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**REGULATORY COMPLIANCE AND QUALITY COMMITTEE  
AGENDA**

**June 25, 2020**

2:30 – 4:00 p.m.

*The Board of Directors of Vaya Health will conduct a meeting of the Regulatory Compliance & Quality Committee at 2:30 p.m. on June 25, 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: 214185621#**

**A. Welcome and Call to Order**

*Billy Kennedy, Chair (2 minutes)*

**B. Review and Approval of Agenda and March 26, 2020 Minutes**

*Billy Kennedy, Chair (3 minutes)*

**C. Monthly Performance Indicators**

**1. Operational Performance Measures**

*Kate Glance, Performance Reporting Supervisor (10 minutes)*

**2. Legal, Compliance & Communications**

*Tracy Hayes, General Counsel & Chief Compliance Officer (10 minutes)*

**D. Quarterly Reports**

**1. Appeals & Denials (FY20 Q2 & Q3)**

*Dr. Craig Martin, Chief Medical Officer (5 minutes)*

**2. Grievances & Complaints (FY20 Q3)**

*Kate Glance, Performance Reporting Supervisor (5 minutes)*

**3. Network Accessibility, Availability, & Credentialing (FY20 Q3)**

*Donald Reuss, Sr. Director Provider Network (5 minutes)*

**4. Access to Care (FY20 Q3)**

*Karla Mensah, Sr. Director Member Services (5 minutes)*

**E. 2019 Provider Satisfaction & Echo Survey Results**

*Kate Glance, Performance Reporting Supervisor (10 minutes)*

**F. Semi-Annual Report of Provider Investigations Resulting in Findings of Non-Compliance**

*Dr. Patty Wilson, Senior Director Network Performance & Integrity (10 minutes)*

**G. FY20/21 Annual Documents**

**1. Annual Compliance Plan**

*Heather Boyd, Regulatory Compliance Supervisor (10 minutes)*

**2. Quality Management Plan/Program Description/Evaluation**

*Kate Glance, Performance Reporting Supervisor (10 minutes)*

**H. Other Business (5 minutes)**

**I. Adjournment**