

REGULATORY COMPLIANCE AND QUALITY COMMITTEE MINUTES

October 22, 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 October 22, 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 (by phone)	
Josh Kennedy, Vice Chair		X
Carson Ojamaa	X (by phone)	
Pat McGinnis	X (by phone)	
Dr. Jeff Heck	X (Proxy to Billy Kennedy)	

Also attending the October 22, 2020 Regulatory Compliance & Quality Committee meeting:

Dr. Craig Martin, Chief Medical Officer; Andrea Hartman, External Review Director; Kate Glance, Performance Reporting Manager; Marvin Sanders, VP of Compliance and Integrity; James Gomez, Executive Director of Quality Governance; Sabra Ball, IDD Utilization Management Director; Judith Kirkman, Senior Vice President of Clinical Strategy; Melissa Hamm, UM Clinical Director; Yvonne French, NC DHHS Liaison; Melissa K. Brown, Executive Assistant and Recorder.

A. Call to Order:

Mr. Billy Kennedy, Committee Chair, called the meeting to order at 2:30 p.m. Mr. Kennedy introduced the newly elected PAC President and Vaya Health Board Member, Ms. Carson Ojamaa, to the committee.

B. Approval of Agenda:

Ms. Pat McGinnis made a motion to approve the October 22, 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 August 27, 2020 Regulatory Compliance and Quality Committee minutes, as presented. Mr. Billy Kennedy seconded the motion.

Motion unanimously approved.

C. Monthly Performance Indicators

1. Operational Performance Measures

Ms. Kate Glance, Performance Reporting Manager, reviewed the Operational Performance Measures, highlighting that Vaya is meeting all Super Measures. Ms. Glance highlighted observed data trends for Medicaid Mental Health Admissions, Non-Medicaid Substance Use Admissions, 3

Way Funding Utilization Rates, CARES funding allocations, and COVID-19 Telehealth visits. The full report is on file in the RCQC folder for October 22, 2020.

2. Compliance Report

Mr. Marvin Sanders, VP of Compliance and Integrity, presented the Compliance report to the committee on behalf of Ms. Tracy Hayes, General Counsel and Chief Compliance Officer. Mr. Sanders highlighted metrics for internal audits and investigations, provider investigation and audit activities, and activities of the Regulatory Compliance Committee, including one provider termination issued in September as a result of a credentialing action. The full report is on file in the RCQC folder for October 22, 2020.

3. Quality Improvement Committee

Dr. Craig Martin, Chief Medical Officer, presented the Quality Improvement report to the committee. The report included updates regarding the Clinical Advisory Committee, Human Rights Committee, Grievance Resolutions, and Critical Incident Review Committee. The QIC report also included data trends for Member Appeals, Network Access and Accessibility, Credentialing, Access to Care/Call Statistics, and Quality Improvement Activities. The full report is on file in the RCQC folder for October 22, 2020.

D. Annual Reports

1. Perception of Care Survey

Ms. Kate Glance, Performance Reporting Manager, presented the 2019 Perception of Care survey results with the committee. The survey was administered between May 6 and June 4, 2019 to adults, youth and family members of child clients. The survey included questions related to the following domains of care: access to services, treatment planning, quality and appropriateness, cultural sensitivity, outcomes, functioning, social connectedness and general satisfaction. There were a total of 841 surveys completed, exceeding the target goal of 675, for a 125% target completion rate. Responses indicate favorable trends as a majority. The complete survey results are located in the RCQC file for October 22, 2020.

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. Carson Ojamaa seconded the motion.

Motion unanimously approved.

Meeting adjourned at 3:53 p.m.



Melissa K. Brown,
Executive Assistant and Recorder