June 27th 2018 | 2:30-4:00pm | Philanthropy Center 1020 W. Riverside

In Attendance: Donnell Barnette (Amerigroup), Kathleen Boyle (Amerigroup), Kurt Beilstein (BHO), Tisha Robbins (BHO), Charisse Pope (BHT), Kim Brinkmann (BHT), Rick Purcell (Children’s Home Society), Deborah Gleeson (CHPW), Joey Charlton (Coordinated Care), Amy Fager (Excelsior), Kelli Miller (Frontier), Jan Dobbs (Frontier), Paul Arguinchona (Frontier), Isabel Jones (HCA), Krista Concannon (HCA), Corey Cerise (Molina), Megan Gillis (Molina), Whitney (Molina), Randy Wills (Xpio), Tony Tsang.

* In first month of go-live (1/2019) HCA will facilitate every other day calls with BH providers. Once a week with broader early warning system workgroup.
* QRT and Ombuds will be willing to submit data and be part of the work and indicators.
* MCO's-grievances, can MCO's talk about what they track and what they look at.
* System indicators: Need to consider system wide issues and not one-offs, ultimately needing to be able to tell if things are going sideways as a system. If there is a "spike" somewhere we know it's because of this, and here's what we can do. Need to collect data and be able to do something about it-example forensic flips-get data but there's nothing we can do about it so it's not helpful. Need good and timely data in order to have a good indication of working system.
* Primary Care needs to be a part of this workgroup.
* HCA: Billing has been the biggest issue in both NC and SW. Everything else has been stable within the regions. There is a big concern with the number of BH providers in our regions-next meeting/how do we address? Can't use provider 1 data due to six month lag.
* Group agreed to evaluate jail and Ombuds reports for next month to make sure that they are useful and relevant as potential "indicators"