MCO Resolutions Panel Meeting

Meeting Minutes

Date: 01/13/2022

Time: 10:00 am-11:30 am

Link:

https://covaconf.webex.com/covaconf/j.php?MTID=m8f7681a617768d7f098e455632776498

Meeting Minutes				
Attendees:				
Laura Reed	Jacqueline Brown	Oketa Winn	_	
Dr. Alyssa Ward	Jason Rachel	Patty Smith		
Ashley Harrell	Joe Getch	Rita Hines		
Beth Ludeman-Hopkins	Kevin Schock	Shamika Ward		
Dan Plain	Kim Moulden	Sharita Outlaw		
Emily Bebber	Laura Easter	Christy Evanko		
Izaak Funke	Mindy Carlin			

Agenda Items:

- Welcome and Introductions w/ Oketa Winn
- Follow up on MCO Expectations w/ Panelists
- Project Bravo Updates w/ Laura Reed
- MHSS Discussion w/ Dr. Alyssa Ward
- Conclusion

Welcome and Introduction - Oketa Winn

Follow up on MCO Expectations - Dr. Alyssa Ward and Panelists

- Brainstorming MCO communication strategies
 - Proposed creation of FAQ (whether now or after Cardinal implementation)
 - Proposed creation of Survey Monkey form with unified questions for MCOs/CSBs/other providers to use when gathering information
 - Picked up by Mindy Carlin
 - Debate over what to ask MCOs to standardize and where flexibility is allowed
 - Proposed joint training with MCOs and Providers

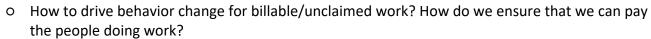
Project Bravo Updates - Laura Reed

- Project Bravo issues log
- Requests that issues be submitted with <u>specific examples</u> to share with MCO

MHSS Discussion - Dr. Alyssa Ward

- Whether Crisis Services could act as a qualifier for Mental Health Skill-building Services
- Mindy Carlin working on Grant Program to provide services that are not currently available and identified as a gap within the community
 - o MHSS-lite, pre-intervention
- Mindy Carlin: No longer pursuing changes to MHSS services
- Dr. Alyssa Ward: Rates discussion, staffing issues, BHS, Medicaid, and service values

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- Mindy Carlin: Grant program is intended to help fill gaps in the current system and test innovations
- Priority areas: Increased use of peers; challenged by current rates
- Dr. Ward: Current rates do not cover current provider needs nor provider expansion attempts
 - Grants and "flexible state funding" can help amend those issues

Conclusions and Next Steps

- Christy Evanko joins and adds to discussion:
 - Hearing concerns about audits
 - Audits treating Behavioral Analysts as "other mental health providers," specifically regarding medication prescriptions
 - Audits are conducted by outside agencies, not by MCOs
 - Auditing agencies are seemingly not qualified to understand the providers they audit
 - o The 97155 code is the only one being paid out
 - "Can't fix their systems until DMAS fixes theirs"
 - o GT Code for Telehealth needs fixing so providers can make payroll
 - o Request date on when the FAQ will be released-no date yet as team continues to work on
- Laura Reed: To fix issues we need member level claims data, we need specific examples to show to MCOs
 - Oketa has not received any examples of claims denials
 - Christy Evanko will speak with providers regarding the need for specific examples
- Ashley Harrell: Winter training schedule has now been posted for Support Act Grant trainings held by Paul Brasler
 - https://www.dmas.virginia.gov/media/4236/winter-2022-webinar-schedule-updated-01-04-2022.pdf

Next Meeting on 03-10-2022 @ 10:00 AM					