

REGULATORY COMPLIANCE AND QUALITY COMMITTEE MINUTES

March 28, 2019

2:30 - 4:30 p.m.

The Regulatory Compliance & Quality Committee of the Board of Directors of Vaya Health held a regular meeting on March 28, 2019 at the Vaya Health administrative offices, 200 Ridgefield Court, Suite 206 Asheville, NC, 28806.

Committee Members:	Attending:	Apologies:
Billy Kennedy, Chair	X (proxy Jack Cahn)	
Dr. Jack Cahn	X	
Jeanne Duncan	X	
Pat McGinnis	X	
Dr. Jeff Heck		X

Also attending the March 28, 2019 Regulatory Compliance & Quality Committee meeting: Marvin Sanders, Senior Director Business Integrity; Andrea Hartman, Regulatory Compliance Manager; Kate Glance, Performance Reporting Supervisor; Stephanie Hopfinger, Resolution Specialist Lead; Carissa Herrington, Regulatory Compliance Specialist; Steve Puckett, Director of Member Appeals; Karla Mensah, Senior Director of Customer Services; Jesse Smathers, Specialty Populations Clinical Director; Yvonne French, DHHS Liaison; Kathleen Fifield, Network Performance and Integrity Coordinator and Recorder; and members of the public.

A. Call to Order:

The meeting was called to order at 2:28 p.m. by Dr. Jack Cahn proxy for Mr. Billy Kennedy, Regulatory Compliance and Quality Committee Chair.

B. Approval of Agenda:

Ms. Pat McGinnis made a motion to approve the March 28, 2019 Regulatory Compliance and Quality Committee agenda, as presented. Ms. Jeanne Duncan seconded the motion.
Motion was unanimously approved.

C. Approval of the Minutes:

Ms. Pat McGinnis made a motion to approve the November 29, 2018 Regulatory Compliance and Quality Committee minutes. Ms. Jeanne Duncan seconded the motion.
Motion was unanimously approved.

D. Monthly Reports – Introduction

1. Transitions to Community Living (TCL) Monthly Report:

Mr. Marvin Sanders, Senior Director Business Integrity, provided a summary of the November 2018 TCLI Dashboard Summary Fiscal Year 2018/2019. The complete report is available with the RCQC meeting supporting documents.

2. **Core Performance Measures and Compliance Log:**

Ms. Kate Glance, Performance Reporting Supervisor, provided a summary of the Core Performance Measures based on the December 2018 data, including changes to formatting and trend lines requested by Executive Leadership to show Vaya's results compared to the other LME/MCOs. Ms. Andrea Hartman, Regulatory Compliance Manager, provided a summary of the Compliance Log including access to care, internal audit completion and accreditation updates.

E. **Quarterly Reports**

1. **Access to Care Report** presented by Ms. Karla Mensah, Senior Director of Customer Services, for FY2018-2019 Quarter 1 & 2. The complete report is available with the RCQC meeting supporting documents.
2. **Grievance/Complaint Report** presented by Ms. Stephanie Hopfinger, Resolution Specialist Lead, for FY2018-2019 Quarter 1 & 2. The complete report is available with the RCQC meeting supporting documents.
3. **Appeals Quarterly Report** presented by Dr. Steve Puckett, Director of Member Appeals, for FY2018-2019 Quarter 1 & 2. The complete report is available with the RCQC meeting supporting documents.
4. **IDD Dashboard** presented by Mr. Jesse Smathers, Specialty Populations Clinical Director, for FY2018-2019 Quarter 1 & 2. The complete report is available with the RCQC meeting supporting documents.

F. **Adjournment**

Dr. Jack Cahn called for a motion to adjourn. Ms. Pat McGinnis made the motion. Dr. Jack Cahn proxy for Mr. Billy Kennedy seconded the motion.

Motion was unanimously approved.

Meeting adjourned at 3:42 p.m.



Kathleen Fifield, Recorder