

A G E N D A –

March 31, 2009

Parent Provider Council

WELCOME & REVIEW MINUTES 12/2/2009

- Follow up meeting 1/13/09 with Georgia Baddley and Alan Ormsby regarding expansion and DSPD support.**
 - 51 DSPD clients interested in North clinic for Primary Care Services**
- Neurology shared visits on 1/9/09.**
 - Was well received by patients and providers.**
 - The appointments ran a bit behind schedule but overall effective.**
 - Next visit will be April with Dr. Matsuo and Lori Blair**
- Received signed participation agreements from everyone. Thank you.**



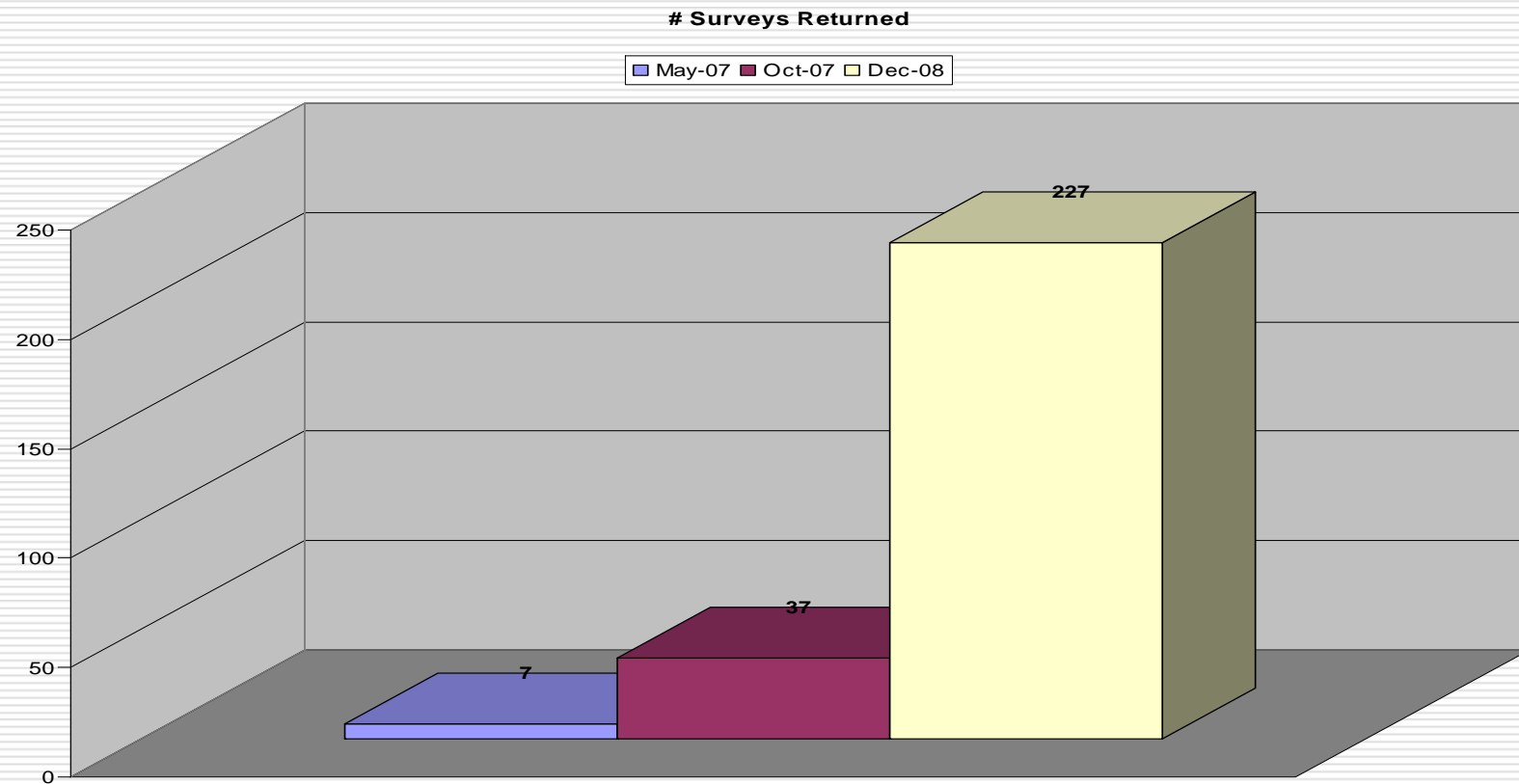
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Wildly Important Goals - WIGS

