

**Community Behavioral Health  
Meeting Minutes: Board of Directors**

<b>Meeting Date:</b> Thursday, June 13, 2022	<b>Time:</b> 3:04pm	<b>Location:</b> Zoom Meeting
<p><b>Board Members Present:</b> Dr. Jill Bowen/President; Dr. Tierra Pritchett/Secretary and Treasurer; Eva Gladstein/Member; Liz Hersh/Member; Kimberly Ali/Member, Cheryl Bettigole/Member, Andrea Brooks/Member, Keisha Hudson/Member. <b>Other Attendees:</b> Dr. Faith Dyson-Washington/CBH Chief Executive Officer; Robert Bickford/CBH Chief Financial Officer; Shawna Dandridge/CBH Chief of Staff; Josh Roper/MDO Policy Director; Kathleen Painter/CBH Director of Quality Management, Layanara Gonzalez/CBH Director of Accounting Operations</p>		
<b>Meeting Purpose:</b> Community Behavioral Health (CBH) Board of Directors		
<b>Materials included in Board Packet:</b> Meeting Agenda; April 21st, 2022, Meeting Minutes		
<b>Agenda Item</b>	<b>Discussion</b>	<b>Action Taken/Follow up</b>
<b>Call to Order</b>	The meeting was called to order, and introductions were made. Dr. Bowen extended an introduction with a short biography to Keisha Hudson the new board member.	<i>The meeting was called to order at 3:04 pm by Dr. Jill Bowen.</i>
<b>Minutes of Meeting April 21, 2022</b>	The meeting minutes from April 21, 2022, were reviewed.	<i>Meeting minutes were approved with no change.</i>
<b>Waiver Request</b>	We will hear recommendations from the subcommittee on talent recruitment and retention that has been underway since the April board meeting. In the interim, we will be using our current process for urgent requests for two senior-level physicians. The chief medical officer and the medical director of quality. CBH must have a CMO and there is currently no CMO or deputy CMO. We are in a precarious situation and need to preserve the medical director of quality this is a retention effort. We need to protect our ability to have a level of senior position bench, so we do not go out of compliance. The CMO position has been vacant for six months. Requesting a residency waiver for these two specific positions from the board.	<p><i>The CMO position request was voted on, and then the Medical Director of Quality position request was voted on. Those requests hold as unanimous for present members except for the newest member Keisha Hudson who did not participate in the vote.</i></p> <p><i>The residency waiver requests are granted for the CMO and Medical Director of Quality positions.</i></p>
<b>Board Membership Approvals</b>	We have a motion to bring on a new youth board member as Deborah Irby has resigned for a CBH position. Haneefah Richards was recommended. In the last board meeting, it was determined that a member of the board needed to speak directly with Haneefah Richards before confirming her membership. Therefore, there would be a hold on voting for her membership until an interview was conducted. Dr. Pritchett took the lead on that and conveyed to the board that she did conduct the interview with Haneefah Richards and spoke of her education, and her accomplishments, and conveyed that she would be a good fit to join the board. Dr. Bowen asked the board to vote for the membership of Haneefah Richards as the youth board member.	<p><i>Board members voted to invite Haneefah Richards to join the board as the youth board member.</i></p> <p><i>Board members voted to invite the new Philadelphia school district superintendent Tony B. Watlington to join the board.</i></p>

