

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

**ValueOptions® Maryland
1099 Winterson Road, Suite 200
Linthicum, MD 21090
Friday, September 9, 2011
10:00 am to 11:30 am**

In attendance: Mary Mastrandrea, Greg Burkhardt, Charita Bryant, Spencer Gibb, Jim Chambers, Mark Greenberg, Chris Cromwell, Daryl Plevy, Karl Steinkraus, Dr. Helen Lann, Jarrell Pipkin, Michael Schorr, Colin Rhoades, Shontae Harrell, Vanessa Zimmerman, Jamie Miller, Terry Brown, Mike Drummond, and Herb Cromwell. **Telephonically:** Shajuan Forsey, Susan Wiloff, Melissa Schober, Andrene Jackson, Toni Williams, Edgar Wiggins, Garrett Harvey, Linda McIntyre, Teresa Fernandez, Jason Wilcox, Nicole Robb, Marge Valedy.

Topics & Discussion	Follow-Up Actions
<p>Review and approval of Draft Minutes</p> <ul style="list-style-type: none"> August minutes were approved with an addition from Jarrell Pipkin to add an addendum to the VO Audit Notification process. 	
MHA/ValueOptions® Maryland Announcements	
<p>MHA UPDATE–Daryl Plevy:</p> <ul style="list-style-type: none"> Update on PRP Rates: Per Melissa Schober, Susan Tucker sent rates back to MHA to be revised. MHA is currently working on revising these rates and will resubmit to CMS for final approval. <p>ValueOptions® Update—</p> <ul style="list-style-type: none"> VO Staff Update: Mary Mastrandrea announced that VO now has a new Compliance Manager, Charita Bryant. CBH has asked for Charita to attend their CBH Compliance Committee Meeting. 	
Provider Issues	
<ul style="list-style-type: none"> MHA Update on status of PRP rate change submission to CMS: Issues with ValueOptions' Audit Notifications: Providers express issues of not receiving upcoming audit notifications. Per Jarrell Pipkin, VO has a standardized auditing process. Providers are given at least 24 hours notice prior to announced audit. The 	

auditors will delay an announced audit if they have not made contact with the provider prior to the audit. Unannounced audits require no prior notification. To ensure that all audit notifications are sent to correct contact person, providers may proactively submit their updated information to Karl Steinkraus via email (karl.steinkraus@valueoptions.com).

- **Clarification on COMAR 10.21.17.05 re community provider Board Members:** Daryl Plevy is waiting for a response from Barbara Frances as of September 9, 2011 and is still researching this topic.
- **Issues with PRP Referrals:** Per Herb Cromwell, there are cases where it is impossible to obtain a signed referral from a treating clinician despite herculean efforts by the PRP provider. We've discussed in the past that PRPs could document in the record their good faith efforts to obtain the required referral and that would suffice. Per Daryl Plevy, she needs to do a little leg work on this issue, because there have been more concerns about the documentation, what's sufficient for documentation, and how PRPs are managed. This topic is still in the process of being researched further.
- **Status of the PRP Rate Changes:** Per Melissa Schober, the rates have been submitted to CMS and no additional changes have been made.
- **VO Notifying Provider of Auth Span Changes:** At recent CBH meetings providers reported that VO sometimes changes GZ date spans after the original span was established; this can result in denials for no auth. Per Jamie Miller, VO does not have the resources to conduct a system fix at this time. However, he is currently working with VO's customer service department to explore other options of notifying providers of auth span changes, given that it's feasible and doesn't poorly affect the current process.
- **Update on Technical Issue that Channel Marker and Colin were Working On:** Jamie is now working on the issue of when a provider submits a new authorization and it comes back approved but the overall status is exhausted. Jamie has a short term process in place involving Clinical Customer Service. Jamie will be getting an update from Customer Service on the progress. In the meantime, Jamie is working on a long term solution to this.

- **VO Decisions Requiring Appeals vs. Administrative Resolution:**
Are medical necessity-related denials dealt with via MD-based review of appeals while claims-related issues go to Latham NY?
Per Mary Mastrandrea, the clinical appeals are reviewed by the Medical Director at VO Maryland Service Center, and appeals for claims are sent to Latham, NY.

**The next Provider Committee meeting is scheduled for Friday, September 14, 2011
10 a.m.**

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