

**REGULATORY COMPLIANCE AND QUALITY COMMITTEE MINUTES**

**March 26, 2020**

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

*The Regulatory Compliance & Quality Committee of the Board of Directors of Vaya Health held a regular meeting 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.*

<b>Committee Members:</b>	<b>Attending:</b>	<b>Apologies:</b>
<b>Billy Kennedy, Chair</b>	X (by phone)	
<b>Josh Kennedy, Vice Chair</b>		X
<b>Jeanne Duncan</b>	X (by phone)	
<b>Pat McGinnis</b>	X (by phone)	
<b>Dr. Jeff Heck</b>	X (by phone)	

*Also attending the March 26, 2020 Regulatory Compliance & Quality Committee meeting: Tracy Hayes, General Counsel and Chief Compliance Officer; Andrea Hartman, External Review Director; Kate Glance, Performance Reporting Supervisor; Heather Boyd, Regulatory Compliance Supervisor; Marvin Sanders, Senior Director Business Integrity; Andrew D’Onofrio, Network Performance Director; Karla Mensah, Senior Director Member Services; Ken Cook, Resolution Team Clinician; Mary deBeus, Psychologist Peer Reviewer; Sabra Ball, IDD Utilization Management Director; Yvonne French, NC DHHS Liaison; Melissa K. Brown, Executive Assistant and Recorder.*

**A. Call to Order:**

The meeting was called to order at 2:33 by Mr. Billy Kennedy, Chair.

**B. Approval of Agenda:**

Ms. Pat McGinnis made a motion to approve the March 26, 2020 Regulatory Compliance and Quality Committee agenda, as presented. Mr. Billy Kennedy seconded the motion.

Motion unanimously approved.

**B. Approval of the Minutes:**

Ms. Pat McGinnis made a motion to approve December 12, 2019 Regulatory Compliance and Quality Committee minutes, as presented. Mr. Billy Kennedy seconded the motion.

Motion unanimously approved.

**C. Review of Changes to RCQC Reporting Process**

Ms. Tracy Hayes, General Counsel and Chief Compliance Officer, updated the committee on the changes to the RCQC reporting process. The standard process and schedule for reporting are being revised to minimize duplication and enhance the efficiency and quality of reporting.

**D. Operational Performance Measures and Compliance Log**

Ms. Kate Glance, Performance Reporting Supervisor, provided a summary of the revised Operational Performance Measures (OPM) report. The OPM report replaces the previous Core Performance Measures (CPM) report. Ms. Glance explained the differences between the OPM and CPM reports, and that the changes were in response to a decision by DHHS to eliminate MCO comparison data, except for comparison data regarding super measures. Ms. Heather Boyd, Regulatory Compliance Supervisor, presented the Compliance Log portion of the report to the committee. Both presentations are available in the Regulatory Compliance and Quality Committee folder.

**E. Value Based Contracting**

Mr. Andrew D’Onofrio, Network Performance Director, presented to the committee information about Vaya’s Value Based Contracting (VBC) program. Included in the presentation was an overview of what is Value Based Care, why it is important, market trends, how Vaya is adapting to this new change, and the 5-year plan for implementing VBC across the Vaya provider network. The full presentation is available in the Regulatory Compliance and Quality Committee folder.

**F. Quarterly Reports**

**1. Access to Care Report (FY20 Q1 and Q2)**

Ms. Karla Mensah, Senior Director Member Services, presented the FY20 Q1 and Q2 Access to Care Performance Report. The report showed that the quality improvement project involving collaboration with probation officers is resulting in improvement of new releasees attending new patient appointments. A text notification reminder program has been implemented for all appointments. Ms. Mensah advised the committee an upward trend in progress is expected in the quarters to come.

**2. Grievance/Complaint Report (FY20 Q1 and Q2)**

Mr. Ken Cook, Resolution Team Clinician, presented Grievance and Complaints data for FY20 Q2 that showed an overall decrease in reported grievances and complaints in comparison to previous fiscal years. Mr. Cook also reviewed the resolution time for grievances/complaints, and noted that Vaya is not meeting required timeframes at present.

**3. Appeals Report (FY20 Q1)**

Dr. Mary deBeus, Psychologist Peer Reviewer, presented appeals data for FY20 Q1. The report showed no significant change in the number of Service Authorization Requests (SAR) occurring, and a decrease in Medicaid First Level Clinical appeals. Data for this report will continue to be analyzed after a three-month delay in order to reflect appeals resulting from SAR denials.

**4. I/DD Dashboard (FY20 Q1 & Q2)**

Ms. Sabra Ball, IDD Utilization Management Director, presented the I/DD Services Dashboards for Q1 and Q2, which includes data regarding Long Term Services and Supports, Intermediate Care Facility for Individuals with Intellectual Disabilities, NC Innovations Waiver, Long Term Community Supports, Non-Medicaid (b)(3) services, and the Registry of Unmet Needs by Counties.

**G. Other Business**

No other business was discussed.

**H. Adjournment**

Mr. Billy Kennedy called for a motion to adjourn. Ms. Pat McGinnis made the motion.

Ms. Jeanne Duncan seconded the motion.

Motion unanimously approved.

Meeting adjourned at 3:58 pm.



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Melissa K. Brown,  
Executive Assistant and Recorder