- Service
 - Customer Service Survey Results
 - Organizational Chart – New Faces
- Finance – Quality Project submitted to CMS
 - Hospital length of stay- Performance Improvement Project
- Quality and Expansion Updates
 - Electronic Medical Record – software Shorthand
 - Healthy Advantage Molina dually eligible
 - Health Clinics of Utah – Ogden
 - Telehealth Cedar City



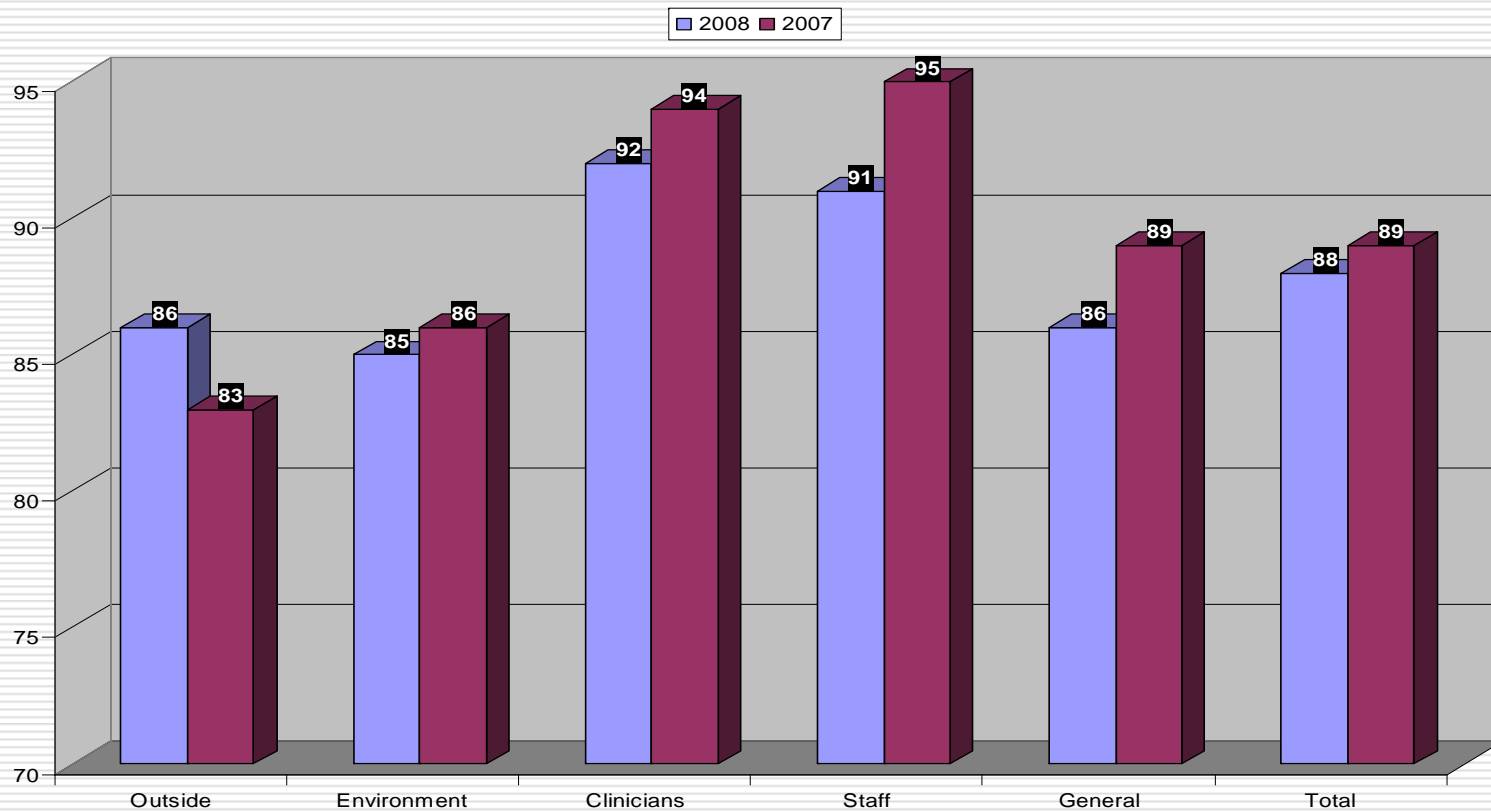
Customer Service Returned



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Customer Service Comparisons

