

REGULATORY COMPLIANCE AND QUALITY COMMITTEE

MEETING MINUTES

June 26, 2025

3:00 – 4:15 p.m.

The Regulatory Compliance and Quality Committee of the Board of Directors of Vaya Health conducted its regular meeting on Thursday, June 26, 2025, at the Vaya Health Administrative Office, located at 200 Ridgefield Court, Suite 218, Asheville, NC 28806; 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

Also participating in Regulatory Compliance and Quality Committee:

Steve Martin, General Counsel & Chief Compliance Officer; Rhonda Cox, Executive Vice President & Chief Operating Officer; Richard Zenn, Chief Medical Officer; Marvin Sanders, Vice President (VP) of Regulatory Affairs; Megan Mise, Quality Director of NC Medicaid Managed Care; Amy Landry, Delegation Oversight & Risk Management Program Director; Nancy Zachary, Regulatory Performance Reporting Analyst; Ronnie Beale, Chairman of the Board, 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 3:15 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 March 27, 2025 Meeting Minutes

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

Mr. Billy Kennedy, proxy to Donnie Potter, seconded the motion.

Motion unanimously approved.

C. Approval of FY25-26 Annual Documents for Recommendation to Board of Directors

Mr. Steve Martin presented the Compliance Program Plan and Compliance Program Report, highlighting Vaya's vigorous compliance training and Compliance Week, which all staff members are required to attend.

Dr. Richard Zenn, Chief Medical Officer, presented the Quality Management and Improvement Program (QMIP), Quality Assurance and Performance Improvement Program (QAPI), QAPI Annual Workplan, and the QAPI 2024 Annual Evaluation.

D. Quarterly Comprehensive Performance Report

Ms. Nancy Zachary, Regulatory Performance Reporting Analyst, presented the Comprehensive Performance Quarterly Report, including an overview of operational performance measures, quality improvement metrics, performance improvement projects and quality improvement activities, compliance metrics, Tailored Plan and Medicaid Direct readiness, and administrative key performance indicators.

Ms. Rhonda Cox left the meeting.

Ms. Zachary began by presenting data on Medicaid and non-Medicaid follow-up after discharge. The Department has not provided timely data concerning Medicaid follow-up after hospitalization for two years. Ms. Zachary continued by presenting Transitions to Community Living (TCL) and Money Follows the Person program data. Mr. Billy Kennedy commented on the data presented. The committee discussed severe impacts caused by Hurricane Helene and the ongoing housing crisis facing Western North Carolina.

Mr. Ronnie Beale, Board Chair, joined the meeting.

Next, Ms. Zachary presented inpatient admissions and readmissions to community hospitals, facility-based crisis admissions, and emergency department admissions and readmissions. Mr. Kennedy commented on Medicaid expansion and the potential impacts of budget cuts on the health system. Ms. Zachary continued by presenting pharmacy benefit metrics, utilization trends, the Innovations Waitlist dashboard, and children boarding in the emergency department data.

Concluding, Ms. Zachary presented Quality Improvement Metrics including data trends of grievances and complaints by primary issue, behavioral or physical health, and delegated subcontractor. Mr. Billy Kennedy asked the Committee to review the entire report.

E. Other Business

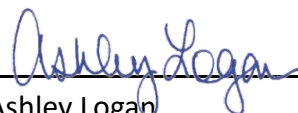
No other business was discussed.

F. Adjournment

Ms. Pat McGinnis made a motion to adjourn. Mr. Billy Kennedy, proxy to Donnie Potter, seconded the motion.

Motion unanimously approved.

The Regulatory Compliance and Quality Committee adjourned at 4:19 p.m.



Ashley Logan
Board Support & Administrative Professional