



# Provider Advisory Committee (PAC) Meeting Minutes

**Meeting Date:** Wednesday, March 19, 2020

**Time:** 3:30pm to 4:30pm

**Location:** Phone Call

Agenda Item	Discussion	Follow up
<p><b>General Updates</b></p> <ul style="list-style-type: none"> <li>• Donna Bailey</li> </ul>	<ul style="list-style-type: none"> <li>• We are in uncharted territory, so we ask that you please keep us updated with operations in your agencies. Our top priority are our members and staff.</li> <li>• CBH will remain open and a 24/7 operation with most of our workforce remote.</li> <li>• We are in daily communication with OMHSAS and are going to schedule weekly calls with the PAC (every Friday).</li> <li>• Please sign up for CBH News via <a href="http://www.cbhphilly.org">www.cbhphilly.org</a> to stay abreast of all Bulletins and provider communications.</li> <li>• We had initially advertised a provider relations email, but learned recently that it is not operational, so in the interim please direct all questions to <a href="mailto:kimberly.doyle@phila.gov">kimberly.doyle@phila.gov</a>. We will notify you if there is a change to this process.</li> <li>• CBH has submitted a request for alternative payment arrangement to the State, which was approved.</li> <li>• CBH will schedule level of care specific calls beginning March 20, 2020.</li> </ul>	<p><i>Information will be circulated to PAC members and on the CBH news blast and website</i></p>
<p><b>Compliance</b></p> <ul style="list-style-type: none"> <li>• Ken Inness</li> </ul>	<ul style="list-style-type: none"> <li>• The compliance hotline will remain active.</li> <li>• We have suspended all onsite audits through April.</li> <li>• It is the expectation that agencies maintain documentation as required.</li> <li>• If consents are obtained verbally, it should be clearly reflected in the member’s chart. You will need a policy to ensure that signatures are obtained once physical access to the building is resumed.</li> <li>• Providers may receive results or resolution letters from previous audits. However, CBH will not be recouping funds related to those audits and providers will not experience an adverse financial impact from prior audits at this time. If a provider is currently on a repayment plan and the recoupment poses a financial impact, please contact your Provider Relations Rep.</li> </ul>	<p>N/A</p>
<p><b>Quality</b></p> <ul style="list-style-type: none"> <li>• Michele Kidwell-Kane</li> </ul>	<ul style="list-style-type: none"> <li>• Grievances and complaints are still being processed via telephone.</li> <li>• There are no changes to the reporting of significant incidents; please continue to fax to (215) 413-7132.</li> <li>• All written summaries, video clips, charts or anything related to Quality should be submitted to <a href="mailto:cbh.quality.review@phila.gov">cbh.quality.review@phila.gov</a>.</li> </ul>	<p>N/A</p>
<p><b>Financial Sustainability Plan</b></p> <ul style="list-style-type: none"> <li>• Robert Bickford</li> </ul>	<ul style="list-style-type: none"> <li>• CBH and the other MCOs are working with OMHSAS with regards to a financial plan during this time. Please reference the accompanying FAQ.</li> </ul>	<p>N/A</p>

<b>Communications</b>	<ul style="list-style-type: none"><li>• Read CBH news blasts.</li><li>• Reach out if you have questions.</li><li>• Follow guidance set forth by the CDC.</li><li>• CBH &amp; OMHSAS need to be notified if there are changes to provider operations.</li><li>• We will continue to have a call with PAC for the next two weeks.</li></ul>	<i>N/A</i>
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**Next Meeting:** March 27, 2020