

# Case Management Services

Steering Committee

October 20, 2009

Minutes

## Attendees:

See Attachment A for a listing of attendees.

<b>Minutes</b>	<p>Tara Larson, DMA's Chief Clinical Operating Officer, led the meeting.</p> <p>Tara requested that the participants on the conference call email Debbie Pittard to let her know of their attendance.</p> <p>Two goals for meeting where to:</p> <ol style="list-style-type: none"><li>1. Review the feedback received since the last meeting; and</li><li>2. Review the presentation given to the Joint Legislative Oversight Committee.</li></ol> <p>Both of these documents are on the website.</p> <p><b>Feedback on Model</b></p> <p>Tara reviewed some of the general themes found within the comments which were:</p> <ul style="list-style-type: none"><li>• Local health departments did not agree with the way the model is laid out in terms of cutting off case management. They did not like the per member per month (PMPM) with all money going through CCNC.</li><li>• CAP DA should not change and should continue to exist as it is.</li><li>• How will the plan be operationalized, what does it mean, 'weeds' questions.</li><li>• Comments regarding how to make things more simple</li><li>• Comments that don't like the whole consolidated concept at all and do not support any coordination or networking.</li><li>• Training will be a large issue for providers and families.</li><li>• Questions about CCNC's role, what they do and how they fit in.</li></ul> <p>These are just some highlights of the comments. All comments are posted on the web if anyone would like to read them all.</p> <p>Legislative Oversight Committee (LOC)</p> <p>For those who may not know, the LOC is a committee of both Senate and House members formed to deal with DMH/DD/SAS issues but takes on other issues from time to time. It has taken an interest in the case management project. The handout (Case Management for Persons with MH/DD/SA) is the presentation given to the Joint Legislative Oversight Committee on October 14, 2009 (see <a href="http://www.ncdhhs.gov/dma/provider/MedicaidCaseManagement.htm">http://www.ncdhhs.gov/dma/provider/MedicaidCaseManagement.htm</a>).</p> <p>Each slide was reviewed with the CM Steering Committee members. Members were asked if they agreed with what was presented on the slide or had any questions or comments so they could be addressed. This presentation will be used to begin educating on the changes to case management.</p>
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	<p>Slides 1 through 11 received no comments.</p> <p>Slide 12 – General vs. Specialized CM - the definition was agreed to but it was pointed out that the acuity has not been determined as to who gets general versus specialized case management.</p> <p>Slide 13 through 16– Short Term Goals and Savings - The committee agreed that the short term goals had been discussed with them but that there had been no agreement on them.</p> <p>There was discussion here that DMA is planning to move to a case rate instead of 15 minute units. DMS must have CMS approval to do this. DMA has received very positive feedback regarding this. The rate itself has not been determined yet. DMA contracts with specialist in rate setting who actually are responsible for setting all DMA rates.</p> <p>Slide 17 – CCNC role – CCNC and LMEs are working together now to integrate their health care delivery system. There has been discussion of CCNC authorizing CM but there has been no consensus as far on this happening. DMH/DD/SAS are getting ready to roll out a significantly modified person care plan (PCP).</p> <p>Slide 18 – Future Steps – This is the work that has to be done.</p> <p>This is the plan. Regardless of what we do, we have to modify our business practices for how we deliver case management in our State. Does the group agree from a public policy standpoint that this takes the system where it needs to go? The members seemed to agree in concept but are worried about the details of decisions that must be made, the time line for changes, and their staff. The group wants to continue to be involved in the process.</p> <p>By October 30, committee members are to send to Debbie Pittard the following:</p> <ul style="list-style-type: none"> <li>• Contact information for anyone that they want to participate in a workgroup; and</li> <li>• Any deliverable that might be missing from the Future Plans slide or any bullet(s) needed under the deliverables that are shown.</li> </ul> <p>There will not be another meeting scheduled at this time. Once the workgroups begin to meet, minutes or status reports will be posted to the website.</p>
<p><b>Assignments</b></p>	<p>By October 30, committee members are to send to Debbie Pittard the following:</p> <ul style="list-style-type: none"> <li>■ Contact information for anyone that they want to participate in a workgroup; and</li> <li>■ Any deliverable that might be missing from the Future Plans slide or any bullet(s) needed under the deliverables that are shown.</li> </ul>

**Case Management Services**  
10/30/2009 Attendees

Richard	Anderson	Donna	Marple
Peggy	Balak	Suzanne	Merrill
Kari	Barsness	Lisa	Moore
Sam	Bowman	Lisa	Poteat
Karen	Boyette	Susan	Osborne
Jennifer	Brest	Debbie	Pittard
Melanie	Bush	Michelle	Ricci
Jane	Clay	Starleen	Robbins
Jennifer	Cockerham	Lisa	Sammons
Chris	Collins	Julia	Simmons
Terry	Cook	Cheri	Singleton
Yvonne	Copeland	Amy	Smiley
Kelly	Crosbie	Andy	Smith
Susan	Davis	Laurie	Stickney
Ila	Davis	Angela	Suggs
Jim	Dervin	Nancy	Warren
Laurie	Finn	Alene	Watson
Bert	Fisher	Amanda	Williams
Patti	Forest	Laura	Williard
Jane	Harris	Sherneaiah	Wilson
Bob	Hedrick	Will	Woodell
Jim	Jarrard	Eric	Zechman
Rachael	Jerzak	Dan	Zorn
Tara	Larson	Donna	Young
Sue Lynn	Ledford		
Sue	McCraw		
Lea Anne	McTavish		