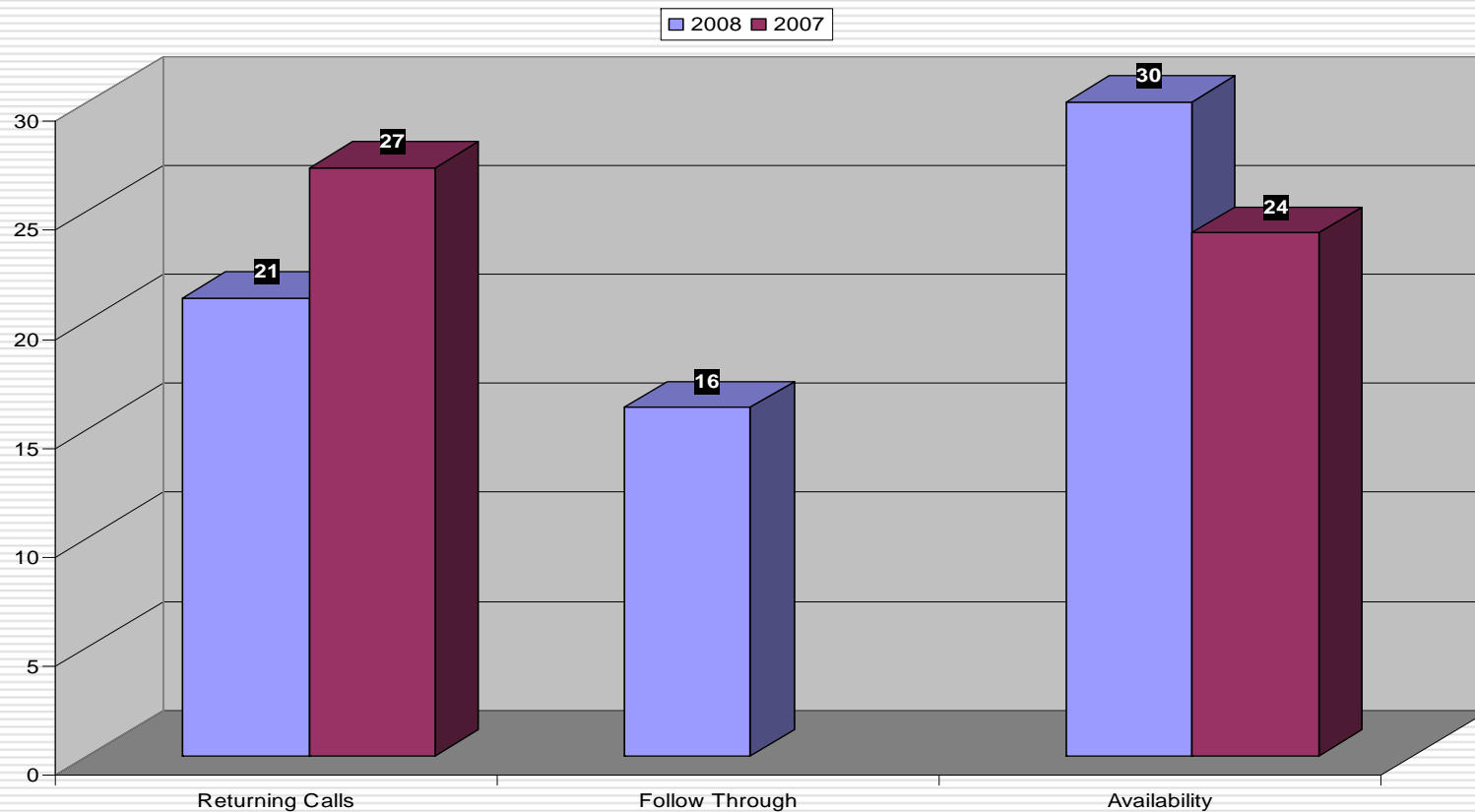
Comparing 2007 with 2008



