



Meeting Minutes

Meeting: HH Network Monthly Meeting Date: 1/21/26 Time: 12:00 pm Location: Online	Attendance: Miranda Blakeslee, Bridget Lamp, Erika Barber, Jetta Carrig, Jody Kendrick, Tosh DeMulder, Amber Bailey, James Charles, Jen Knauss
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Discussion Topic	Presenter	Notes:
DOH Updates	Miranda Blakeslee	DOH POC update • POC Reminders- Following the process to ensure that the signature is in record before finalizing a POC. • BCHN013 Standards of the Comp Assess. And Person-Centered Care Policy Update- We will have that out asap end of this week, early next week at the latest. • CMA Follow-up- we have asked to schedule if any of you would like to have a meeting to discuss our findings. • Our OMIG disclosure was sent 1/12/26 we are awaiting their response. We will let you know if there are any additional steps.
Program Updates	Miranda Blakeslee	Billing Process Update Nov and December billing has been processed. Moving forward. • POC Signature Checks (weekly) - Running a check to ensure that

		manual signatures are on file so that we are processing based on the correct date reported to MAPP. • HH+ Monthly Checks (4th-7th business days)- We identified some billing issues in the fall and began doing a check every month to ensure that appropriate billing is being processed for HH+ level members. • Error Reporting before monthly processing (about weekly)- We are continuing to send these out regularly to you so that you can be informed of any concerns that are addressed prior to processing billing. Unfortunately, each member only gets one line on the error report, so it is possible to see the same member week over week as only one error shows at a time. We do not know the order that these go in. We will let you know if we are able to get a response from MAPP about the organization of those. • POC Checks in MAPP before Processing Billing Planned Policy Updates: • BCHN007 Standards and Requirements of HH+ Member Service Provision Policy- we will clarify several sections and get that updated soon. • BCHN015 Billing Requirements Policy- We will be update to include some of the additional checks that we are doing.
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		• BCHN004 HH Member Disenrollment Policy Question- Would having the HH+ request form in NetSmart be a good idea? Yes, Jody and Tosh stated that they would like it there. The less forms that are printed from the system, the better in terms of HIPPA risk. NetSmart Updates - Worklist/Dashboard Changes- We have been doing alot of work around this. Miranda reviewed all new worklists and dashboards; Monthly Caseload Needs, This Month- Annual Requirements, Next Month Annual-Requirements. All are based on the finalization date (last updated on date). If you see any errors, please let us know and be very clear to ensure that we are able to make any additional edits. Supervisor Dashboards will be created soon. ○ If there are any other items that you would like added, we can do that to any dashboard. - New Form- We are developing a form for compliance review form for annuals; it will take the place of the annual review requirements document. We are asking NetSmart to pull in information. Once it is implemented, it will be a required form. We want to make it clear that quality and compliance work is taking place at the time of an annual. We will let you know when that has been finalized and will provide training around it. - Notes on Forms- When a form is completed, then the care manager
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		note will be available at the bottom of the form. This will also be in the notes section and reduce documentation time.
Referral/Outreach	Erika Barber	2025 Referral Data - We have seen a lot of collaboration from PCP offices. Our CMA partners have sent in a lot of referrals. SPOAs and APS offices from counties. We would like you to continue to foster relationships with all community partners. Reviewed the data for referrals which ranged from 48-88. We have stayed fairly consistent for month over month.
QA Updates	Bridget Lamp	HH+ Monthly Checks- Quality- GAPS in Care are still not being documented. Please remind staff to check their members at least monthly. The most recent reports were added on 1/12/26. If a GAP is duplicated month to month, it is because it is still open. - Miranda reminded the team that this is 20% of our designation and is a requirement for the program. Network training- Will be held February 10th and 12th virtually. Please have staff reach out if they have any trouble signing up for that. This will be from 9-3 but we ask that staff that are attending do not plan any other activities as there is a lot of material to cover and it is possible that we could go over Refresher Training will be offered in March Date TBD Training Update Excellus and Aids Institute Trainings *Please continue to send all training certificates to QA. An updated tracker

		closing out 2025 will be to the group as soon as possible.
Open Forum	Everyone	