

REGULATORY COMPLIANCE AND QUALITY COMMITTEE

MEETING MINUTES

March 27, 2025

3:00 p.m. – 4:15 p.m.

The Regulatory Compliance and Quality Committee of the Board of Directors of Vaya Health conducted its regular meeting on Thursday, March 27, 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; 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 Kenedy, Regulatory Compliance and Quality Committee Chair, called the meeting to order at 3:02 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 December 13, 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, including an overview of Operational Performance Measures, Quality Improvement Metrics, Performance Improvement Projects, Compliance Metrics, Tailored Plan and Medicaid Direct Readiness, and Administrative Key Performance Indicators. Ms. Glance began by sharing Medicaid Follow-Up After Discharge, Non-Medicaid Follow-Up After Discharge, and Transitions to Community Living data. Mr. Billy Kennedy commented on the data presented and the impacts caused by Hurricane Helene.

Next, Ms. Kate Glance presented Pharmacy Benefit KPI Metrics and Anti-Obesity and Anti-Diabetic drug data. Ms. Glance then presented Children Boarding in Emergency Departments and Children in DSS Office Settings, noting Vaya will no longer track data pertaining to children in DSS custody once CFSP launches. Transition Status to 1915(i) data reflects 593 members approved for 1915(i) and 315 new members to using 1915(i) services. Mr. Billy Kennedy highlighted 2025 is off to a great start with 568 members receiving 1915(i) services in the first two months.

Next, Ms. Glance presented Quality Improvement Metrics including data trends of grievances and complaints by primary issue, behavioral or physical health, and delegated subcontractor. The committee discussed the relation of physical or behavioral health grievances and complaints on access to services and Tailored Plan launch. Mr. Martin, General Counsel and Chief Compliance Officer, added grievances pertaining to Modivcare were a large contributor in the first quarter.

Concluding, Ms. Glance presented data trends regarding transitions and housing. Mr. Billy Kennedy asked the Committee to review the entire report.

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 4:12 p.m.



Ashley Logan
Board Support & Administrative Professional