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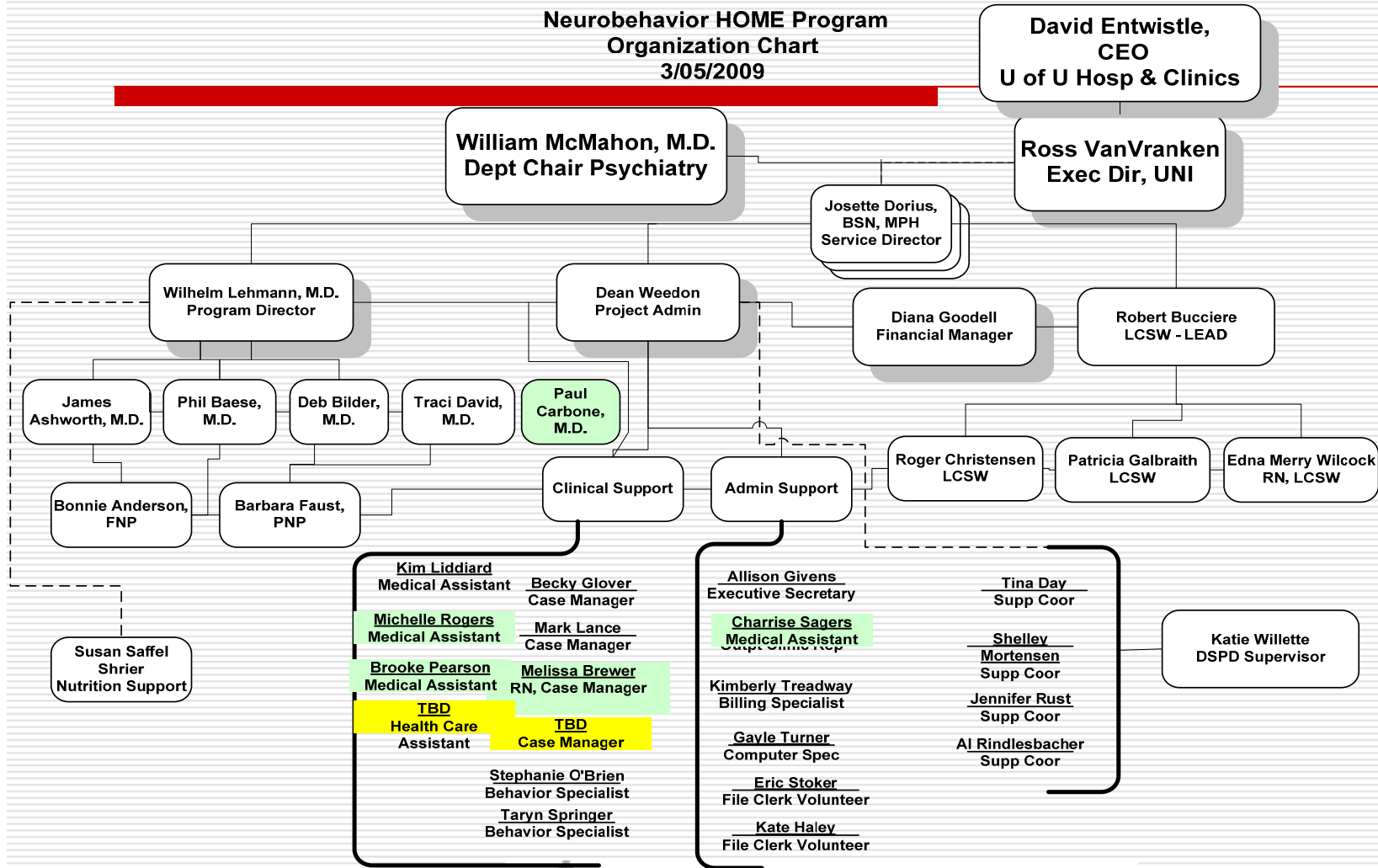
Customer Service Focus

