

**REGULATORY COMPLIANCE AND QUALITY COMMITTEE MINUTES**

**October 24, 2019**

**2:30 - 4:00 p.m.**

*The Regulatory Compliance & Quality Committee of the Board of Directors of Vaya Health held a regular meeting on October 24, 2019 at the Vaya Health administrative offices, 200 Ridgefield Court, Suite 206 Asheville, NC, 28806.*

<b>Committee Members:</b>	<b>Attending:</b>	<b>Apologies:</b>
<b>Billy Kennedy, Chair</b>	<i>(Proxy: Jack Cahn)</i>	
<b>Dr. Jack Cahn</b>	X	
<b>Jeanne Duncan</b>	X	
<b>Pat McGinnis</b>	X	
<b>Dr. Jeff Heck</b>		X

*Also attending the October 24, 2019 Regulatory Compliance & Quality Committee meeting: Yvonne French, DHHS Liaison; Dr. Craig Martin, Chief Medical Officer; Tracy Hayes, General Counsel and Chief Compliance Officer; Andrea Hartman, External Review Director; Kate Glance, Performance Reporting Supervisor; Marvin Sanders, Senior Director Business Integrity; Dr. Patty Wilson, Senior Director of Network Performance and Integrity; Steven Kozicki, Quality Improvement Manager; Heather Boyd, Regulatory Compliance Supervisor; Melissa K. Brown, Executive Assistant and Recorder.*

**A. Call to Order:**

The meeting was called to order at 3:01pm by Dr. Jack Cahn, Vice Chair.

**B. Approval of Agenda:**

Ms. Pat McGinnis made a motion to approve the October 24, 2019 Regulatory Compliance and Quality Committee agenda, as presented Ms. Jeanne Duncan seconded the motion.

Motion unanimously approved.

**C. Approval of the Minutes:**

Ms. Pat McGinnis made a motion to approve August 22, 2019 Regulatory Compliance and Quality Committee minutes. Ms. Jeanne Duncan 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 for September 2019. The full Core Performance Measures presentation is available in the meeting folder. Ms. Heather Boyd, Regulatory Compliance Supervisor, presented the Compliance Log. Vaya did not

meet the State benchmark for routine calls, but Member Services is working with the BI Team to implement new processes to improve performance moving forward. The NCQA look back period began October 1, 2019.

**E. Super Measurers Update**

Ms. Tracy Hayes, General Counsel and Chief Compliance Officer, presented the recent DHHS Super Measures report. Vaya is one of only two LME/MCOs that met all required measures and was not assessed any penalties.

**F. Quarterly Reports**

**1. Compliance Metrics FY 18/19 Q4 and FY 19/20 Q1**

Ms. Hayes presented the Compliance Metrics for FY 18/19 Q4 and FY 19/20 Q1. The report included aggregate data from departments such as Network Performance and Integrity, Business Integrity, and Legal; also, from committees such as Privacy and Security, Investigation Oversight, and Critical Incident Review. The full report is available in the meeting folder.

Ms. Hayes provided several updates to the committee as follows:

- Organizational policies were revised and updated to meet requirements of NCQA accreditation.
- Recent legal department staffing change - Ms. Amy Mody has been promoted to Senior Associate General Counsel and is acting supervisor for Legal, Contracts & Records.
- The annual training event known as Compliance Week 2019 will be held in November at the Renaissance Hotel.

Dr. Craig Martin reported that Dr. Stephen Puckett will be retiring end of the year, and that Dr. Sharon Flynn was hired as UM Clinical Director.

**2. Quality Improvement Committee Report FY 18/19 Q4 and FY 19/20 Q1**

Mr. Steven Kozicki, Quality Improvement Manager, updated the committee on changes to QIC membership and meeting schedule. Mr. Kozicki shared aggregate data with the committee regarding active QIC activities and closed QIC activities. Data presented showed Vaya's monthly performance in each category in relation to the predetermined goal. The full report is available in the meeting folder.

**G. Other Business**

No other business was discussed.

**H. Adjournment**

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

Motion unanimously approved.

Meeting adjourned at 4:07 p.m.



Melissa K. Brown,  
Executive Assistant and Recorder