



Network Management Committee (NMC)  
**Meeting Minutes**  
November 8, 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** Guests: **Mike Harding, Todd Roberts**  
*(Bolded name indicates present at meeting and non-bolded indicates absent at meeting)*

AGENDA ITEM	DISCUSSION POINTS	ACTION/OUTCOME	RESPONSIBILITY
<b>I. Check In and Approve Agenda/Minutes</b>	<ul style="list-style-type: none"> <li>• <b>Agenda additions/deletions</b></li> <li>• <b>Minutes changes</b></li> </ul>	IR modules for providers, PERS rate, conferences, snack schedule.  No change on minutes.	
<b>II. Encompass Update - Dashboards</b>	<p><u>Feedback:</u></p> <ol style="list-style-type: none"> <li>1. Insurance is tied to the providers right now. Insurance will be tied to the agreements soon b/c many providers are in multiple counties.</li> <li>2. Scanning has not been tried by PRU. Monroe needs a scanner to test this option – Tim will f/u with Terri.</li> <li>3. In Staff lookup, the Search button didn't work, and Tim had problems accessing the user list.</li> <li>4. Providers couldn't see the fee schedule until the year is fixed. Fee schedules should not be tied to the year.</li> <li>5. HK modifiers can no longer be added manually.</li> <li>6. Out of Compliance report link is not there. Insurances, accreditation and credentialing dates should be monitored.</li> <li>7. Mike explained how the new "contact" section will be modified.</li> </ol> <p><u>Dashboards:</u> To be used as a reminder for expiration of insurances, RFPs, amendment deadlines, follow-ups, etc.</p> <p><b><u>Staff login dashboards:</u></b></p> <ol style="list-style-type: none"> <li>1. A reminder about what's coming up. Health &amp; Safety issues and billing issues are the most critical.</li> <li>2. Some contracts have a term that is outside the fiscal year, and thus get forgotten. This can hold up claims payments.</li> </ol> <p><b><u>Provider dashboards:</u></b></p> <ol style="list-style-type: none"> <li>1. Providers should have access to this too.</li> <li>2. LIP's license expiration dates: You can't work if your</li> </ol>	Network Management will create staff and provider dashboard ideas. (Think about criteria and timeframes for alerts; what needs to be monitored)	<p><b>KG:</b> F/u with Mike</p> <ol style="list-style-type: none"> <li>1. Affiliates should be able to see ORR substantiations.</li> <li>2. Add sanctioned providers lookup w/in Encompass (it's free &amp; is a required look-up)</li> </ol> <p><b>All:</b> Think about ideas for dashboards; send to Kelly, who will collect them and forward to Todd</p>

	<p>license is expired or if there's an action against a certain license.</p> <p>3. Many of these items are monitored by PRU, even when PRU does not hold the contract. For example, CSDD contract is with Monroe but accreditation, etc. is monitored by WCHO.</p>		
<p><b>III. Q&amp;A / Info Sharing</b></p>	<p><u>Met with Renaissance and Lutheran Social Services re: testing the draft systems assessment process</u></p> <ul style="list-style-type: none"> <li>▪ Providers agreed to test the process and will be coming to a January or February NMC meeting to share their feedback.</li> <li>▪ ORR and Larry should be invited too, for their input.</li> </ul> <p><u>Contract Request (CR) forms due to Mike in Dec</u></p> <ul style="list-style-type: none"> <li>▪ It was handed out at the last meeting; Washtenaw and Livingston forms are very similar and can easily be integrated.</li> <li>▪ Routing process: Begins w/ clinical programs, finance, and ends in PRU before going to the Board. Since PRU is last in this process, the info on available providers and the ability to request a contract with one of them must be available to clinical and finance staff.</li> <li>▪ Routing would be different in each county. (ie, in Monroe, would begin w/ Tim; in Livingston, would begin with clinical staff; need to get info on the process in Lenawee)</li> </ul> <p><u>Snacks:</u> For 2008, divide it by attendees instead of affiliates.</p> <p><u>IR Workgroup:</u> Kelly B. and Chris will be attending the provider meeting on 12/5/07.</p> <ul style="list-style-type: none"> <li>▪ Providers can send, fax, or scan IR forms for now.</li> <li>▪ Faxing is not an option in the future.</li> <li>▪ Trainings for IR will be held, with one-on-one training to address providers with special situations.</li> <li>▪ Questions/feedback from NMC: Will each site be required to buy a scanner (CLS, group homes, and etc.)? Some small providers can't afford scanners.</li> </ul> <p><u>ORR Data:</u> Elizabeth is doing some data tracking/trending work in Livingston that might be useful for us to use in provider monitoring when it's ready.</p>	<p>NMC does not have to review the form again. Would like to have an "initiate contract" button for a provider on the panel, if needed, which would trigger the form. Would like the form to route through Encompass. Need a generic help link for instructions on the CR form.</p>	<p><b>HL:</b> F/u with Shar on CR. <b>KG:</b> F/u with Mike re: putting the CR form and process in Encompass.</p> <p><b>AY:</b> Update the 2008 snack list for NMC.</p>

	<p><u>PERS-rates</u></p> <ul style="list-style-type: none"> <li>▪ Washtenaw is doing this as a pilot project. PERS is included in CLS; paid at CLS rate. If a person gets called on PERS, then it gets reported as additional CLS, but runner staff are already staffing a CLS apartment overnight.</li> <li>▪ CRC will be staffing PERS runners for CRC, Renaissance, and Real Life consumers.</li> </ul> <p><u>Inpatient Hospital Consultations</u></p> <ul style="list-style-type: none"> <li>▪ A hospital provider is saying that CMHPSM can't deny payment; quoting from a 2000 MSA bulletin.</li> </ul>		
IV. 08 Provider Meetings	<ul style="list-style-type: none"> <li>▪ Tabled.</li> </ul>		
V. NCQA Standards -UM	<ul style="list-style-type: none"> <li>▪ Applicable standards were reviewed in the Utilization Mgmt, Customer Services, and Preventative Health sections. No major concerns were noted at this time. We may need to update our contract language and some policies.</li> </ul>	Credentialing standards will be reviewed at our next meeting.	
VI. Next meeting	<ul style="list-style-type: none"> <li>• <b>December 20, 2007 (LLRC), 11:00-2:30 (re-scheduled)</b></li> </ul> <p><b>NOTE THE EXTENDED MEETING TIME – KG will provide lunch</b></p>	<p><b>Agenda Items</b></p> <ul style="list-style-type: none"> <li>▪ Q4 PI data review</li> <li>▪ NCQA Credentialing standards</li> <li>▪ Lease language review</li> <li>▪ Regional Procurement Policy</li> </ul>	