% Scoring 3 or below (2007/2008)



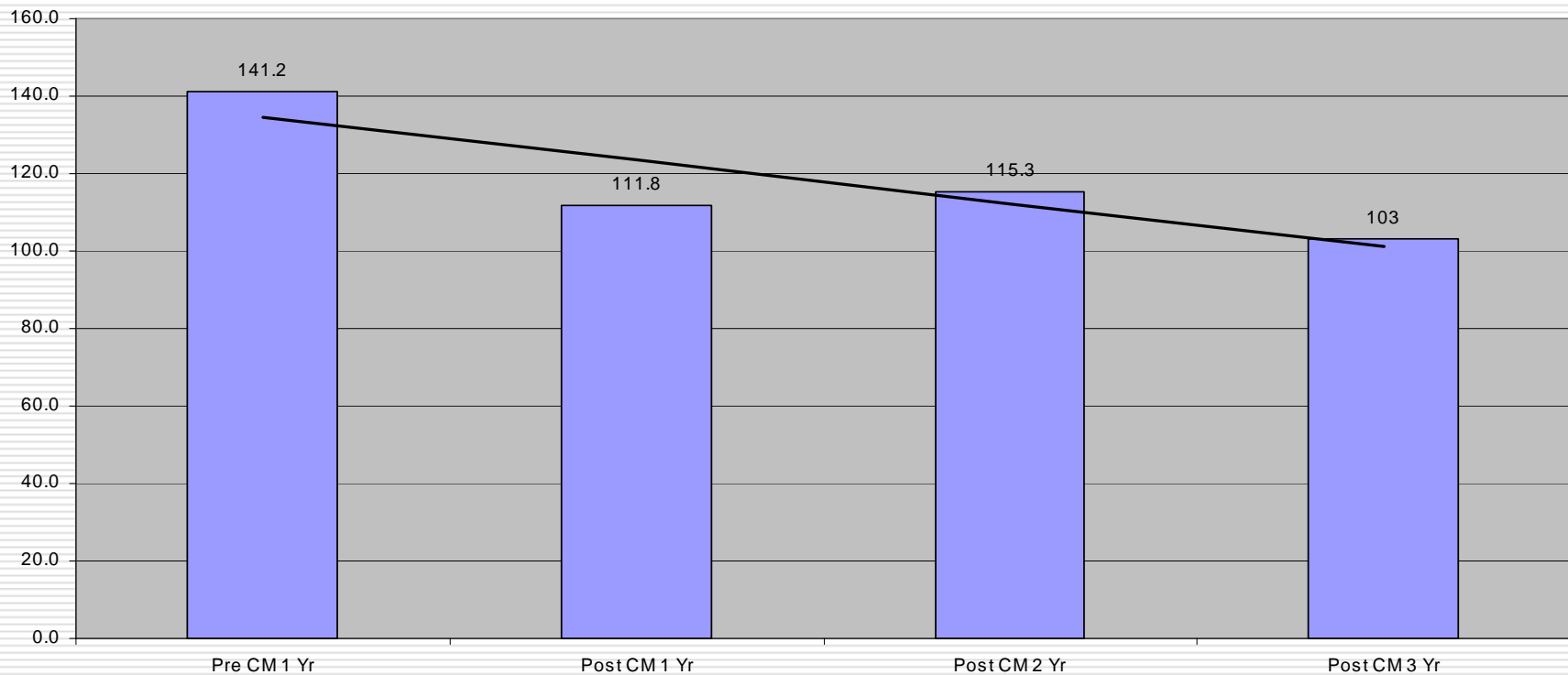
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**Neurobehavior HOME Program
Organization Chart
3/05/2009**



