

REGULATORY COMPLIANCE AND QUALITY COMMITTEE MINUTES

August 27, 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 August 27, 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.

Committee Members:	Attending:	Apologies:
Billy Kennedy, Chair	X	
Josh Kennedy, Vice Chair		X
Jeanne Duncan	X	
Pat McGinnis	X	
Dr. Jeff Heck		X

Also attending the August 27, 2020 Regulatory Compliance & Quality Committee meeting:

Tracy Hayes, General Counsel and Chief Compliance Officer; Dr. Craig Martin, Chief Medical Officer; Andrea Hartman, External Review Director; Kate Glance, Performance Reporting Supervisor; Heather Boyd, Regulatory Compliance Supervisor; Marvin Sanders, Senior Director Business Integrity; James Gomez, Executive Director of Quality Governance; Allison Inman, Executive Director, Office of Communications; Patrick McCoy, Vice President of Human Resources; Paul Tax, Coordination of Benefits Financial Analyst; Melissa K. Brown, Executive Assistant and Recorder.

A. Call to Order:

The meeting was called to order at 2:34pm by Mr. Billy Kennedy, Chair.

B. Approval of Agenda:

Ms. Jeanne Duncan made a motion to approve the August 27, 2020 Regulatory Compliance and Quality Committee agenda, as presented. Ms. Pat McGinnis seconded the motion.

Motion unanimously approved.

B. Approval of the Minutes:

Ms. Jeanne Duncan made a motion to approve June 25, 2020 Regulatory Compliance and Quality Committee minutes. Ms. Pat McGinnis seconded the motion.

Motion unanimously approved.

C. Monthly Performance Indicators

1. Operational Performance Measures by Kate Glance, Performance Reporting Supervisor

Ms. Kate Glance reviewed the Operational Performance Measures, highlighting that Vaya is meeting all Super Measures. Several new slides have been added to show Utilization Management data as well as tracking the Initiation and Engagement of Alcohol and Other Drug abuse or Dependence Treatment slides. Vaya Health Provider Stabilization Efforts Medicaid Revenues and Expenditures COVID-19 Response Measurers have been added for full reporting of hardship payments, enhanced rates, Appendix K Flexibility Costs, Evaluation and Management services and Telehealth vs Face 2 Face claims. The full report is on file in the RCQC folder for August 27, 2020.

2. Legal, Compliance & Communications by Tracy Hayes, General Counsel & Chief Compliance Officer

Ms. Tracy Hayes presented the Compliance metrics to the committee. Vaya received the URAC Accreditation Application Agreement on June 3, 2020 with a September 1, 2020 due date. Desk reviews will be March 1, 2021. Grievances is now exceeding the 90% resolution standard by resolving 100% of grievances reported during the month within 30 days. Ms. Stephanie Hilbert is the Grievance, Reconsiderations, Incidents Team (GRIT) Supervisor and has made significant progress with process improvement since assuming the responsibility of grievances. The Legal Team report shows a spike in contracts in June due to renewals and amendments for the new fiscal year. Ms. Allison Inman reviewed the Office of Communications report in detail and shared that our social media presence has increased. Mr. Marvin Sanders reviewed the Regulatory Compliance Committee, Privacy and Security Committee and Work Force Safety Committee reports in detail. The full reports are on file in the RCQC folder for August 27, 2020.

3. Quality Improvement Committee, Dr. Craig Martin, Chief Medical Officer

Dr. Craig Martin reviewed the Quality Improvement Committee reports including Critical Incident Review Committee Clinical Advisory Council and Human Rights Committee updates. Clinical Advisory Council and the Human Rights Committee is following one case regarding restraints. Dr. Martin spoke in detail about PRTF restrictive interventions and indicated a Vaya PRTF workgroup will begin to review and dig deeper into the volume of restrictive interventions at facilities. Quality Improvement activities were reviewed and follow up continues.

D. Annual Reports

1. Human Resources Annual Report FY 19/20, Patrick McCoy, Vice President of Human Resources
Mr. Patrick McCoy reviewed the major accomplishments of the HR department. WNC Diversity Engagement Coalition, Diversity and Inclusion Committee activities, #Vaya Strong Employee Wellness Initiative, Supervisory Development Training/Workshops, Retitling Project, Revised Employee Evaluation System, Workplace Health and Safety Initiatives and HR standard operating procedures. The full report can be found in the August 27, 2020 RCQC folder.

E. Other Business

No other business was discussed.

F. 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 4:15 pm.



Melissa K. Brown,
Executive Assistant and Recorder