Attendees:	
Present:	**Guests:**
Kyle Viator, Market President AC Louisiana, Administration	Jeff Mitchener, AVP of Payor Relations-BRFHH (Ochsner – LSU Shreveport)
Sherry Wilkerson – Director, Plan Operations & Administration	Les Tompkins, Local Managed Care Director-Ochsner LSU Health (Shreveport/Monroe) VBC
Stacie Zerangue, Director – Provider Network Management	Cynthia Shaffer, Credentialing Department Moreau PT
Bridgette Robertson, Manager Network Operations-Provider Operations	Angie King, LCSW-VP of Customer Relations Beacon Behavioral Health
Kelli Nolan, Director – Provider Network Operations	Sean Wendell-CEO Beacon Behavioral Health
Mary Scorsone, Director – Quality Management	Jordan Vidrine-Billing Supervisor Beacon Behavioral Health
Tamika Kehoe-Manager Network Operations-Provider Operations	Tabitha Golding-VP of Outpatient Programs Beacon Behavioral Health
Rachel Weary-Director Market Clinical Population Health	Tillman Watkins-Compliance Healthy Services
Lee Reilly, Director Practice Transformation-Corporate Provider Network Management	Dr. Nichols-Young-Compliance Supervisor Healthy Services
Charleen Gauthreaux-Manager-Provider Network Management	
Faleshia Carrere, Provider Communication Consultant-Communications	
Gwen Matthews, Manager-Provider Network Management	
Glynda Hurm, Manager-Provider Network Management	
Grover Harrison, Director Community Education	

AGENDA ITEM	DISCUSSION			
I. Call to Order	Kelli Nolan, Director – Provider Network Operations – Welcomed everyone and called the meeting to order shortly after 11:00 a.m. (CST) at the ACLA office.	CONCLUSION / RESULTS	ACTION STEPS / PERSON RESPONSIBLE	DATE DUE
	Lunch was served and introductions were performed.			

AGENDA ITEM	DISCUSSION	CONCLUSION / RESULTS	ACTION STEPS / PERSON RESPONSIBLE	DATE DUE
II. Purpose of PAC	Kelli Nolan spoke on PAC's Purpose: PAC's Purpose: • A forum for providers to give input on ACLA clinical policy and development. • It will promote collaborative efforts to enhance services, provider satisfaction and the whole member/provider experience. • Promote data sharing and value based strategies. Lee Reilly spoke to PAC's Goals: • Identify feedback from providers to set standards for utilization of reporting tools to improve outcomes of attributed members for providers to continue qualifying for program participation. • Gather feedback to assess standards set for reporting tools to ensure data is demonstrating meaningful outcome reporting. • Contribute to the development, implementation, and review of provider education strategies and efforts. This will include input from provider on training topics, provider education materials, dates/locations of provider education workshops and events. • Demonstrate compliance with NCQA and HEDIS standards for involving members by identifying and prioritizing opportunities for improvement.			
III. Provider Satisfaction Survey Results	Faleshia Carrere, Kelli Nolan and Sherry Wilkerson spoke to the Access to Behavioral Health Training: • Training webinars • Online provider education opportunities • Trainings available at our Community Wellness Centers Rachel Weary spoke regarding: • Provision of Clinical Guidelines and Disease Management Protocols • "Let Us Know" Forms and Rapid Response and Outreach Team • Community Care Management Team • Telemonitoring Platform • Embedded Case Managers			

AGENDA ITEM	DISCUSSION	CONCLUSION / RESULTS	ACTION STEPS / PERSON RESPONSIBLE	DATE DUE

IV. Data sharing to Achieve Performance Goals and Improve Quality Outcomes	Lee Reilly discussed:
	• Clinical Data Exchange
	• PerformPlus-Program and Components
	  o Program Design
	  o Balanced Quality and Cost Efficiency incentives
	  o Bonus Pool
	  o Population Health
	  o Cost and Efficiency
	Charleen Gauthreaux discussed:
	• Quality Enhancement Program (QEP) for primary care physicians who qualify with 50 or more members on their panel.
	• Perinatal Quality Enhancement Program (PQEP) for perinatal providers who qualify with 15 or more deliveries.
	• NaviNet Provider Portal
	• NaviNet Reports
	• Equipping Provides with Information
	• NaviNet-PCP Performance Report Card
	
	Faleshia Carrere discussed the Provider Data Information Form (PDIF) in NaviNet available to group providers (non-facility) to update their demographic information with ACLA.			

