamlining of systems.*
- ✚ Reporting requirements that have been and are continuing to be transferred from LME's to Providers*

There are other areas that can be sited, Global CQI felt that it had reached the point that such needed to be communicated to Network. Many members of the Network can speak on theses issues as well.

The Council will work with PBH an will ask for Provider input on there opinions and concerns. Any Question contact Diana Duncan disec3@aol.com and Flay Lee flayjlee@hopehaveninc.org.

1. Network Operations Updates –Chuck Hill/Cynthia Benjamin (10 minutes)

Tracy Threatt is the new Provider Relations Manager.

Provider Cultural Competence Subcommittee has been shifted to Network Provider Relations.

Diana Duncan is the Chairperson. 8 member of the Provider network are on the committee.

Monarch has agreed to service as a pilot for the sub-committee.

The sub-committee represents the small and large agency and the diversity of the Providers.

Network Provider Relations Managers will have training on Oct 30 -31 on the Cultural Competence plan.

Providers will be monitor on Cultural Competence by Quality Management.

Endorsements for service definition have moved from Quality Management to Network.

Procedures for PBH have been revised for the entire agency.

Network will provide trading for the monitor of the network staff

Any question contact Cynthia Benjamin Cbenjamin@pamh.com

Provider Satisfaction Survey – Chuck Hill (10 minutes)

*NQCA requires that all licensed LIP's who see PBH clients must be credential by PBH before they see PBH consumer. **NO EXCEPTION.***

PBH has been required to go back to IPRS our success in IPRS system has been you NIP numbers. You must update your information in the DMA website so that your claims will be process.

Provider Satisfaction Survey and Overview was prepared by the UNC Charlotte Urban Institute, Community Research and Services June 2008. 234 providers were sent via email the website to go and take the survey. 104 participated in survey. The Network Council Requested analysis of how PBH compared to other LMEs. For a detailed break down of the 2008 PBH Provider Satisfaction Survey. (See Handout in Folder)

Changes to Value Options for LME's relating to Medicaid.

Survey will be post on the website in the near future.




Chuck will represent The Provider Satisfaction Survey Analysis plans and Report to the Broad of Director on Thursday 18th September 2008.

Provider Search and Provider Website- Michelle Rieder (10 minutes)

Michelle's goal is to make the Provider website as user-friendly as possible. Please feel free to email your suggestions for the website directly to her at Michelllew@pamh.com. She will implement as many suggestions as possible that will improve and enhance your experience on the website.

Michelle does not work with Provider Direct, but will pass on to Dennis Murphy any questions or concerns you may have in reference to Provider Direct.

Provider Concerns:

-  *TARS- it can take up to 20 minutes to fully process a TAR. Providers want to know is there any way that this process can be streamlined. They have t re-enter data they have entered on a previous pages.*
-  *IS Training- Perhaps someone can come to the provider meeting to go over exactly how to navigate Provider Direct? Provider would like a quick refresher during a meeting.*
-  *A general explanation from someone in IS explaining to them the best time to submit claims. Providers have a problem when the system is inundated with user.*

Diana- Is it possible to posting residential bed opening for group homes.

Michelle – I can create a page where you can post your residential bed openings. I will need information such as the number of beds, type of group home, date available, and any important information pertaining to the vacancies. Please submit all form in a word document.

John-It is important that the Provider also review the main page of the PBH website for changes and other information.

PCP Conference- Suzanne Storch (5 minutes)

Community Relations Person Center training conferences in October 23- 24, 2008 there is no registration fee. However, registration is required for everyone attending. Breakfast & Lunch are free for all who register. Scholarship for hotel accommodations at the Holiday Inn will be provided free for a limited number of adult consumers Thursday night only. You must be registered for both days. Person Center Conferences covers all three disabilities Mental Health Substance Abuse Developmental Disabilities. The conference is Free. Interested venders for the conference go to pbhcare.org Consumer Art show consumer up to three pieces of art can be submitted. Contact Ted Thomas at 704-721-7109 or tedt@pamh.com

Peer Support Pre-Conference – Carol Gouge (5 minutes)

