

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

Meeting Date: Thursday, April 13, 2023	Time: 3:04pm	Location: Zoom Meeting
<p>Board Members Present: Dr. Jill Bowen/President; Dr. Tierra Pritchett/Secretary and Treasurer; Eva Gladstein/Member; Amanda David/Member; Nicole Mitchell/Member; Cheryl Bettigole/Member; Liz Hersh/Member; Mary Horstmann/Member</p> <p>Other Attendees: 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; David Henley/CBH General Counsel; Andy Devose/CBH Chief Program Officer, Dr. Chip Altman /CBH Chief Medical Officer</p>		
Meeting Purpose: Community Behavioral Health (CBH) Board of Directors		
Materials included in Board Packet: Meeting Agenda; CEO Report; February 9 th Board Meeting Minutes		
Agenda Item	Discussion	Action Taken/Follow up
Call to Order	The meeting was called to order, and introductions were made.	<i>The meeting was called to order at 3:04 pm by Dr. Jill Bowen.</i>
Minutes of Meeting February 9, 2023	The meeting minutes from February 9, 2023, were reviewed.	<i>The meeting minutes were approved.</i>
Board Business	<p>For the record, the Culturally and Linguistically Appropriate Services Program Standards (CLAS) presentation was accepted and voted on outside of the board meeting. The vote on the CLAS program was conducted via email with board members. There was a majority vote to accept the CLAS.</p> <p>Discussion of in-person meeting for the next CBH board meeting in June. Dr. Bowen asked for a vote on who would like an in-person board meeting. The vote was to have an in-person meeting with a hybrid virtual option at the June 2023 board meeting.</p>	<i>A vote was taken to have an in-person board meeting with a hybrid option for the next June 2023 CBH board meeting.</i>
CEO Report	Dr. Faith Washington reviewed some highlights in the CEO report: Updates on current RFPs from provider operations, such as the Substance Use Case Management RFP; updates from the clinical department regarding metrics around integrated care and the strategic initiatives under clinical such as the Integrated Care for Kids (InCK) pilot. Quality management updates around priority projects, including CBH receiving a Multicultural Healthcare Distinction from the National Committee for Quality Assurance (NCQA). Details on the member experience survey results, along with law and compliance updates, technology updates, and some of the progress made on CBH 2022-2023 strategic priorities.	<i>No board action required.</i>
CBH Brand Refresh	Dr. Faith Washington presented to the board regarding the CBH brand refresh. Focus groups were done internally at CBH and asked employees about CBH and what they thought the voice of CBH should be. There were consultants hired to carry out this work with the focus groups. Some results of that feedback were that CBH is seen as warm and supportive, with a diverse member network.	<i>There were questions from the board regarding the rebrand and if there could be other feedback from board members regarding the rebrand. Additional</i>

	In those focus groups, taglines were discussed as well that could be added, such as “Community Behavioral Health, Nationally Recognized, Philly Made.” Various branding ideas were shown with new logos and graphics, the CBH website rebranding, and examples of the new graphics on business cards. There were questions from board members regarding the budget of the rebrand, if current city branding was considered in the rebrand, including provider input in the rebranding, and what the thought was behind the focus groups choosing of the new colors and graphics. The board would like more information regarding the demographics and membership of the focus groups, if there was any participation of members and providers in these groups, the budget for the rebranding, and other additional information.	<i>information will be sent to board members via email regarding the rebrand inquiries.</i>
Lawsuit Discussion	David Henley presented a legal update regarding a lawsuit. Discussion of the background of the lawsuit, claims of the lawsuit, and next steps to be taken. To date, CBH and none of the main respondents have been served for this lawsuit. There is no action for CBH to take currently. A dismissal of this lawsuit is being sought.	<i>No board action required</i>
UM Annual Evaluation	Dr. Chip Altman presents on utilization management. The data presented is from the 2021 annual evaluation. CBH annually evaluates and updates the utilization management (UM) program. The organization annually evaluates: program structure, scope, processes, and information sources used to determine benefit coverage and medical necessity. Dr. Altman goes over the program overview, purpose, and objectives. He discusses the Utilization Management Committee, which meets monthly and reviews utilization trends, looks at historical data, budgets, and tries to identify cost drivers and financial implications. They also monitor staff workload, including member ratio, turnover, and adequate staffing levels. He also discusses turnaround time, inter-rater reliability, authorizations and denials, clinical quality improvement, and a review of pharmacy utilization. Lastly, he goes over member experience discussing their annual distribution of the member experience survey and the findings; and practitioner experience with UM, which involved an annual survey of provider satisfaction with CBH network management and the findings of that survey.	<i>No board action required</i>
1st Quarter Financials	Robert Bickford presents on the 1 st quarter financials. This included an overview of the February 2023 income statement comparing the revenue and expenses of this year to last year’s totals. A discussion of the February 2023 balance sheet comparing the cash, investments, assets, and liabilities of this year versus last year’s totals. Lastly, a discussion of the February 2023 year to date administrative budget comparing the various administrative expenses from last year to this year.	<i>No board action required</i>
Adjournment	<i>Meeting adjourned at 4:31 pm</i>	<i>No board action required</i>

Respectfully Submitted by,

A handwritten signature in black ink, consisting of a large, stylized 'T' followed by a cursive 'P' and a long horizontal stroke extending to the right.

Tierra Pritchett, Secretary/Treasurer