

Provider Advisory Board - Q4

December 13, 2023

1:00pm – 3:00pm

Microsoft Teams

Minutes

Attendee Name	Provider/Group Affiliation-Title	Participation
Dr. Nima Alinejad	MHNV Chief Medical Officer	Not Present
Sara Irizarry	MHNV VP Network Management & Operations	Present
Leslie Brown	MHNV Director Provider Network	Present
Kyle Murphy	MHNV VP Health Plan Operations	Present
Kimberley Gahagan	MHNV AVP Growth & Community Engagement	Not Present
Cybil Fry	MHNV VP Quality Improvement & Risk Adj	Present
Jason Flynn	MHNV Director Provider Contracts	Present
Leslie Brown	MHNV Director Provider Relations	Present
Tyree Davis, MD	Nevada Health Centers	Present
Eddy Akbar, MD	Renown Health	Present
Annette Lagorio,	Renown	Present
Jenn Taylor Campbell	Washoe County	Present
Sharon Austin-Moffett	Revive Health Senior Care Administrator	Not Present
Kelsey Maxim, MD	Community Health Alliance	Not Present
Andrea Thomas	MHNV Director Healthcare Services	Not Present
Valerie Wilcox	MHNV Clinical Programs Manager Behavioral Health	Not Present
Cynthia Fernandez	MHNV Network Operations & Management Admin Asst. (Transcriber)	Present
Guests		
Jacob Zucker	Renown	Present

	Topic	Discussion	Action/Recommendation
I Call to Order		Meeting called to order at 1:05 by Sara Irizarry No Quorum (no voting items)	
II. Old Business		None at this time.	
III. New Business			

A.	You Matter to Molina Program	<p>Implementation of new program.</p> <ul style="list-style-type: none"> • Main Structure rolling out in 2024. • Provider feedback. • Monitoring each quarter for potential improvement. • Provider Relations Dept. will share feedback shared across our organization. <p>Initial base framework.</p> <ul style="list-style-type: none"> - Provider Bulletins. Review what is on the website. Bring feedback to this meeting. Communication preferences, fax vs. email. Obtaining correct information. - Training. Updating New Provider Orientation. Target areas that providers have questions on. Billing guides; new codes, step by step. Including training on looking at the measures and how to close them. - In person meetings- more structured. Scheduling of Town Halls and individual meetings, as well as JOC. Addressing concerns on JOC's. - Surveys- Requesting feedback, opinions. PSR surveys on issue resolution. Individual Provider Services- issue/resolution. Responders will be entered into a drawing for a gift card. State agencies not able to be entered. Update demographics to members. Surveys used to update Provider Online Directory for members to access. MOC Attestations- Each year need to attest. At beginning of year these will be made available. Suggestion box- please utilize. - Provider Concierge Program- Begin reporting data in 2024. Currently review calls received at Call Center to address any gaps or trends with provider relations and other depts. - Provider Resources-Currently working on Availability tutorials for processes. How can we improve on these processes? HEDIS PDF tip sheet will be distributed to share with team. Billing References training and reference guides with state regulations. Value added benefits- Working on quick reference guide. Psych 	
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		<p>Hub and RubiconMD- External vendors we work with. Requesting feedback from providers on these services.</p> <ul style="list-style-type: none"> – Presentations- saved audio will be made available. – “We Heard You”- Section received from providers; updates, success stories. 	
B.	VBP 2024	<p>Legislative changes from state and Molina. 2024 New legislative stating all amendments must be signed. Sending out in January thru February. Nevada State Priority. Moving from LAN 2 to LAN 3. LAN 3 can be a bonus for your organization, or shared risk model. Start conversations with our network on how to move along on continuum. We will be reaching out in 2024.</p> <p>Spectramedix- Platform to view performance. More interactive, allows to view HEDIS measures compliance rate, LAN 3 financial performance. Will have training available for everyone in VB arrangement. Survey to be distributed.</p>	<p>If interested in any programs reach out to Sara or Jason Flynn.</p> <p>Please review attached Ppt for description of categories.</p>
C.	Marketplace Line of Business	Go Live 1/1/2024. Reach out if you did not initially contract but would like to. Adding Nye, Storey, Carson City and Douglas counties. Providers will have same Provider Relations Representative.	
D.	Provider Surveys	National Molina Survey currently being sent out. Please respond. Results will be reviewed in January to create an action plan on ways to improve.	
E.	News and Updates	<p>2024 Medicare MOC Attestations</p> <p>Cultural Competency and Attestations through other health plans are acceptable.</p> <p>Please submit updates to your Provider Relations Representative.</p> <p>Representatives will be changing their assignment methodology starting 2024, by specialty instead of zip code.</p>	
F.	Feedback and Future Advisory Board Topics	Please send any topics to Sara Irizarry or Dr. Nima Alinejad.	

G.	2024 Schedule	<p>Invitations for the following 2024 meetings were sent by Cynthia Fernandez:</p> <ul style="list-style-type: none"> • March 20, 2024 • June 19, 2024 • September 18, 2024 • December 18, 2024 	
H.	Participation reimbursement	Reimbursement forms for participating in this meeting for 2023 will be sent out.	If not received by last week in December, please reach out to Sara.
IV. Open Discussion		Ppt will be sent out. Please review, "You Matter to Molina" and send any feedback.	
V. Meeting Adjourned		Meeting adjourned at 2:38 pm	