

REGULATORY COMPLIANCE AND QUALITY COMMITTEE MINUTES

March 25, 2021

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 25, 2021 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. Tim Fitzsimons		X

Also attending the March 25, 2021 Regulatory Compliance & Quality Committee meeting:

Dr. Craig Martin, Chief Medical Officer; Andrea Hartman, External Review Director; Kate Glance, Performance Reporting Manager; Marvin Sanders, Vice President of Compliance and Quality; Yvonne French, NC DHHS Liaison; Melissa K. Brown, Executive Assistant and Recorder; and no members of the public.

A. Call to Order:

Mr. Billy Kennedy, Regulatory Compliance and Quality Committee Chair, called the meeting to order at 2:33 p.m.

B. Review & Approval of Agenda, December 12, 2020 Meeting Minutes:

Ms. Pat McGinnis made a motion to approve the agenda, December 12, 2020 meeting minutes, as presented. Mr. Billy Kennedy seconded the motion.

Motion unanimously approved.

C. Monthly Performance Indicators

1. Operational Performance Measures and Echo Survey Results

Ms. Kate Glance, Performance Reporting Manager, reviewed the Operational Performance Measures, highlighting that Vaya continues to meet all Super Measures. The presentation additionally included the 2020 Experiences of Care and Health Outcomes (ECHO) survey results, which is a survey conducted by the Department’s vendor. Ms. Glance pointed out that ECHO response levels remain low, in line with historical trend. The full reports are on file in the RCQC folder for March 25, 2021.

2. Compliance Report

Mr. Marvin Sanders, Vice President of Compliance & Quality, reviewed the Compliance report with the committee on behalf of Ms. Tracy Hayes, General Counsel and Chief Compliance Officer. During the presentation, Mr. Sanders highlighted the completion of EQR on February 18, 2021 with CCME's report anticipated in 8 weeks from completion. The report included several items with emphasis on an overview of provider sanctions, critical incidents, and subcommittee activity reports. The full report is on file in the RCQC folder for March 25, 2021.

3. Quality Improvement Committee

Dr. Craig Martin, Chief Medical Officer, presented the Quality Improvement Committee report to the committee. The report included several cross departmental updates, highlighting the Critical Incident Review Committee, Clinical Advisory Council, and Human Rights Committee. The QIC report also included data trends for Member Appeals, Network Access and Accessibility, Credentialing, I/DD, Access to Care/Call Statistics, and Quality Improvement Activities. The full report is on file in the RCQC folder for March 25, 2021.

D. Other Business

No other business was discussed.

E. Adjournment

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

Motion unanimously approved.

Meeting adjourned at 4:00 pm.



Melissa K. Brown,
Executive Assistant and Recorder