

**REGULATORY COMPLIANCE AND QUALITY COMMITTEE
AGENDA**

August 22, 2019

2:30 – 4:00 p.m. Meeting

Dial In: 828-552-4129 Passcode: 646181001#

A. Welcome and Call to Order

Billy Kennedy, Chair

B. Approval of Agenda

Billy Kennedy, Chair

C. Review and Approval of June 27, 2019 Minutes

Billy Kennedy, Chair

D. Core Performance Measures and Compliance Log

Kate Glance, Performance Reporting Team Supervisor; Andrea Hartman, External Review Director

E. Quarterly Reports

1. Access to Care Report FY18/19 Q3 and Q4

Karla Mensah, Senior Director of Member Services

2. Grievance/Complaint Report FY18/19 Q3 and Q4

Stephanie Hopfinger, Resolution Specialist

3. Appeals Report FY18/19 Q3 and Q4

Stephen Puckett, Director of Member Appeals

4. I/DD Dashboard Report FY18/19 Q3 and Q4

Sabra Ball, IDD Utilization Management Director

5. Office of Communications Report FY18/19 Q3 and Q4

Allison Inman, Director, Office of Communications

F. Annual Reports

1. Human Resources Report FY18/19

Patrick McCoy, Human Resources Director

G. Other Business

H. Adjournment