FINANCE – Performance Improvement Project

Medicaid PIP
Hospital Bed Days Per 1000
September 2005 - February 2009



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Quality –Expansion – Dual Eligible

- Molina Healthy Advantage
 - Molina and University of Utah – Healthy U
 - Letter of Understanding with Healthy U & HOME
 - Neurobehavior HOME sent out letter introducing Healthy U Advantage to dually eligible –235 clients
 - Enroll beginning March 2009 – 35 Members with Healthy Advantage HOME
 - Advantages for the client
 - 0 monthly premium
 - \$0 copay for generic prescriptions
 - Allowance on over the counter products
 - Hearing aids
 - No Cost transportation to and from medical appts
 - Comprehensive dental
 - Vision benefit
 - HOME will receive 105% reimbursement for dually eligible seen in the clinic
 - 5% above the 100% will be logged in a unique revenue code for tracking



Expansion Update – Health Clinics of Utah – Ogden Location

- Meetings at Ogden Site & HOME
Action items:
 - Establish Primary Care doctor to work with Physician Assistant at site
 - Rett Hansen to talk with part-time MD at site
 - Psychiatrist and RN Case Manager, Social Worker to travel and see HOME clients
 - Deb Bilder, M.D., Edna Wilcock, RN, LCSW
 - Propose 1 day/week – possible Tu or Th.
 - Draft contract received from University legal department.
 - Need to determine PCP coverage
 - Lease space for traveling staff
 - 2 offices = 267 square feet @ \$5.43/sq feet
 - Will need to furnish rooms



Quality – Electronic Medical Record

- Software – Shorthand
- Commitment from all staff to move away from a paper record
- Meetings held to outline the electronic flow and where information can be found
- Wireless and hardwire capabilities in all rooms

