



**Network Council  
Meeting Minutes  
February 7, 2008  
1:00 PM - 4:00 PM**

**Members Present:**

Cynthia Benjamin, PBH Provider Relations	David Jones, PBH UM/Access
Arlana Dodson-Sims, Sims Consulting & Clinical, Inc.	Flay J. Lee, Hope Haven, Inc.
Diana Duncan, Diana's HomeCare, Inc.	Ann Medlin, PBH Client Rights
Jeanne Duncan, RHA, Inc.	Bonnie Schell, PBH Consumer Affairs
Niels Eskelsen, PBH Finance	Darlene Steele, PBH QM
Angela Gill-Graham, PBH QM	Peggy Terhune, ARC Services, Inc.
Chuck Hill, PBH Network	John Tillman, Excel Personal Development
Tina Kennon, Consumer Representative	Dawn Anderson, HomeCare Mgt. Corp.
Billy West, Daymark	Tammy Gilmore, PDS/PBH
Brian Smock, PBH Network Director	Debra Rice, FSDC

**Members Absent:**

Niels Eskelsen, PBH Finance	Melissa Rivera, RHA Health Services, Inc.
Craig Hummel, PBH Medical Director	

**Guests:**

Helen Leak, PBH/Community Relations	Revella Nesbit, PBH
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**A. Welcome and Call to Order - Flay J. Lee**

It was established enough members were present as a quorum.

**B. Meditation Reading - Flay J. Lee**

Flay read the meditation.

**C. Approval of January 3, 2008 Meeting Minutes – Darlene Steele made correction in Item E of January Minutes. Motion made by Bonnie Schell to except minutes with necessary corrections; seconded by Darlene Steele; minutes approved.**

**D. Network Council Report - Flay J. Lee**

Discussed and decided to have the Network Council candidates for DD to get their bios prepared and present at the March Provider Meeting.

Copy of outline from Peggy Terhune regarding plan for the Council's monthly meetings was discussed and approved by the Council with provision to add indicators. Discussion about receiving these reports from the GCQI Committee and how often was entertained but no decision was made.

Peggy Terhune brought up a concern regarding the new Bulletin #39, that has been posted on the DFS website. Billy West also expressed a deep concern. The main discussion centered around the Community

Supports portion of the bulletin. The Council's concern is "What is PBH's position on this matter and what will be the future requirements for this service?" Flay Lee suggested having Bulletin #39 copied for the Council members and put on the March Agenda for discussion. We will also make all providers aware of this posted bulletin at Friday's Provider Meeting.

Flay Lee asked if Heileigh had returned with the copies of the Provider Surveys or did we need to skip this item until she returned with them. Cynthia Benjamin contacted Heileigh by phone and was told that Brian Smock had instructed her not to make or bring copies of the Provider Survey to the Council. Diana Duncan asked Brian was there a reason for this and Brian stated that he had e-mailed it and no-one gave any feedback. Everyone on the Council was expecting to go over the survey and address any concerns at this meeting. Peggy Terhune stated that she had received it and gave feedback to Brian prior to this meeting. Diana Duncan asked if she was speaking for the Council, and Peggy Terhune replied by no means. Brian Smock stated again that he did not receive any feedback from members of the Council and went on to say that Chuck Hill along with other members of PBH's staff and himself were reviewing it. Flay Lee then asked the secretary what did our minutes state regarding this issue and Diana Duncan read the following from January Meeting Minutes:

**"Brian Smock and Chuck Hill reported they were running behind in this process and did not have the survey prepared for the council to review at this time. After some discussion it was decided the Provider Survey would be sent to all Network Council Members, electronically in 2-weeks (January 17<sup>th</sup>, 2008) for their review and discussion will take place at the February meeting."** David Jones then suggested to Brian Smock that he phone Heileigh and have her e-mail it to him now, which will allow us all to view it on the screen and him to make any necessary changes that the Council deemed at this time. All agreed and survey was reviewed and changes were made. Council felt that survey was too long and suggested taking it down from 60 questions to 30 or 40 at the maximum. Once review of the Provider Survey was complete Peggy Terhune moved to approve the survey with all the appropriate changes, seconded by Cynthia Benjamin and the motion passed.

**E. Contract Amendment to General Conditions – Chuck Hill**

A handout was included in our packet for our perusal and Chuck Hill went over four (4) significant changes to the General Conditions of the contract. All four (4) changes were being mandated due to changes with the State of North Carolinas rules and/or regulations by several Divisions.

Arlana Dodson-Sims asked at this time, "What is the process, procedure and timeline for notification of credentialing for an agency?" She stated that her agency had submitted the necessary paperwork and had heard nothing and it has been quite awhile. Brian Smock responded that he would check on that and get back with the answer to this question. Chuck Hill stated that for this type of process there is no known procedure and/or timeline in place.

**F. PBH Title VI Self Monitoring Report – Helen Leak**

Handouts of Helen's report were passed out for our review. She requested the Council's approval to move ahead with this report and present it at the main Provider Meeting. Suggestions were given to Helen for changes to the draft report and approval to move ahead with the changes given by the Council.

**G. FEM Tool / Gold Star Confidence Grids – Darlene Steele**

Darlene Steele included packets for each Council member in our folders and asked that the Council take these packets home and review for discussion and recommendations at the March Meeting. The Quality Performance Indicator sheet will be sent out next week to add to this packet also for review. Council agreed.

**H. Cultural Competence – *Revella Nesbit***

Cultural Competence information was passed out. Revella Nesbit went over the new reduced rate for PBH's Contracted Providers, attending this year's Cultural Competency Conference in April 2008. The Council recognized Revella for the excellent job she is doing in planning the conference.

**I. CMS Regulation Related to Facilities Larger than 3 Beds – *Andrea Misenheimer***

Do to the absence of Andrea discussion was tabled.

**J. Announcements**

N/A

**K. Development of Agenda for Provider Meeting February 8, 2008**

The February Agenda was approved.

**The next Network Council Meeting is March 7, 2008.**

Minutes submitted by Secretary, Diana Duncan

Date Approved: 3.07.08

Signature of the Chairperson: Hay J. Lee