

REGULATORY COMPLIANCE AND QUALITY COMMITTEE

MEETING MINUTES

December 13, 2024

12:30 – 1:45 p.m.

The Regulatory Compliance and Quality Committee of the Board of Directors of Vaya Health conducted its regular meeting on Friday, December 13, 2025, at the Vaya Health Regional Office, 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	
Pat McGinnis	X (virtual)	
Carson Ojamaa		X
Donnie Potter		X (proxy to Mr. Kennedy)
Dakisha “DK” Wesley, Vice Chair	X (virtual)	

Also participating in Regulatory Compliance and Quality Committee:

Steve Martin, General Counsel & Chief Compliance Officer; Rhonda Cox, Executive Vice President (EVP) & Chief Operating Officer; Richard Zenn, Chief Medical Officer; Marvin Sanders, Vice President (VP) of Regulatory Affairs; Onika Wilson, VP of Quality Management; Kate Glance, Regulatory Reporting Director; Megan Mise, Quality Director of NC Medicaid Managed Care; Ricky Graves, Board Member; Ashley Logan, Board Support & Administrative Professional; and no members of the public.

A. Welcome, Call to Order and Roll Call

Mr. Billy Kennedy, Regulatory Compliance and Quality Committee Chair, called the meeting to order at 12:48 p.m. Mr. Kennedy requested Ms. Ashley Logan, Board Support & Administrative Professional, conduct roll call. Ms. Logan facilitated roll call as requested, confirming a quorum of the Regulatory Compliance and Quality Committee.

B. Approval of Agenda and August 22, 2024, Meeting Minutes

Ms. Pat McGinnis made a motion to approve the Agenda and Meeting Minutes, as presented. Mr. Billy Kennedy seconded the motion.

Motion unanimously approved.

C. Quarterly Comprehensive Performance Report

Ms. Kate Glance, Regulatory Reporting Director, presented the Comprehensive Performance Quarterly Report. The presentation included an overview of Operational Performance Measures, Quality Improvement Metrics, Performance Improvement Projects, Compliance Metrics, and Administrative Key Performance Indicators. Ms. Glance began by sharing Medicaid Follow-Up After Discharge, Non-Medicaid Follow-Up After Discharge and Follow-Up After Discharge LME/MCO Comparison data. Ms. DK Wesley and Mr. Billy Kennedy commented on the data presented. Mr. Steve Martin, General Counsel and Chief Compliance Officer, and Ms. Rhonda Cox, EVP and Chief Operating Officer, responded by clarifying timely information regarding hospitalizations is very difficult and access varies from hospital to hospital.

Continuing, Ms. Kate Glance presented Transitions to Community Living (TCL) data, noting the data reflects significant impacts caused by Hurricane Helene. Ms. Cox shared the Department is on notice of TCL, explaining continued efforts by Vaya and the unprecedented hurdles facing the team.

Mr. Ricky Graves entered the room at 1:05 p.m.

Next, Ms. Kate Glance presented Pharmacy Benefit KPI Metrics. The committee discussed the data. Mr. Martin and Dr. Richard Zenn, Chief Medical Officer, expanded upon the data, clarifying the drugs and drug categories remain steady, claim count by gender, and utilization by gender are stable metrics.

Additionally, Ms. Glance presented Children Boarding in Emergency Departments and Transition Status to 1915(i) data. In the reporting period of August 1, 2024 – November 9, 2024, 37 of the 42 children were discharged from the ED setting. Dr. Zenn noted the difficulty of placing children once they are in the emergency department.

Next, Ms. Glance presented Quality Improvement Metrics including data trends of grievances and complaints by primary issue, provider type, and delegated subcontractor. The committee discussed nonemergent medical care transportation and the relation to access of care. Mr. Martin commented on issues involving Modivcare and the issuance of a plan of correction. Mr. Billy Kennedy commended Vaya on its continued ability to exceed member and recipient service line metrics despite Hurricane Helene.

Concluding, Ms. Glance asked the Committee to review Project Performance Improvement Projects, Compliance Metrics and Administrative Key Performance Indicators contained in the committee packet.

D. Other Business

No other business was discussed.

E. Adjournment

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

Motion unanimously approved.

The Regulatory Compliance and Quality Committee adjourned at 1:43 p.m.



Ashley Logan
Board Support & Administrative Professional