



Network Management Committee (NMC)
Meeting Minutes
August 23, 2007; 1:30-4:00 LLRC

K. Gauthier, G. Noel, T. Neville, S. Dunbar, R. Green, M. Miller, H. Linky, M. McLain, M. Vergith, Anne Yu
(*Bolded name indicates present at meeting and non-bolded indicates absent at meeting*)

AGENDA ITEM	DISCUSSION POINTS	ACTION/OUTCOME	RESPONSIBILITY
I. Check In and Approve Agenda/Minutes	<ul style="list-style-type: none"> • Agenda additions/deletions • Minute changes 	<p>CLS Provider – Mac Miller</p> <p>No changes to minutes.</p>	
II. Q&A / Info Sharing	<ul style="list-style-type: none"> • Livingston received notice indicating a provider's insurance company is not licensed to do business in MI, although MMRMA feels comfortable with us accepting the agency because it appears to be in good standing. Mac checked the contract and our language does not match the language in the MMRMA Risk Transfer Manual. Also, feedback from MMRMA was that we do not need to be added as an additional insured to Professional Liability insurance. • PRU received a request from a consumer to join the provider panel. The consumer is opening a nursing agency and currently receives services. The Committee discussed whether there was any conflict of interest and decided there was not. • Monroe's board meeting went well last night. 	<p>Add language in 07/08 contract that insurance be acceptable to CMH, per the MMRMA manual.</p> <p>Active consumers can apply to the provider panel and will be held to the same standards as other providers.</p>	<p>KG: Update the insurance language in 07/08 contracts.</p> <p>SD: Talk to Livingston's risk mgmt, Tim McCleary for clarity re: Prof. Liab. insurance</p> <p>PRU: Will follow up on the RFP application when it is received.</p>
III. Decisions Needed	<p><u>Need a date to begin testing changes in Encompass:</u></p> <ul style="list-style-type: none"> • Monroe's HK modifiers will be changed in early Oct. • We will be processing returned contracts later in Oct. <p><u>Annual Provider Survey:</u></p> <ul style="list-style-type: none"> • NMC's questions for 2007 Provider Survey will try to gauge helpfulness in technical assistance at the local contract staff level (county) and PRU's RFP responsiveness, monitoring and site visit results at the regional level. 	<p>NMC would like to test the new PRU modules during the 2nd & 3rd week of October.</p> <p>Survey questions were approved.</p>	<p>KG: Will inform Mike.</p> <p>KG: Send NMC's 2007 Provider Survey questions to Anne.</p>

<p>IV. CLS Code</p>	<ul style="list-style-type: none"> State CPT code language and our contract language were reviewed. <ul style="list-style-type: none"> If a consumer receives CLS and is then transferred to a hospital, can the provider bill for services rendered prior to the hospitalization? Currently Encompass blocks the CLS provider from billing - should this be changed? Does the <u>receiving</u> provider always bill for the day? Does it make a difference if it is the same provider and the consumer moves from CLS to group home? Bill Davis found a Monroe provider billing for LOA (leave of absence) days. Provider said they didn't know they could not do this and were confused b/c Monroe used to allow it years ago. Provider says the change was not communicated effectively, yet the contract language explicitly says LOA days will not be paid. Perhaps the billing staff do not see the contract language? This information was also covered at a provider meeting, but some providers do not attend and miss the information. 	<p>When final questions are clarified, we will send a letter to all licensed residential providers, informing them of the change in our contract language and allowing them to submit bills for 06/07 if appropriate. Will cc Finance on the letter.</p> <p>Explore whether we can put a warning in Encompass when claims are entered, that says providers cannot bill for LOA days.</p> <p>Add 2008 provider meeting dates to the contract cover letter. Ask that a rep be present, to promote better communication.</p>	<p>KG: Draft the letter.</p> <p>KG: Will ask Mike if this is possible.</p> <p>HL: Draft the 07/08 cover letter language with provider meeting dates.</p>
<p>V. Q3 PI Data Review</p>	<p>Q3 Network Indicator data was reviewed:</p> <ul style="list-style-type: none"> <u>Len:</u> One group home scored 30% on consumer satisfaction. The provider has changed the home manager; PRU is scheduled for a site visit in the next couple weeks; Lenawee staff are keeping an eye on the home. <u>Liv:</u> No concerns with data. Guardian Trac didn't report. <u>Mon:</u> No concerns with data. MRO did not report -Tim requested but they didn't respond. <u>Wash:</u> No concerns with data. Kids in Motion didn't report. 	<p>Follow up with the three providers who did not report to determine why data was not submitted (identify barriers).</p>	<p>ALL: Send electronic copy of PI report to Anne, to be posted on the web.</p> <p>PRU: Follow up with providers who did not report.</p>
<p>Added: Spectrum's rights complaints in Livingston</p>	<ul style="list-style-type: none"> Mac talked to Elizabeth Mooney in ORR regarding a Livingston CLS provider who is having problems –would like to compare to other CLS providers as “apples to apples”. ORR has changed the way they report their data and is now adjusting data for population, so providers can be compared to each other and outliers identified. 	<p>NMC would like to review ORR data to identify outliers.</p>	<p>KG: Will f/u with ORR.</p> <p>TN: Can provide info on what Ohio did in areas such as rights for their provider profiles.</p>
<p>VI. PI Indicators for 07/08</p>	<ul style="list-style-type: none"> We would like to present PI indicators to the regional PI Committee (and the Board, if needed) that reflect the quality and adequacy of the provider network. Current indicators are more process-oriented, which is fine for internal review but not the best indicators for external stakeholders. 	<p><u>PI indicators for FY07/08:</u> -Monitoring. Will report on monitoring scores each quarter. -Will continue annual report on use</p>	<p>KG: Complete indicator worksheets for new indicators and take to next PI meeting.</p>

	<ul style="list-style-type: none"> The Committee decided on FY07/08 indicators to report to the regional PI Committee. 	<p>of out-of-network providers.</p> <p>-Will continue quarterly report on Network Indicator data.</p>	
VII. Next meeting	<ul style="list-style-type: none"> September 13, 2007 (LLRC), 1:30-4:00 	<p>Agenda Items</p> <ul style="list-style-type: none"> Encompass Updates <i>NOTE: Bid Waiver & Accreditation Waiver lists for FY07/08 will be reviewed in Oct</i> 	