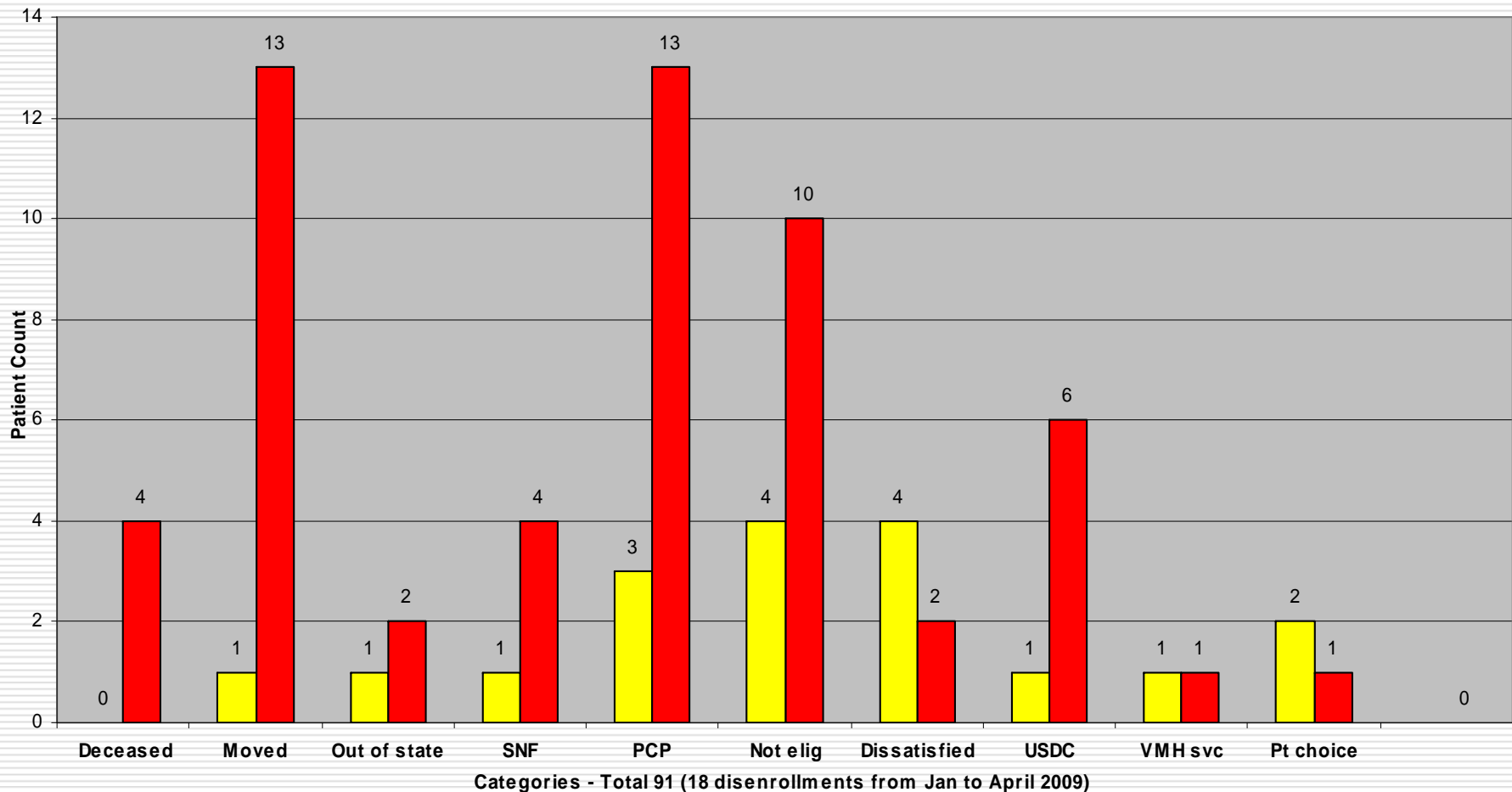


Expansion Update - Telehealth

- ❑ Cedar City – 5 clients currently in the HOME Program that have moved to Cedar City
- ❑ Working with Chrysalis and DSPD to set up a site for telehealth
- ❑ Identify PCP network that would serve our clients
- ❑ Preferred is to utilize DSPD office for telemental health visits.



Disenrollment Categories Total to April 2009



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Complaints/Appeals

2008	# Complaints Received	Difference Received Date to Determination	Resolution
January	2	1 day	Education x2
February	1	Same day	Education -Informed treating provider
March	1	Same day	Treatment meeting set up - Education
June	3	Same day, 6 days, 2 days	Education with patient and explained disenrollment if choice
August	1	1 day	UNI Education on returning calls
September	2	1 day	Change MD, requesting trade name drug in lieu of generic
November	1	6 days	Change MD per patient request
December	2	Same day, 22days	Coaching staff, Mom disenrolled
Total #s	13		

2008	# Appeals Received		Resolution
July	1	July 31 appeal request Aug 13 upheld appeal sent	Appeal upheld forwarded to Medicaid/ Client disenrolled

Complaints /Appeals 2009

2009	# Complaints Received	Difference Received Date to Determination	Resolution
Feb	2	Same Day	Disenroll, Coaching
Mar	1	1 day	Guardianship coaching

Discussion of HOME terminated enrollment

Substance Abuse

Perpetration Issues

Abusive to Staff

Not wanting to follow HOME's recommendations



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Updates of Council Members

- Legislative Updates
- Medicaid Managed Care
- DSPD services
- Other legislative actions

- Round Table

- Next Calender year – Meetings – Last Tuesday ?
 - June 30
 - September 29
 - December 29