



VAYA HEALTH MEETING OF THE BOARD OF DIRECTORS

March 28, 2019

2:30 p.m. – 4:00 p.m.

REGULATORY COMPLIANCE AND QUALITY COMMITTEE MEETING AGENDA

- A. Welcome & Introductions *Billy Kennedy, Chair*
- B. Approval of Agenda *Billy Kennedy, Chair*
- C. Review and Approval of November Minutes *Billy Kennedy, Chair*
- D. Monthly Reports – Introduction
 - 1. TCLI Monthly Report *Marvin Sanders, Senior Director Business Integrity* (15 minutes)
 - 2. Core Performance Measures and Compliance Log *Kate Glance, Performance Reporting Team Supervisor; Andrea Hartman, Regulatory Compliance Manager* (25 minutes)
- E. Quarterly Reports
 - 1. Access to Care Report *Karla Mensah, Senior Director Customer Services*
 - 2. Grievance/Complaint Report – *Stephanie Hopfinger, Resolution Specialist Lead*
 - 3. Appeals Quarterly Report – *Steve Puckett, Director of Member Appeals*
 - 4. I/DD Dashboard – *Jesse Smathers, Specialty Populations Clinical Director*
- F. Adjournment

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