The Pre-conference is the day before PCP on October 22, 2008 a total consumer day to empower consumer interaction around other. All speakers and presenters at the Power of Peers conference will be consumer, sharing their stories and talents. Call 704-721-7018 to register for the Peer Support Pre-Conference for consumers or contact Carol Gouge cgouge@pamh.com or Bonnie Schell bschell@pamh.com About the free Peer support Pre-. Conference

Wellness Review – Carol Gouge (5 minutes)

PBH office of Consumer affairs released its first issue of the Wellness Review in August. It will be published quarterly for consumer and distributed thru the CCPs, Provider and other agencies for consumer. The Wellness Review Contain information and services important to consumer.

CRC Survey – Carol Gouge (5 minutes)

PBH Client Oversight Committee sent out a survey to 129 providers on client rights. Sixty one (61) surveys were returned. Please feel free to turn in your survey. Client rights information from the survey will enable Consumer Affairs to better service the consumer.

Questions Provider /Updates/Concerns

Diana – Suggested that provider attend North Carolina Provider conference Oct 6-7 it is a great conferences for providers.

Chuck- The new provider manual is online on the website.

Jill Stephenson- Applications for level 3 girls are due today September 12, 2008.

Cynthia- Work first has been awarded to Dr. Arlana D- Sims of Sims Consulting and Clinical Services, Inc.

Daymark will be handling Work First until September 30, 2008.

RFP for the duly diagnosis.

RHA will be implementing majors the contact person is Mackie Johnson 704-782-1020.

10:00 Substance Abuse Breakout Session: Diana Duncan, Facilitator

Attendees:

<i>Sherry Isenhour</i>	<i>Path of Hope</i>	<i>LaSheree Fuller</i>	<i>RHA Health Services</i>
<i>Phil Estridge</i>	<i>McLeod Center Concord</i>	<i>Jill Mallison</i>	<i>Carolina Counseling</i>
<i>Ollie Reid</i>	<i>Hope Haven, Inc.</i>	<i>Darlene Steele</i>	<i>PBH</i>
<i>Andrea Misenheimer</i>	<i>PBH</i>		

The following minutes were repeated in it's entirety at the 9:00 breakout session. For Attendees and/or any information specific to that breakout go to that section.

11:00 Developmental Disabilities Breakout Session: Diana Duncan, Facilitator

Attendees:

<i>Yvette Johnson</i>	<i>Quality Family Services</i>	<i>Virginia Davila</i>	<i>Quality Family Services</i>
<i>J.D. McDuffie</i>	<i>Ambleside</i>	<i>Ola Cook-Mbah</i>	<i>CNC/Access</i>
<i>Dee Pankey</i>	<i>GHA, Inc</i>	<i>Julie Stanaland</i>	<i>UCRS</i>
<i>Mary Crump</i>	<i>USUCP-NC</i>	<i>Jim Kelly</i>	<i>Monarch</i>
<i>Delores Langston</i>	<i>CLC</i>	<i>Tammy Gilmore</i>	<i>PBH/PDS</i>
<i>Diane Ogden</i>	<i>LifeSpan</i>	<i>James Johnson</i>	<i>The ARC of Rowan</i>
<i>Dawn Allen</i>	<i>GHA</i>	<i>Marzetta Osborn</i>	<i>CLC-NC</i>
<i>Muhammad Shabazz</i>	<i>CLC-NC</i>	<i>Gigi Williams</i>	<i>UMAR</i>
<i>Julie Kennedy</i>	<i>DDR</i>	<i>Kathy Shields</i>	<i>ARC-Rowan</i>
<i>Michelle Kluttz</i>	<i>YACM</i>	<i>Sylvia Emafo</i>	<i>A&A/Serenity House</i>
<i>Robert Savino</i>	<i>Easter Seals UCP</i>	<i>Leslie Mussington</i>	<i>Excel</i>
<i>Ana Yon</i>	<i>PBH/PDS</i>	<i>John Tillman</i>	<i>Excel</i>
<i>Janet D- Breeding</i>	<i>GHA</i>		

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Dismissal

Next Provider Meeting October 10, 2008