



Meeting Minutes

Meeting: HH Network Monthly Meeting Date: 3/11/2024 Time: 1:00 pm Location: Zoom	Attendees: Megan Blenis, Miranda Blakeslee, Erika Barber, Kali Angel, Jody Kendrick, Tosh DeMulder, Chris Howland, Jetta Carrig, Jen Knauss
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Discussion Topic	Presenter	Notes:
Introduction	Miranda Blakeslee	Hoping to sign contract with a new CMA
Getthere Program Information	Megan Blenis, Assistant Director of Getthere	GetThere covers Broome, Tioga, Chenango, Delaware, Otsego. GetThere work with MAS and find transportation. GetThere are a call center that takes calls 7am-5:30pm M-F, there is an answering service on weekend. *Our main program is called Connection to care. That is for folks who do not have Medicaid for health-related appointments. *GetThere has a travel training program to learn urban bus routes, the travel trainer is named Julie Healey and works with individuals to learn the route to where they need to go. *MAS Navigation- communication and completion of forms *Volunteer transportation center out of Watertown to set up transport within the local community. Handicap transport, if possible, for certain situations including use of DME, service animals, etc. Transportation to Employment is also available. Contact number for GetThere is 1-855-373-4040
Health Home Updates	Miranda Blakeslee	Designation Update- Preliminary Scoring put us at a 2 year designation, we are not planning to contest the results. We looked at how items were weighed out.

		We want the next 2 years to be focused on improvement to our Health Home and making sure our network grows and all CMA's feel supported. Domain 1- Policy and Procedures- 100% Domain 2- Based on the health metric that we have minimal control over, it is including past data from previous designation Domain 3- Chart Reviews- 90% We will be finishing reviews of the charts and will look for trends to present to QMP to look for ways to improve. We will report back to the network on the results of our improvement. The Designation runs through 3/2026. We plan to utilize CMA survey results to look for ways to improve. Netsmart Update Comprehensive Assessment- still waiting for a response regarding this. Before finalizing, please have care managers check all sections to ensure data isn't missing. We have also added a Date of Assessment so that the staff is given credit for the original date of completion. Kali asked if we could generate a report, so we don't miss any assessments. KPI Dashboard- Miranda is still working on this with the Netsmart time. The process has taken much longer than anticipated. Miranda asked about pushing this process along so that we can get this up and running so that we can get trained and started. The first dashboard will be very helpful, it includes due dates, tracking and billing. Microsoft Teams Transition- we are still working on this. Hopefully we will have that up and running soon so that we can have the most up to date information available to the network.
QA Updates	Miranda Blakeslee/ Bridget Lamp	Quality Reviews- First round of reviews in the process and will be out next week. Incident Review Process- DOH transition from IRAMs for reporting. Many health homes have continued to use that system for tracking. Another Health Home uses a different process, and we are exploring that to maintain data. One of the things we are looking at with Bassett Communications and Privacy/Security officer is creating an electronic secure form that could

		be completed and Bassett would determine if it needed to be submitted to the DOH. Jenn and Jody were good with the new process to improve timeliness if they are not available to complete the form themselves. Training Update Mini Training Series (March 20 & 22nd, 26th & 27th, April 9th and 11th) Person Centered Care Training- Annual requirements, writing POC, understanding how to get information to formulate plans to help a person achieve their goals. With the new CES tool, we are pushing to focus on non-maintenance objects. We want to take objectives from maintenance to non-maintenance objectives. Using the POC as an organic fluid document, adjust as needed. April Network Training (April 16th, 17th and 19th)- We have moved this training and are considering changing this to virtual training in the near future. Registration Required for all trainings- Just a reminder that the mini training is 2 parts please be sure they are signing up for the same session group.
Billing	Jetta Carrig	Review Monthly Data-
Referral Updates	Erika Barber	Review of Referrals – 70 referrals came in during the month of January. RSS was able to take many of them. Reminder that are unassigned may be due to several factors. Referrals by county- January Otsego- 23 Schoharie- 10 Herkimer - 6 Chenango- 2 Delaware- 2 Broome- 1 Outreach January- 56 February -89 Enrolled from Month 1 January -12 February -25 Enrolled from Month 2 January -14 February -13 Opt Out Hiatus to Close January -17 February -19

		Is there any data you would like to see? No response Referral process- One health home allows CMA's to submit referrals directly through MAPP and it feeds into NetSmart to create a new episode or new member if never enrolled. Currently Erika verifies diagnoses checks EPIC, Psyches flags check, contacts referral source to determine if they are eligible. What response do we have to that? - Jen likes it but realizes it is a lot of work, she is used to it from another Health Home Partner, so she is happy to be a part of the process. Miranda would like everyone to think on this process so that we can work through this possible change. We will discuss it further in QMP. Jetta wanted to update the group to let everyone know that there is a possibility of late payment due to Millan's connection with change healthcare. She will update us as she has more information.
Open Forum	All Attendees	