

Provider Advisory Council Meeting
January 23, 2008
Maple Hill Inn and Convention Center

Networking Lunch - Noon

Welcome and Introductions – Eric Meyer LCSW, Executive Director, Maine ASO

- Some highlights of the ASO implementation and current status: Since 12/1/07 approximately 80,000 registrations received. On average about 100 phone calls per day are fielded. Current feed from State of Maine to APS include the Provider File and the Member Eligibility file. Majority of the required PA billing numbers are being delivered within a 24 hr timeframe. Outpatient services comprise the majority of current back log. Data clean-up will be happening over the next month. Currently APS has reopened the search for Medical Director, IT Manager and Member Liaison. Current work is underway to bring treatment form in line with current licensing standards. Discussed current contractual obligations.

Overview of Council Mission – Kelly Bickmore LCSW, Provider Relations Manager

- Each council member has been given a binder which contains the following elements: Contact list, Projects and Quality Management Sections, Draft Provider Manual, Care Connection Manual.
- Each council member drew for the length of term on the council.
- Sub-groups will need to be developed and will be project specific and time limited.
- Whenever possible replacements to the council will mimic the type of service or geographic location which is leaving the council.

Clinical Guidelines – Carla Davidson LCSW, Clinical Director

- A sample Clinical Guideline Sheet was shared with the group. APS Healthcare will be developing guidelines for continued stay for all services currently under review by the ASO. Carla suggested that developing a more consistent and uniform language is helpful to both providers and the ASO. A sub-committee was formed to begin this task. Louise Haddock and Kathy Vezina volunteered to be part of the planning for this work. Doug Patrick will represent DHHS. An initial planning meeting will be scheduled within two weeks and then subsequent meetings will be by conference call with all members participating as needed dependent on the service being reviewed.
- Level of care criteria addresses primarily eligibility for service where the clinical guidelines are meant to provide a guide to practice and as a training tool for staff.
- Discussion of Social Needs Assessment vs. Medical Needs Assessment, alignment of Medical Necessity Criteria and Social Needs, and Use of ASAM Criteria for more than substance abuse services.

Training Topics – Kelly Bickmore

- Suggested training needs: Provider visits on-site to review implementation strategies and offer additional training. Suggested that a representative from DHHS attend these visits. Training on treatment writing goals that emphasize continued medical necessity. Web-based training with screen shots and outline of training options. Post video on the web when training on certain topics. Development of reports and how to interpret reports. Level of care tools/ clinical guidelines. Use of assessment tools; LOCUS, GAF, etc., Clinical training with DSM IV-ICD9 crosswalks. The providers would like training for their new hires. Enhancement of communications between ASO and certain groups.

Review of Quality Management Plan

- Pat Caporino provided overview of Quality management plan.

Future Meeting Dates

- April 23, 2008: South Portland – Followed by APS Healthcare Open House
- July 23, 2008: Houlton – Will be hosted by Greg Disy and AMHC will provide tele-video capability
- October 23, 2008: Bangor – Location TBD
- The PAC decided to have the meetings begin at noon and end at 3pm. A working lunch will be part of the meetings. Every effort will be made to have phone conferencing available.