

State of New Hampshire  
 Department of Health and Human Services  
 Provider Selection Subcommittee



**LOCATION:**  
 NH Hospital Association  
 125 Airport Rd. Concord, NH

**Meeting Purpose/Goals:**  
**DATE:** November 21, 2019  
**TIME:** 1:00-3:00  
**CONFERENCE LINE:** N/A

**Committee Members:** Committee  
 Members: Sarah Aiken, Ellen Barry,  
 Marissa Berg, Sara Blaine, Jerry Donovan, Michelle Donovan, Pam  
 Dushan, Rob Gillis, Mark Mills, Cris Philipson  
 DHHS STAFF: Laurie Vachon, Jessica Gorton, Jan Skoby, Thom O'Connor,  
 Jessica Kennedy  
 Guests: 211-NH; Erica Marden (ServiceLink), Lauren McGinley, Angel  
 Joslin

<b>Minutes</b>				
<i>Ground Rules: Please be present and actively engaged; please hibernate technology.</i>				
<i>Time</i>	<i>Topic</i>	<i>Category</i>	<i>Leader(s)</i>	<i>Key Takeaways &amp; Action Items</i>
1:00-1:05	Welcome, Agenda Review & Introductions	Information	Laurie Vachon	The goal of the Provider Selection Subcommittee is to ensure that families and individuals are able to choose their own providers for services
1:05-2:00	Workgroup Update - Develop Provider Agency Outcomes Report	Information	Mark Mills	<ul style="list-style-type: none"> <li>• The workgroup has evolved, originally worked on creating a report card. Shifted direction with concerns such as inaccurate data, how to keep current, score or grade accuracy, etc.               <ul style="list-style-type: none"> <li>○ There is concern around providers denial of certain levels of care that they are not equipped to take on without being penalized. It was requested to have a process or criteria for agencies that can't appropriately take on a case</li> </ul> </li> <li>• Current discussions of the workgroup are on Service Agreement Quarterly Satisfaction Review through HRST</li> <li>• The committee discussed the Pennsylvania website - choosing a provider  <a href="https://www.myodp.org/mod/page/view.php?id=22049">https://www.myodp.org/mod/page/view.php?id=22049</a></li> </ul>

				<ul style="list-style-type: none"> <li>• Process will give power to the families by creating a visual link in for families to use to access existing information compiled in one place</li> <li>• The goal is to start now with the information already available and host on the BDS website, then add/build as we go</li> </ul>
2:00-2:20	<p>Workgroup Updates</p> <ul style="list-style-type: none"> <li>• Develop Provider Selection Process Template - On Hold</li> <li>• Develop Process for No Willing and Able Providers - Done</li> <li>• Develop Provider Directory</li> </ul>	Discussion	Laurie Vachon	<ul style="list-style-type: none"> <li>• Provider Directory Workgroup is compiling a Provider list combined from HRST, BDS list and Survey Monkey</li> </ul>
2:20-2:45	Review of previous Action items			
	<p>Closing</p> <ul style="list-style-type: none"> <li>• Next Committee Meeting: January 14, 2020 11:00-12:00 Location: TBD</li> <li>• Action Items &amp; Next Steps</li> </ul>	Discussion	Laurie Vachon	<ul style="list-style-type: none"> <li>• Action Items listed below</li> </ul>
<b>Date</b>	<b>Action Item</b>	<b>Assigned to</b>	<b>Due Date</b>	<b>Comments</b>
	Provider Directory Workgroup to continue progress			<ul style="list-style-type: none"> <li>• Provider directory group needs to start meeting regularly once a month, this is a priority (Rob will notify the members and set a meeting)</li> <li>• Rob will add Sarah, Ellen, Cris and Marissa to the group</li> </ul>
	Jan will send the electronic list of providers from the Survey Monkey mailing list to Erica	Jan		
	Develop a list of questions families should ask when choosing a provider	Committee Members		<ul style="list-style-type: none"> <li>• Members are developing a list of questions to ask</li> <li>• Suggested to share with Family Support for feedback</li> <li>• Jan will discuss with People First</li> </ul>

	Discuss taxonomy & reevaluation of ServiceLink with RTM	Thom		
	ServiceLink Follow up meeting			<ul style="list-style-type: none"> <li>• Sandy, Thom, Laurie, Jess meeting with ServiceLink on 1/6</li> <li>• Lauren will create a list of what the database can and cannot do and send it to Laurie. Laurie will share with committee members</li> </ul>
	Send the CSNI vocabulary list to the group for feedback	Marissa		<ul style="list-style-type: none"> <li>• In process</li> <li>• Sarah will help Marissa to continue pulling vocab from regs</li> </ul>
	Put together a flow chart on Intake & Eligibility that explains Conflict of Interest	Kaarla		<ul style="list-style-type: none"> <li>• In process</li> <li>• Kaarla is in the process of locating a flow chart that was done for DD waiver eligibility. Once located, process can be reviewed and updated as needed</li> <li>• Cris has a chart &amp; narrative from IT modernization</li> </ul>
<b>Future Agenda item</b>	Carve out a 3 month pilot for agencies to start using the system for referrals, agencies should keep track of feedback			