

**REGULATORY COMPLIANCE AND QUALITY COMMITTEE
AGENDA**

March 26, 2020

2:30 – 4:00 p.m. Meeting

The Board of Directors of Vaya Health will conduct a meeting of the Regulatory Compliance & Quality Committee at 2:30 p.m. on March 26, 2020 via electronic communication only (real-time two-way audio and/or visual communication, i.e. telephone and webex) in accordance with Executive Orders issued by N.C. Governor Roy Cooper in response to the COVID-19 pandemic

Dial In: 828-552-4129 Passcode: 66416151#

A. Welcome and Call to Order

Billy Kennedy, Chair (5 minutes)

B. Review and Approval of Agenda and December 12, 2019 Minutes

Billy Kennedy, Chair (5 minutes)

C. Review of Changes to RCQC Reporting Process

Tracy Hayes, General Counsel and Chief Compliance Officer (5 minutes)

D. Operational Performance Measures and Compliance Log

*Kate Glance, Performance Reporting Team Supervisor;
Heather Boyd, Regulatory Compliance Supervisor (20 minutes)*

E. Value Based Contracting

Andrew D’Onofrio, Provider Operations Director (10 minutes)

F. Quarterly Reports

1. Access to Care Report (FY20 1st and 2nd Quarters)

Karla Mensah, Senior Director Member Services (10 minutes)

2. Grievance/ Complaint Report (FY20 1st and 2nd Quarter)

Ken Cook, Resolution Team Clinician (10 minutes)

3. Appeals Report (FY20 1st Quarter)

Mary deBeus, Psychologist Peer Reviewer (10 minutes)

4. I/DD Dashboard (FY20 1st and 2nd Quarter)

Sabra Ball, IDD Utilization Management Director (10 minutes)

G. Other Business *(5 minutes)*

H. Adjournment