



Executive Council Committee Summary of Meeting Minutes May 19, 2016

EXECUTIVE COMMITTEE MEMBERS	DEPARTMENT OF HUMAN SERVICES
Gerd Clabaugh – present	Chuck Palmer – present
Dennis Tibben – present	Mikki Stier – present
Sara Allen – call-in	Deb Johnson – present
Kristie Oliver – present	Matt Highland – present
Paula Connolly – present	Lindsay Buechel – present
Shelly Chandler – present	Sean Bagniewski – present
Anthony Carroll – present	Amy McCoy – present
Jim Cushing – present	Luisito Cabrera- present
Kate Gainer –	Alisha Timmerman- present
Cindy Baddeloo – present	

Introduction

There was a roll call of Executive Committee members. Gerd Clabaugh declared that the group has a quorum.

Approval of Executive Committee Meeting Minutes from April 19, 2016

Gerd invited the group to voice comments or changes to the April 19, 2016 meeting minutes. Gerd declared that the meeting minutes of the Executive Committee held on April 19, 2016, stands approved with Jim’s changes.

Executive Committee Workplan Document Follow-Up

Gerd suggested moving this item to the end of the agenda, prior to the Public Comment Listening Sessions agenda item for better flow of conversation and the committee agreed.

Talking Points from Full Council Meeting

a. Legislative Update and Potential Impact to MAAC

Gerd referenced MAAC Full Council meeting held on Tuesday, May 17, 2016, that more information on processes moving forward would be available in June Executive Council Committee meeting, after governor’s action on the bill.

Action Items

- Email Addresses from FC and EC for connecting with one another
- Request opinion from the Attorney General’s office as to which body can make recommendations
- Utilize the administrative process to clarify role of Co-chair and Vice-chair

b. Voting for Executive Committee Position

Gerd affirmed that the FC and EC agreed to move forward in voting for EC position.

c. Addition of Agenda Items

The committee agreed that MCO representatives be present at all future FC meetings in 2016.

Action Items

- Create a mechanism for consistent reporting from MCOs such topics as claims, call times and reasons for cases that are escalated

Question and Answer Tracking Process

Gerd asked the committee what they would like to see tracked. Anthony requested a matrix be created in the EC meeting minutes regarding issues brought up that the committee would like to take future action on and there resolutions. The committee agreed matrix to be present on all future minutes.

It was suggested by a committee member that a clear process be put in place with follow-up in order to better stay with the agenda timing and discuss all pertinent issues for future FC meetings. Chuck stated that DHS should clarify the roles of the MAAC council and develop a job description for council roles.

Action Items

- Job Descriptions
- Tracking and Dashboard Moving Forward
- Information on the 834 file and processes for the waiver programs

Customer Services Workflow Review

Lindsay presented the Member tracking flow chart of how members could communicate concerns and get assistance; available on the MAAC website.

Action Items

- Information from the Ombudsman

DHS Transition Updates

It was agreed by the committee that a document be created outlining the process of member MCO change requests.

Action Items

- Process of Member Changing MCOs – How Member, Provider, and MCOs are Aware of Change and Potential Updating of Member-Facing Materials
- Is it possible to make Choice Period Cut-Off Dates for Members Changing MCOs
- Data on how many members are switching MCOs and if possible information as to why
- What Does ISIS Capture, What Does IMPA Capture, and Who Has Access to it

Public Comment Listening Sessions

a. Listening Session Meeting Format

Committee members stated that current format was working.

b. Dubuque Session Notes

Anthony stated issues that were to be addressed such as timeliness of payments; who the MAAC was; how to get feedback to the MAAC; publicizing of meetings; IME fee schedule; transportation issues; role of Telligen, guardian information, Medicare primary and wraparound coverage, and PAs.

c. Reporting Template and suggestions for Future Formatting

Committee member suggested having an informational document to present at future meetings explaining the role of the MAAC, their purpose, and how the members' concerns were being handled.

Action Items

- Listening Sessions – How to Address Concerns Raised in Sessions in Both FC and EC Meetings
- Prior Authorizations
- One pager regarding the role of MAAC that members can use with the organizations in which they are representing and stakeholders
- A designated email account that can be used for MAAC business

Executive Committee Workplan Document Follow-Up

June agenda items to be added were PAs and work authorizations. Deb stated that if providers were having questions regarding member waiver services and the application, they were to contact the IME directly.

Public Comment (Non-Executive Committee Members)

Lindsay stated that notice of meetings sent to local media outlets, on the DHS webpage, sent as email through the weekly e-news although would look into for additional means.

Adjourn

4:42 P.M.