

# Minutes: Provider Selection Subcommittee

DATE	TIME	LOCATION
January 22, 2018	2PM – 4PM	Community Bridges O’Brian Conference Room

## MEMBERS

X= In Attendance					
X	Aiken, Sarah	X	Alden, Chad	X	Barry, Ellen
X	Berg, Marissa	X	Blaine, Sara		Bryant, Rebecca
	Charles, Liz		Cordaro, Jen		DiMartino, Lisa
X	Donovan, Jerry	X	Donovan, Michelle	X	Dushan, Pam
	Ferguson, Darlene		Ford, John	X	Gillis, Rob
X	Gorton, Jessica	X	Hunt, Sandy	X	McCahon, Ellen
X	McLaughlin, Karen	X	Mills, Mark	X	Potoczak, Ann
X	Putnam, Victoria	X	Royce, Richard	X	Shottes, Kim
	Silsby, Susan		Skoby, Jan		St. Jacques, Mary
	Vachon, Laurie	X	Weston, Kaarla		
				<b>GUESTS:</b>	None scheduled

## MEETING OBJECTIVES

**Review subcommittee workgroups**

**Determine next steps for this subcommittee**

### WORKGROUP - DEVELOP LIST OF AA CONTACTS FOR PROVIDER SELECTION PROCESS

- This has been completed
- Will need to be reviewed for updates often

### WORKGROUP - DEVELOP LIST OF PROVIDER AGENCIES

- The surveys were sent out to providers known to BDS
- First wave of results were reviewed and providers who did not respond were contacted
- Maureen DiTomaso will work with this group to pull updated information from Survey Monkey to get another update at status
- Providers will need to exercise due diligence to keep their information accurate and up-to-date
- Goal is to get a complete and accurate list of providers to feed into a web based platform

# Minutes: Provider Selection Subcommittee

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## WORKGROUP - DEVELOP PROVIDER AGENCY OUTCOMES REPORT - PROBATION PROCESS

- Jessica Gorton has taken the lead on this workgroup
- Performance outcome report goal of report is to be a tool but not to replace family research and conversations
- Still working to determine what data points will be most important to the families
- Currently looking at multiple ways we gather information and what data can be pulled from those reports (employment, redesignation reports etc.)
- Certification (Peter Bacon) did caution how results are presented, without context a deficiency can be misleading
  - Different metrics are used to run reports
  - There are many data points already collected which will reduce what we need to figure out how to collect
- Some ideas being discussed are to average deficiencies and then show state averages
- Still need to determine process for licensed vs. certified
- Group discussed oversight done in other states, reviewing other states and pulling out pieces
- Jessica will reach out to Dee Dunn Tierney to ask the Family Support Councils for input on what would be helpful from their vantage point
- Hoping to have a draft completed in the next month or so
- Will share current draft with committee members

## WORKGROUP - DEVELOP PROVIDER SELECTION PROCESS TEMPLATE

- There have been collaborative meetings between agencies
- Sandy has done some research and found a couple websites which currently have the framework for the type of directory this group has envisioned
  - <https://www.211nh.org/>
    - 211 is an initiative of Granite United Way
  - Within Service Link (<https://www.servicelink.nh.gov/>) Search for services <http://www.navigateresources.net/nhsl/> page
    - State contracts with Service Link
    - Service Link can generate reports based upon search criteria entered
- This means that there is already the framework in place for the selection process website and we do not need to build it from the bottom up, but take the infrastructure already in place and build upon it
  - Unclear how data is entered or updated currently but we are looking at the overall framework to get an idea, logistics and internal processes will be determined later

## Minutes: Provider Selection Subcommittee

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- Sandy projected the websites and showed the committee members how search criteria can be entered and drilled down into based upon the criteria they choose from drop downs
- Suggestions included:
  - Adding pop-up definition icons to better describe service definitions, as services can be called by different names depending on where you are in the state)
  - Adding icons (211 site seemed more user friendly)
  - Reach out the Managed Care Organizations to see how they maintain their directories
- Concerns raised:
  - Is there a vendor approval process?
    - Direct Bill workgroup is currently reviewing the current provider manuals (volume I – is how to bill Medicaid & volume II – is provider specific)
    - The vetting process would be included in these manuals and will be consistent across the State of New Hampshire
    - Having a standardized contract across the state
  - How does a provider stay in good standing, stay solvent, who will monitor from that vantage point?
  - Will there be a dollar threshold? Example would the contract for a provider who contracts for \$5k be the same as a contract for millions?
    - Ellen McCahon will share example of threshold once hit baseline practice
  - Would families be overwhelmed with so much information, keep them in mind when we set it up
    - Will need to develop processes for AA's or case managers to help families, but they must be able to show that there wasn't conflict and that families made the choice
    - Firewalls will need to be in place
  - Need to think of how will providers fall in the list after search criteria entered, if done alphabetical then providers with names beginning further down the list may not be viewed as often
- Goal is to get a link that the Area Agencies can give to the families so that they can do a search on their own, or with AA assistance, for providers
- Sandy will have meetings to get more information on the structure of the sites and how they are maintained to bring back to this group

### **WORKGROUP - DEVELOP PROCESS FOR NO WILLING AND ABLE PROVIDERS**

- No updates given at this meeting

## Minutes: Provider Selection Subcommittee

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### Other Discussions:

- Discussed timelines, we have to be in compliance by September 1, 2021
- All work from subcommittees and workgroups are tied together
- Currently all workgroups and subcommittees are still in the conceptual phases and creating deliverables
- By the end of this year this subcommittee should have a clear definitions and directions regarding procedures and protocols they are working towards

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### Next meetings:

April 12, 2019 at 1:00 pm, BDS Lilac Conference Room

*Minutes submitted by Maureen DiTomaso, Administrative Secretary, Bureau of Developmental Services*