



Meeting Minutes

Meeting: HH Network Monthly Meeting Date: 11/13/2024 Time: 1:00 pm Location: Zoom	Attendance: Miranda Blakeslee, Erika Barber, Bridget Lamp, Jetta Carrig, Kali Angell, Tosh DeMulder, Jody Kenyon, James Charles
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Discussion Topic	Presenter	Notes:
Introduction	Miranda Blakeslee	Salvation Army- Joined our network and plan to assist in Chenango, Broome Counties and Otsego.
DOH Policy Updates	Miranda Blakeslee	Changes to Transfer, Enrollment and Disenrollment policies are changing as of 12/1/24. We are implementing some changes in order to reduce administrative burden. It has become clear that the state is emphasizing documentation in charts in the clearest way possible rather. Enrollment Policy Changes Prep Work- We are trying to get consistency around the enrollment note and process. *Welcome Packet and Form- 5234 will be updated. Welcome letter that will be a checklist of all documents reviewed and provided as a copy and acknowledged by the member as being received. The signed packet will be uploaded to the chart. Rights and Responsibilities, resources, contact information for the CM, Supervisor, HH and by doing that we are hoping that we can shorten the enrollment note as we can refer to the welcome packet. *Enrollment Template Note- Hoping to shorten this as long as the welcome letter and packet are uploaded.

		Disenrollment Policy Changes Prep Work- The state and MCO's are noticing POC not being ended, consents not being ended etc. *Disenrollment Packet- All forms that are sent to members, 5235, member letter, POC, Resources (each county with basic resources), Crisis plan etc. *Disenrollment Summary- Looking to build it into netsmart. Can be drafted by a CM but will be finalized by supervisor or quality. 3 dates that must be documented for a disenrollment- 1. Date the provider determines that disenrollment should occur. 2. Date the member was contact. Within 5 days of determination. 3. 10 days from the postmark of the mailing. We will be doing 10 business days to fully disenroll. All of those dates will be in the new disenrollment summary.
Designation EOP/QA Updates	Miranda Blakeslee/ Bridget Lamp	Supervisor Review of POC- we are creating a form in netsmart that is a checklist for supervisors to complete showing when a POC is reviewed. Monitoring process to ensure that attempts to obtain member approval are made and documented. For our recent EOP for our current designation it was identified that we needed to review the CMA internal processes for the following areas; • Enrollment Process for each CMA by 12/30/24 • DSE Process for each CMA by 12/30/24 • Disenrollment Process for each CMA by 12/30/24 • ED follow up Process for each CMA by 12/30/24 • Inpatient/Appropriate Inpatient follow up for each CMA by 12/30/24

		Checklist/ Note Template- Feedback , overall the checklists are well received. The Note templates are being used as well. 820 Provider Contact Note- Bridget and Miranda discussed the note type and how to appropriately use it. This is to ensure that when CES tools are being completed that we can easily reference provider contacts. Hallmark Event Type - Programs Discussion- this would be just to document HARP/HCBS/CORE and HH+. We are developing a HCBS/CORE form as well so we will determine if the Hallmark Event will be only for HH+ discussion. Can we add a risks section? We will look into this with Netsmart. Quality Review – Feedback on recent checks Quality data was reviewed and the group was asked if they would like the aggregate data or the data for their individual checks. The group would like their data separated and emailed with checks but the aggregate for meetings is also good. Training Update Reminder Please send all training certificates to QA Network Training- January 2025
Transfer Updates	Erika Barber	Transfer overview- CM notifies supervisor and non-billable note of the discussion around the transfer if supervisor approves then. Care manager adds new CMA to 5055.

		HH is notified of the transfer. -provides transfer packet, reason, desired transfer date (1st of the following month) - determination of who is billing. HH will confirm availability with the new CMA. Joint email between current cma, new cma and HH to connect all parties. Warm Handoff will be completed and will be documented in a note. Supervisor will complete the discharge and then notify the HH so that the HH can transfer everything in MAPP. Communication with HH and both CMA's needs to occur throughout the process to ensure accuracy. Erika is happy to provide assistance as needed. Miranda- has the packet well received? - Yes the checklists are very useful.
Open Forum	All Attendees	Meeting Cadence- Network meeting, QMP every other month. Perhaps an in-person full network meeting would be good a few times a year. – Miranda will look into meeting space for that. Office hours open to everyone to mitigate any questions. Next office hours will be tomorrow at 3pm. QMP should be a work group and pull together subcommittees- trainings, policy, etc Jody, Tosh, Kali, James- one longer meeting How can we improve in 2025?- We are looking to get feedback to continue to improve in our partnerships with each CMA. If you would like to email ideas we are open to those at any time. Please send an Updated Directory by November 30th