	<p>The new school district of Philadelphia’s superintendent - Dr. Hite has been replaced by a new superintendent Tony B. Watlington. We would like to reach out to Tony B. Watlington to invite him to our next meeting. It is in the bylaws for the superintendent to be on the board.</p> <p>Dr. Bowen asked the board to vote on an offer to Tony B. Watlington to become a member of the board.</p>	
<b>CEO Report</b>	<p>Faith Washington gives a brief overview of the CEO Report. Starting off with NCQA reaccreditation, coming up for review scheduled for June 21<sup>st</sup> and the following site review will be in August. Also, the multicultural healthcare distinction application has been submitted and that review will take place on June 28<sup>th</sup>. Also went over the CBH 2022/2023 strategic priorities.</p>	<b><i>No board action required.</i></b>
<b>Review of Mitchell Titus Audit Results</b>	<p>Robert Bickford introduces Irene Davis from Mitchell Titus. This is a review CBH takes every year as a requirement. Irene Davis goes over the financial highlights of the audit. This includes the external audit of CBH and the HealthChoices program. The audit was completed on May 15<sup>th</sup>, there were no issues and there was a clean opinion on the financial statements of the HealthChoices program. The external audits such as required by the department of public welfare are in the process of being wrapped up, it is expected to be a clean audit as well. Also required to assess internal controls over financial reporting as part of the audit, pleased to report no material weaknesses or significant differences. Did have some recommendations on improving certain IT-related internal controls. There is nothing to report regarding fraud or any instances of non-compliance with laws.</p>	<b><i>No board action required.</i></b>
<b>Review of 1st Quarter Financials</b>	<p>Robert Bickford goes over the 2021/2022 financials. Looking at a consolidated version of the income statement, the balance sheet, what things have changed and why and looking at the capitation rate process which was a board member’s request. We are increasing our rate of capitation. Capitation is the amount we get per head, and the combination of more people plus a higher rate has led to a 24 million dollar increase in revenue for the 1<sup>st</sup> quarter, and medical expenses have also gone up. Have changed actuarial firms and therefore the firm is more conservative than the previous firm therefore a lot of what is driving the 11-million-dollar income loss compared to last year’s period is that the new firm has more conservative projections this year compared to last year. The changes do not reflect a loss. We may end up giving money back to the state. When comparing our revenue up by 24 million, expenses up by 36 million, our net income did go down a bit from last year. The balance sheet shows the cash was significantly down last year because we were in an APA arrangement and now we are going towards a fee-for-service arrangement. We are not paying as far upfront as we were at this point last year which has improved our cash situation and our current liabilities. Robert also went through the 2023 capitation process.</p>	<b><i>No board action required.</i></b>
<b>Overview of Complaints/Grievances</b>	<p>Request for this topic came in by Kimberly Ali. An overview of the complaints and grievance process was given. The process is the mechanism by which a CBH member can file a dispute or objection regarding a Network Provider or the coverage, operations, or management policies of CBH. Complaints are received through a written form (letters); verbal (telephone or in-person); or</p>	<b><i>No board action required.</i></b>

	<p>alternative forms (TTD/TTY, Braille, tape, computer disk, or other common types of communication). Anyone can file a complaint. The member has the right to withdraw any filed complaint. Member/Personal Representative can file a complaint 24/7 by contacting CBH. Complaint and Grievance Specialists (C&amp;GS) are responsible for processing all complaints based on Appendix H guidelines. Based on these guidelines' acknowledgment letters are processed within 2 business days of filing; decision and resolution letters are sent to the member or personal representative within 5 business days of the closure or the 30<sup>th</sup> day, whichever is sooner. Grievances can be filed anytime within 60 days of receipt of the denial letter. Grievances are received through written form (letters); verbal (telephone or in person); alternative forms (TTD/TTY, Braille, tape, computer disk or other common types of communication). Member/Personal Representative can file a grievance 24/7 by contacting CBH. The complaint rate met the goal of less than five (5) complaints per 1,000 members for every quarter in 2021. The category with the largest number of Complaints overall and by age group for all quarters of 2021 was "Quality of Care."</p>	
<b>Questions/Comments</b>	<p>Dr. Tierra Pritchett has a question for Kathleen Painter regarding PEPS. What is the status of the PEPS? There were some outstanding as it relates to some of the complaints and grievance items. CBH is on a cap for some of the complaints items and was trying to understand what the outstanding items were relating to that and what is the status? Kathleen answered that they had been placed on a corrective action around recording grievance hearings and improving the compliant investigation process and around March 2022 that was all satisfied.</p>	<b><i>No board action required</i></b>
<b>Adjournment</b>	<b><i>Meeting adjourned at 4:08 pm</i></b>	<b><i>No board action required</i></b>

Respectfully Submitted by,




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Tierra Pritchett, Secretary/Treasurer