

REGULATORY COMPLIANCE AND QUALITY COMMITTEE MINUTES

August 24, 2023

3:00—4:15 p.m.

The Regulatory Compliance & Quality Committee of the Board of Directors of Vaya Health held a regular meeting on Thursday, August 24, 2023 at the Vaya Health Administrative Offices, located at located at 2929 Crouse Lane, Suite B, Burlington, NC 27215; with PUBLIC ACCESS via electronic communication only (real-time two-way audio and/or visual communication, i.e., telephone and Microsoft Teams).

Committee Members:	Attending:	Apologies:
Billy Kennedy, Chair	X	
Dr. Tim Fitzsimons, Vice Chair	X	
Benita Purcell	X (Virtual)	
Carson Ojamaa		X
Dakisha “DK” Wesley	X (Virtual)	
Pat McGinnis	X	

Also attending the Regulatory Compliance and Quality Committee meeting:

Dr. Richard Zenn, Chief Medical Officer; Steve Martin, General Counsel and Chief Compliance Officer; Marvin Sanders, Vice President (VP) of Regulatory Affairs; Taunula Grayson, VP of Compliance; Kate Glance, Performance Reporting Manager; Yvonne French, DHHS Liaison; McLean Moore, Supervising Paralegal and Provider Appeals Coordinator; Ashley Logan, Board Support and Administrative Professional; 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 3:02 p.m.

B. Approval of Agenda and June 22, 2023 Meeting Minutes

Ms. Benita Purcell made a motion to approve the Agenda and the June 22, 2023 Meeting Minutes, as presented. Ms. Pat McGinnis seconded the motion.

Motion unanimously approved.

C. Quarterly Comprehensive Performance Report

Ms. Kate Glance, Performance Reporting Manager, presented the Comprehensive Performance Quarterly Report. The report included Operational Performance Measures, Quality Improvement Metrics, Compliance Metrics, and Administrative Key Performance Indicators.

Ms. Glance highlighted from the presentation, Vaya continues lead in the Follow-Up After Discharge LME/MCO Comparison metric, Transitions to Community Living (TCL) data which reflects efforts by Vaya's staff to house 69 eligible members living with serious mental illness in the reporting period. Mr. Billy Kennedy commended Vaya on its efforts to exceed the net goal of 57. Additionally, Ms. Glance presented the call center metrics, including the Behavioral Health Crisis Line and Member Services Line. The committee discussed the 90% passing score for Vaya's Member line, and additionally the Quality Assurance summary. Continuing, Ms. Glance discussed Psychiatric Residential Treatment Facility (PRTF) data and the Department's updates to metrics based on feedback provided by all six LME/MCOs. Dr. Zenn commented on Vaya's efforts to move individuals out of inpatient facilities as soon as they are ready for discharge. Ms. Glance discussed the Medicaid Direct Score Card Executive Summary. Mr. Kennedy complimented Vaya on its efforts and score. Concluding, Ms. Glance discussed Vaya's staffing metrics. Mr. Kennedy complimented Vaya on its ability to grow and onboard many employees while also focusing on retention and performance.

D. FY 23/24 Annual Documents

Ms. Kate Glance, Performance Reporting Manager, presented the Quality Management and Improvement Program. Mr. Billy Kennedy encouraged the Board to read the entire document as it was well put together and clearly outlines Vaya's objectives.

Ms. Glance presented the Quality Assessment and Performance Improvement Program. Mr. Billy Kennedy inquired as to where the Quality Department falls within Vaya's organizational structure. Dr. Richard Zenn, Chief Medical Officer, responded.

Ms. Taunula Grayson, VP of Compliance, presented the FY 23/24 Compliance Program Plan. Ms. Grayson explained the Compliance Program Plan is designed to prevent, detect, deter, and correct any improper, unethical, or non-compliant conduct. Ms. Grayson continued by discussing risk appetite. Dr. Tim Fitzsimons requested an example of risk appetite. Ms. Grayson and Mr. Steve Martin responded. Concluding, Ms. Grayson discussed that Vaya's Compliance Week is scheduled for the week of November 6, 2023.

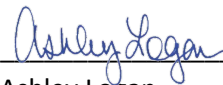
E. Other Business

No other business was discussed.

F. Adjournment

Dr. Tim Fitzsimons made a motion to adjourn. Ms. Pat McGinnis seconded the motion.
Motion unanimously approved.

Meeting adjourned at 4:13 p.m.



Ashley Logan,
Board Support & Administrative Professional