

SUNCOAST REGION QUALITY
STEERING COMMITTEE

Meeting Minutes
March 26, 2008

Attendance: Jennifer Stone (Provider), Carl Littlefield (APD), Rebecca Vasey (Consumer of Service), Debra Morgan, (Provider/Support for Ms. Vasey), Marcia DiGrazia (AQL), Patty Rendon (WSC), Tom Nurse (Parent), Deborah Killion, (VR), Betty Beauchaine (FCC).

FCC: Sara, Peter, Pauline Lipps, Debbie Valdes, Ray Peloquin

Guest: **Harold Gross** (APD), Glorie Singleton (APD), Brenda Porter (APD) Christie Gentry (Delmarva representative). Kim Houston, (APD – SEP Liaison) Valerie Reed-Martin, (APD- SEP Liaison), Ann Graybeal (Parent), Janis Alberti (Loveland), Cheryl Blackwell Cox, (APD – by Phone).

Not in Attendance: Karlton Ballard (Transition),), Marcus Hall (Provider), David Brown (Consumer of Services), Stephanie Engley (Medicaid), David Hawthorne (Provider), Cliff Capron (Consumer of Services), and Don Mailler, (Provider/Support for Mr. Capron), Beth Kelzer (WSC), Joanna H. Rydzewski (Parent), Patricia Hayston (Family member), Dierdra Walker (Provider).

Meeting began @ 10.10 AM at the Tampa office with the FCC.

Pauline Lipps started the meeting, the minutes were approved.

No treasure report

Bylaws- Revisions were passed out and reviewed.

Question – Does the By-Laws have to match the ones from the other group? Carl stated that each group is autonomous. By-Laws are overall similar. There was a motion to approved changes, seconded and majority approved

Glorie Singleton's reported on new events that are taking place in the SunCoast Region. She will send copies to all members. She gave a brief overview of the Assessment process that was taking place. Members were asking more detailed questions, so Carl call Cheryl Blackwell-Cox and through speaker phone the members were able to get a more detailed report of the new assessment process being conducted with the consumers. A monthly report will be sent to the Program Administrators on the progress of the Assessment

process. The Steering committee asked if the Steering committee members could have a copy of that report. Carl stated that he would address that with Headquarters.

Carl Littlefield's Update:

- Carl participated in a workgroup to review ways to improve Delmarva's systems. They are looking for ways to get more accurate information and become more user friendly toward providers.
- Carl gave a brief update of Legislative activities. People need to know that the updates are on the web site.
- Carl noted that we share on the web site the providers that are needed in the SunCoast region. We have only terminated approximately 8 providers in the last year. We are operating that mediocrity is not acceptable.

SEP Update:

Valerie Reed- Martin and Kimberly Houston updated the members on the five year initiative. We seem to be moving forward and achieving goals. Families continue to be fearful of leaving the ADT workshops for the job force. The Steering committee members thought it would be good to list providers who are excelling in assisting individual to get job. We would need to discuss this further with the liaisons at the next meeting.

Laurie Harlow – Complaint Protocol

A copy of protocol was passed out. If the steering committee approves this protocol, it will go to management for their approval.

All complaints will come to a point person. The Word processor staff would log in the complaint and Dave L. will triage the complaint. The receptionist would take in the calls, take the message and gives it to Dave L., Once it is assigned (HSPS) can get input from other units (Behavior, Residential. Nursing) Our protocol does not address the protocol of the units protocol how they handle it, Time lines are different and would be noted based each unit's priority. The Medicaid Fraud issue was addressed. The issue on grievance will be addressed on the web site. The team approved the draft.

It was noted that there doesn't seem to be a protocol for APD grievance toward employees. Laurie will take this issue back to the Management Team.

Recoupment – locally we have recouped approximately \$60 – \$70,000. We learn about more issues involving providers from complaints rather than from Delmarva. There is more time spent on Delmarva with little return in dollars. Through projects the team is learning more of what is needed for recoupment. (SL – 20 hours if using In home support.) We received a data run from Headquarters, Tried to do a simple merge to do letters, did another merge, letter, repeat, and had meetings, follow up with in 30 days and then possible termination. We found that they weren't purposely overbilling, Providers can under Medicaid rules, direct billing, ASC should have been doing training and problem solving, and Provider's were to be notified. This wasn't a fail safe

method. Some provider did not know how to make the adjustments. There had been many system issues.

IRIS Update –

Jennifer announced that at this time the FCC will not be able to assist the Steering committee by sponsoring the IRIS start up. The committee will table this idea and possibly look into it at another time.

February Minutes were approved.

The information on Medwaiver Liaisons was handed out. Members were asked to review this information and Denise Oetinger will be at the April meeting to discuss.

New business: It was noted that until the FCC has opportunity to establish itself the Steering committee will meet separately. We appreciate the time and the information we have learned while together. We encourage any FCC member to attend the Steering committee meeting at any time.

Next meeting agenda items:

Denise Oetinger – MedWaiver Liaison Role and Quality of WSC

Kim Houston & Valerie Reed Martin – Brain Storm how to encourage ADT provider to promote employment.

Cheryl Blackwell-Cox – Assessment process