



Meeting Minutes

Meeting: HH Network Monthly Meeting Date: 11/12/2025 Time: 10:00 am Location: Online	Attendance: Miranda Blakeslee, Bridget Lamp, Congetta Carrig, Erika Barber, Tosh DeMulder, Amber Bailey, Jody Kendrick, Chris Howland, James Charles
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Discussion Topic	Presenter	Notes:
DOH Updates	Miranda Blakeslee	Welcome Erika back we are very happy she is back. DOH POC update- POC Review- We met with the state on Oct 20, Then with everyone in network on 10/21 with the poc workflow update. All affected Health Homes met with NetSmart on 11/6 and discussed a possible solution, but that will take time, so we will need to obtain electronic signatures or finalize after uploading manual signatures in the mean time. Bridget and I have begun a POC review back to 2019 (since that is when the POC signature requirement occurred then). POC was not reported to MAPP until 2023 so we cannot make changes to the system. 2019-2023 may require billing updates only, 2023-Present will be both a MAPP and Billing change if needed. We are working through the date changes to MAPP and will begin determining billing

		changes if needed. There will be an email going to all agencies with a comprehensive list of all required documents that are missing. This will allow for time to reduce possible billing impacts. We are waiting for a follow-up email from DOH. We sent an email requesting this follow up email as well as a follow up meeting. We have another meeting planned with NetSmart on the 21st to determine their changes to fix this issue. We ask that you are patient with us at this time; we will share information as it becomes available. Questions- 2017 or 2018 dates- if we can't find the signature, what do we do? If found, please upload it. However, we will only require you to come in 2019 and on. • POC Reminders- POC should not be finalized until there is a member signature electronically; upload must be in the chart before finalizing so that MAPP reporting is accurate. There was a time when NetSmart was submitting poc start date to MAPP. This has been fixed to accurately reflect the last updated date. When determining the 56-day rule from enrollment, if you enroll with someone for today, you will bill for the 1st of the month. When you look at the 56-day timeline, you should base this on the first of the month that the member was enrolled. you would have Nov and December to complete the comp and poc. This will ensure that we do not hit a billing block.
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		• POC Policy Update December 2025 (tentative)-
Program Updates	Miranda Blakeslee	Billing Process Update • POC Monthly Checks • HH+ Monthly Checks The policy currently states that the first 3 days of the month are when HML's are completed by CMA. Then we process the 4th business day of the month. We have decided to add a check to HH+ and POC's to ensure accurate billing is processed. So, we are going to allow the 72 hours for HML completion, then the following 72 hours will allow for the billing checks. So, billing will be processed on the 7th – 9th business day of the month to allow for any required adjustments.
QA Updates	Bridget Lamp	HH+ Monthly Checks- Common findings Quality- GAPS in Care are still not being documented. Please remind staff to check their members at least monthly. Currently the rate of being worked on or complete is less than 10%. We input this information monthly. Progress needs to be input for all measures monthly to accurately track progress. Training Update Excellus and Aids Institute Trainings *Please continue to send all training certificates to QA. An updated tracker will be to this group this week. *Network Training will be in January, please let us know about any new hires and submit all required

		network forms to get them set up in NetSmart and other systems. CMA one on ones will be in January we will schedule in the near future.
Open Forum	Everyone	Billing errors monthly has been helpful- Everyone agreed that this was helpful. Error reports- members will only show up once, if there are multiple errors, then the member will still show on the error list until the first block is taken care of. We will be pulling those weeks to close all errors if possible.