

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 Bebbber	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 **specific examples** 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**
 - 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

- How to drive behavior change for billable/unclaimed work? How do we ensure that we can pay the people doing work?
- 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
 - The 97155 code is the only one being paid out
 - “Can’t fix their systems until DMAS fixes theirs”
 - GT Code for Telehealth needs fixing so providers can make payroll
 - 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
