



Process Improvement Working Group – Group One Summary of Meeting Minutes June 21, 2018

Introduction

Medicaid Director Michael Randol welcomed the group. He asked anyone new to the group to introduce themselves.

Discussion of Issues

Director Randol and Liz Matney led the group in review and discussion of issues already introduced. IME staff and the MCOs provided answers and clarification to two issues.

Next Steps

- IME will send out provider training survey to group for feedback.
- Work flows and information shared with the group will be posted on the DHS website on the Process Improvement Working Group webpage.
- MCOs will post updates on rates in provider portal or use blast communication.

Adjourn

1:35pm



Process Improvement Working Group – Group Two Summary of Meeting Minutes June 21, 2018

Introduction

Medicaid Director Michael Randol welcomed the group. He asked anyone new to the group to introduce themselves.

Discussion of Issues

Director Randol and Liz Matney led the group in review and discussion of issues already introduced. The MCOs provided answers and clarification to two issues.

Next Steps

- MCOs will provide feedback on how members/providers engage when transportation driver does not show for an important event.
- MCOs to confirm that members can get to NEMT broker through Member Services line.
- MCOs to confirm that member authorization form is on their website and share the link with the group.
- MCOs to provide group with additional information on peer-to-peer reviews, including outcomes.

Adjourn

2:35 p.m.



Process Improvement Working Group – Group Three Summary of Meeting Minutes June 21, 2018

Introduction

Medicaid Director Michael Randol welcomed the group. He asked anyone new to the group to introduce themselves.

Discussion of Issues

Director Randol and Liz Matney led the group in review and discussion of issues already introduced. IME and the MCOs provided answers and clarification to five issues.

Next Steps

- AGP to follow-up with group that HRA is on its website.
- MCOs will outline SIS process for group at next meeting.
- IME and MCOs will provide group with performance measures that are currently collected for LTSS; LTSS providers will bring a list of measures they measure internally.
- MCOs to provide information on who coordinates Case Managers if multiple disciplines or providers are involved.

Adjourn

3:30 p.m.



Process Improvement Working Group – Group Four Summary of Meeting Minutes June 21, 2018

Introduction

Medicaid Director Michael Randol welcomed the group. He asked anyone new to the group to introduce themselves.

Discussion of Issues

Director Randol and Liz Matney led the group in review and discussion of issues already introduced. The MCOs provided an answer to one issue.

Next Steps

- AGP will put CBVM supervisor map on its website consistent with UHC.
- MCOs will package credentialing information and send to group.

Adjourn

4:00 p.m.