V. Community Outreach & Community Navigator	Grover Harrison discussed:
	• Community Education Team
	  o Member-Centered Goals
	    ❖ Create transparent relationships with members by engaging, supporting, and assisting them and advocating for their needs
	    ❖ Coordinate services between member, provider, and support network
	    ❖ Initiate relationships between member, ACLA clinical teams and community resources
	    ❖ Educate member on recovery principals, healthy lifestyle choices, social functioning and peer relationship building
	  o Community Health Workers/Community Educators (Physical Health) and their supportive services.
	  o Community Health Navigators/Peer Support Specialist (Behavioral Health) and their supportive services.			

AGENDA ITEM	DISCUSSION	CONCLUSION / RESULTS	ACTION STEPS / PERSON RESPONSIBLE	DATE DUE
VI. Open Discussion and Provider Feedback	Stacie Zerangue opened the discussion by asking the providers what kind of training would best work for them. The following responses from providers present were: - Webinar would be ideal for inpatient providers but in terms of outpatient programs there would be more flexibility to do a small group training during lunch or in the afternoon. - CEUs - Physical therapy providers would like webinars as well. Moreau Physical Therapy representatives brought up the length it takes to be credentialed and that some take as long as 4 months. Sherry Wilkerson brought to the providers' attention that LDH has seen the need for a centralized credentialing organization for all the MCOs which will most likely take place mid-year 2020 with expectations that this will improve the credentialing process. HEDIS measures were discussed and how there might be a need for a more targeted approach to HEDIS education and collected data. Mary Scorsone discussed NCQA specifics. She explained our contract requirements related to HEDIS and the comparative analysis and how we ranked in comparison with the other MCOs. We've been one of the top performing plans. We created a HEDIS coding guidelines for the providers. We use these HEDIS metrics to establish Value Based Programs for the providers. NaviNet is a source for relaying member medical data to the plan. Ochsner representatives asked how they can engage more with the plan regarding members. Stacie Zerangue suggested that we can set up meetings with providers with representation from Care Management and Quality. Terry Lambert added that our Rapid Response Team is a crucial source to contact and they can initiate any assistance or support that might be needed for the member. Case managers can also be key players in getting support for our members. Representatives from Beacon Behavioral Health are going to work with ACLA's Director of Community Education to coordinate peer support services for new and existing members. Ochsner representatives asked Rachel Weary who is ACLA's vendor for telemonitoring services as they currently offer a similar service and wanted to make sure that it wasn't a duplication of efforts. It was confirmed that VHEDA is the vendor currently being used by ACLA. Healthy Services representatives stated they are piloting a similar service but geared to behavioral health members. They saw it as a potential opportunity to coordinate with the plan and will contact Stacie Zerangue.		Grover Harrison to report next meeting the progress with Beacon Behavioral Health Healthy Services will contact Stacie Zerangue to coordinate efforts related to their pilot BH program.	

AGENDA ITEM	DISCUSSION	CONCLUSION / RESULTS	ACTION STEPS / PERSON RESPONSIBLE	DATE DUE
III. Adjournment	The meeting adjourned at 1:07 pm (CST). **The next meeting is on February 19, 2020 at the Shreveport Wellness Community Center.**			

Respectfully submitted by: _____   _____

                                                 Kelli Nolan, Director, Provider Network Operations   Date

                Recorder: _____

                                                 Nancy Thibodeaux, Provider Network Analyst, Provider Network Operations