

REGULATORY COMPLIANCE AND QUALITY COMMITTEE MINUTES

August 22, 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 August 22, 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 August 22, 2019 Regulatory Compliance & Quality Committee meeting: Dr. Craig Martin, CMO; Andrea Hartman, External Review Director; Kate Glance, Performance Reporting Supervisor; Marvin Sanders, Senior Director Business Integrity; Karla Mensah, Senior Director Member Services; Stephanie Hopfinger, Resolution Specialist; Dr. Stephen Puckett, Member Appeals Director; Sabra Ball, IDD UM Director; Allison Inman, Senior Director, Office of Communications; Patrick McCoy, Human Resources Director; Melissa Coleman, Senior Human Resources Consultant; Heather Boyd, Regulatory Compliance Supervisor; Melissa K. Brown, Executive Assistant and Recorder.

A. Call to Order:

The meeting was called to order 2:36 p.m. by Dr. Jack Cahn, Regulatory Compliance and Quality Committee, Vice Chair.

B. Approval of Agenda:

Ms. Pat McGinnis made a motion to approve the August 22, 2019 Regulatory Compliance and Quality Committee agenda, as presented. Dr. Jeff Heck seconded the motion.

Motion unanimously approved.

C. Approval of the Minutes:

Ms. Pat McGinnis made a motion to approve June 27, 2019 Regulatory Compliance and Quality Committee minutes. Dr. Jeff Heck seconded the motion.

Motion unanimously approved.

D. Core Performance Measures and Compliance Log

Ms. Kate Glance, Performance Reporting Supervisor, provided a summary of the Core Performance Measures based on May 2019 aggregate data showing Vaya’s position compared to the other

LME/MCOs. Ms. Andrea Hartman, External Review Director, presented the Compliance Log, which covered performance measure scores for access to care and Innovations Waiver incident submission, NCQA accreditation updates and the EQR schedule.

E. Monthly Reports – Introduction

1. Access to Care FY 18/19 Q3 and Q4

Ms. Karla Mensah, Senior Director of Member Services presented the Access to Care report for FY Q3 & Q4. The complete report is available with the RCQC meeting supporting documents.

2. Grievance/Complaint Report FY 18/19 Q3 and Q4

Ms. Stephanie Hopfinger, Resolution Specialist, presented the Grievance /Complaint report for FY 18/19 Q3 and Q4. The report noted an overall decrease in Grievances and Complaints in FY 18-19 over FY 17-18; an increase in Grievances/Complaints alleging Abuse, Neglect and/or Exploitation in Q4.

3. Appeals Report FY 18/19 Q3 and Q4

Dr. Stephen Puckett, Director of Member Appeals, presented the Appeals Report for FY 18/19 Q3 and Q4, noting a significant decrease in Medicaid clinical denial rates in Q4, that Medicaid First Level Clinical appeals were down slightly, but the percent of appeals rose in Q4.

4. I/DD Dashboard Report FY 18/19 Q3 and Q4

Ms. Sabra Ball, IDD Utilization Management Director, presented the I/DD Dashboard Report for FY 18/19 Q3 and Q4. The complete report is available with the RCQC meeting supporting documents.

5. Office of Communications Report FY 18/19 Q3 and Q4

Ms. Allison Inman, Senior Director, Office of Communications, presented the Office of Communications Report FY 18/19 Q3 and Q4. The report highlighted media strategies, internal communication methods, and future objectives for the OOC.

F. FY 19/20 Annual Reports

1. Human Resources Report FY 18/19

Mr. Patrick McCoy, Human Resources Director, presented the Human Resources Report for FY 18/19. The report included an overview of 2018 accomplishments and future goals for the Human Resources Department in the upcoming year.

G. Other Business

There was no other business disclosed.

H. Adjournment

Dr. Jack Cahn called for a motion to adjourn. Dr. Jeff Heck made the motion. Ms. Pat McGinnis seconded the motion.

Motion unanimously approved.

Meeting adjourned at 4:06 p.m.



Melissa K. Brown,
Executive Assistant and Recorder