

**MHA/ValueOptions® Maryland
Provider Quality Committee Meeting Minutes**

**ValueOptions® Maryland
1099 Winterson Road, Suite 200
Linthicum, MD 21090
Friday, May 13, 2011
10:00 am to 11:30 am**

In attendance: Mary Mastrandrea, Daryl Plevy, Karl Steinkraus, Kaleb Berhe, Donna Shipp, Dr. Helen Lann, Jarrell Pipkin, Greg Burkhardt, Michael Schorr, , Shontae Harrell, Jamie Miller, Spencer Gear, Jim Chambers, Sharon Ohlhaber, Shelia Barlock, Darlene Wehn, Herb Cromwell, Barbara Wahl, and Terry Brown. **Telephonically:** Shajuan Forsey, Melissa Schober, Mona Figueroa, Andrene Jackson, Pam Smolden, Irina Beyder, Toni Williams, Mary Brassard, Ted Boatey, Julie Rine, Carrie Morgan, Rica Piers, Mark Ellman, Richard Wiggins, Toya Jackson Susan Wilkoff, Charlie Myers, Anna Monaro, and William Weaver.

Topics & Discussion	Follow-Up Actions
<p>Review and approval of Draft Minutes</p> <ul style="list-style-type: none"> April Minutes approved 	
MHA/ValueOptions® Maryland Announcements	
<p>MHA UPDATE – Daryl Plevy:</p> <ul style="list-style-type: none"> MHA Staff Update: Daryl Plevy attended her first Provider Quality Committee Meeting in her new role as MHA Deputy Director. NO OTHER UPDATES WERE GIVEN <p>ValueOptions® Update –Mary Mastrandrea:</p> <ul style="list-style-type: none"> ProviderConnect Technical Support Update: Per Greg Burkhardt, recently there have been some reports of Providers experiencing technical errors within the ProviderConnect Application. VO will send out a Provider Alert, and it will instruct Providers who to contact, and what information to have available when they experience any errors within the application. The phone number for the support helpline is 1-888-247-9311. 	

Provider Issues	
<ul style="list-style-type: none"> Update on MHA status of PRP Case Rate Changes: Per Melissa Schober, MHA has agreed on the proposed rates to submit to CMS. A memo, that lists the new rates, has been drafted and it will soon go out to CBH members. MHA will provide additional information once a consensus is made with CMS on the proposed PRP rates. 	

- **Update on the IRP Requirements and MHA/VO Audit Process:** Per Jarell Pipkin, VO has not been given any instruction to change the process. Currently the audit item is based on COMAR regulations, and VO must comply with its regulations. Jarell stated that he did some research on this particular item, and Adult PRP/Minor PRP were very low in Compliance, so there is room for improvement. Audrey Chase will have to review the audit process and seek out any changes that need to be made.
- **Issues with Uninsured Eligibility Memo sent out on 4/18/11:** Per Herb Cromwell, Providers argue that the required documentation is not accessible and are unable to comply with the regulations and requirements. Per Daryl Plevy, this issue came up as a result of the Legislative Audit. MHA got “dinged” for not having any proof in some of the files that were pulled. Daryl suggests assembling a work group to evaluate this process.
- **Clarification on Intensive Case Management for Children:** Providers would like to know if it is in fact the case that VO will not authorize intensive case management for children who've been receiving this level of service for a year? Per Jamie Miller and Dr. Helen Lann, this is not the case, and VO does not have a specified timeline for this level of service. The expectation is that the child will transition to a lower level of care if the individual is doing well. Providers do have to document a need for the service. Jamie Miller is further researching these cases to individually respond to each case and applying medical necessity on a case by case basis.
- **ValueOptions Maryland Customer Service: 1-800-888-1965**

The next Provider Committee meeting is scheduled for Friday, June 17, 2011 10 a.m.
ValueOptions® Maryland
1099 Winterson Road
Linthicum, MD 21010