

Provider Advisory Council Meeting  
April 1, 2009  
APS Healthcare – South Portland

*Networking Lunch - Noon*

***Announcements – Kelly Bickmore, Operations Director***

- Packets were distributed containing an updated council list, provider newsletter, term end dates and the Provider Forum dates.
- Welcome new members: Coleen Gilliam, Maine Association of Community Services Provider, Independence Associates. Dannel Starbird, Private Practice, Maine Psychological Association.

***Utilization Review – Kathy Ray, medical Director***

- Dr. Ray has been with APS Healthcare for 1 year now. She is focusing on looking at overarching philosophy of utilization review.
- APS is making sure members are getting what they need, the right service, the right intensity, and for the right amount of time. The national average denial rate is 2% and the rate for APS in Maine is around 1%.
- Simonne Maline, Member Liaison, speaks with members frequently about the Adverse Decision letters they receive indicating their appeal rights as it must be the member that requests an appeal. Revisions of APS's Adverse Decision letters are in the works now to more clearly present the information to the member. These letters are written with Advocacy rights attorneys with APS and DHHS Review.

***State of the ASO – Eric Meyer, Executive Director***

- APS is using the information that we have gotten from our data reports to address issues such as unmet needs and gaps in service. APS is looking at the data to make sure it is correct and appropriate and presented in a useful way.
- Ohio Scales for HCT services have been put on hold.
- Treatment Foster Care currently has duplicative assessments. DHHS has looked at incorporating their assessment process into our UR process which would involve stretching the length of review to 6 months.

***Administrative Burden Report Updates – Kelly Bickmore***

- Batch Upload: This will upload directly into CareConnection. This will be possible after MIMHS replaces MeCMS in Feb/March 2010.
- Review Frequency: RDS/UR combined into one process, which has increased the frequency of review. This currently rests with the courts, while we continue to support this as a change.
- CSR start date changed from 5 days to 10 days for a date range limit. This is no valid for Crisis Units, PNMI's or Hospitals. Providers are encouraged to view this as an emergency backup, as continuing to see the member outside of your authorization still involves the risk of unpaid units. Please contact Kelly Bickmore for backdate requests outside of the 10-day limit

***Data Reports – Pat Caporino/Eric Meyer***

- APS has a list of about 55 major reports, with 14 breakdowns that we provide on a monthly basis.
- Data Forums are now held on a quarterly basis including a WebEx presentation and phone conference. The next Data Forum is scheduled for June 18<sup>th</sup>. The last forum concentrated on Children's Services, CAFAS scores for HCT and 65 M&N, and Child Hospitalizations.
- The information in these reports is derived from our CareConnection system.