



## BOARD OF DIRECTORS Minutes

**Meeting Date:** September 23, 2014 held via conference call

**Members:** (noted **PRESENT** with an "X" mark)

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> - Barnes, Lisa (Nash County)       | <input checked="" type="checkbox"/> - McCall, Carol (Scotland County)     |
| <input checked="" type="checkbox"/> - Bell, John (Wayne County)        | <input checked="" type="checkbox"/> - Monroe, Stephanie (Scotland County) |
| <input checked="" type="checkbox"/> - Boyette, Rob (Wilson County)     | <input checked="" type="checkbox"/> - Moore, Emily (Lenoir County)        |
| <input checked="" type="checkbox"/> - Brooks, Tim (Robeson County)     | <input checked="" type="checkbox"/> - Moore, Nancy (Wayne County)         |
| <input checked="" type="checkbox"/> - Carmon, Addie (Edgecombe County) | <input checked="" type="checkbox"/> - Pait, Billy Ray (Bladen County)     |
| <input checked="" type="checkbox"/> - Dixon, Barry (Lenoir County)     | <input type="checkbox"/> - Prevatte, James (Columbus County)              |
| <input type="checkbox"/> - Finch, Pearl (Nash County)                  | <input checked="" type="checkbox"/> - Russ, Paul (Columbus County)        |
| <input checked="" type="checkbox"/> - Hinson, Kay (Duplin County)      | <input checked="" type="checkbox"/> - Shackelford, James (Greene County)  |
| <input checked="" type="checkbox"/> - Jones, Jerry (Greene County)     | <input checked="" type="checkbox"/> - Simmons, J. W. (Sampson County)     |
| <input checked="" type="checkbox"/> - Judge, Rebecca (Duplin County)   | <input checked="" type="checkbox"/> - Stephens, Jerry (Robeson County)    |
| <input checked="" type="checkbox"/> - Kirby, Albert (Sampson County)   | <input checked="" type="checkbox"/> - Thompson, Chris (Wilson County)     |
|  | <input checked="" type="checkbox"/> - White, Emery (Bladen County)        |

**Staff:**

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> - Ken Jones, Director and Chief Executive Officer | <input checked="" type="checkbox"/> - Dr. Susan Corriher, Chief of Clinical Operations    |
| <input checked="" type="checkbox"/> - Karen Salacki, Chief of External Operations     | <input checked="" type="checkbox"/> - Jeanette Jordan-Huffam, Chief of Quality Management |
| <input checked="" type="checkbox"/> - Jonathan Charleston, Board Attorney             | <input checked="" type="checkbox"/> - Theresa Edmondson, Director of H.R. & Compliance    |
| <input type="checkbox"/> - Jose Coker, Board Attorney                                 | <input checked="" type="checkbox"/> - Sarah Stroud, Chief of Business Operations          |
| <input checked="" type="checkbox"/> - Dr. Venkata Jonnalagadda, Medical Director      | <input checked="" type="checkbox"/> - Connie W. Price, Board Clerk                        |

**Guests:**

Wes Ryder, CFAC Liaison, NC Division of MH/DD/SAS  
Carol Choate, Director of *A Caring Heart*  
Dr. Donna Ramsey, Director of *Priority Mental Health*  
Ronni Brantley  
Santana Brantley  
Elizabeth Taylor  
Donna Turner  
Angel Johnson  
Sharray Suggs  
Shirley Mantel  
Carol Davidson

**Agenda Items:**

1. Approval of Minutes
2. Committee Reports
3. Business Office Reports
4. CEO/Director's Report

▪ **CALL TO ORDER & INVOCATION**

The Eastpointe Board of Directors met in regular session on September 23, 2014 via conference call. Board Chair J. W. Simmons called the meeting to order at 4:00 p.m. There were twenty one Board members participating in the conference call, and two were absent. Pearl Finch was absent due to sickness. James Prevatte was absent due to a prior commitment. Several guests joined CEO Ken Jones and members of the Eastpointe Executive Team in the Hennessee Conference Room in order to participate in the conference call. Paul Russ delivered the Invocation.

▪ **COMMUNITY INPUT**

CEO Ken Jones welcomed Dr. Donna R. Ramsey, owner of *Priority Mental Health*, along with her guests (Ronni Brantley, Santana Brantley, Elizabeth Taylor, Donna Turner, Angel Johnson, Sharray Suggs, Shirley Mantle and Carol Davidson).

Dr. Ramsey came to the Board meeting to share her reasons for requesting that her agency be granted a *Licensed Independent Practitioner (LIP) Contract* with Eastpointe which would allow her to bill for Medicaid clients. She currently has an office in Kinston and would like to be able to serve Medicaid clients in the Lenoir County area and bill for same. Seven of Dr. Ramsey's guests provided written letters of support for Dr. Ramsey expressing their gratitude for the mental health assistance she has provided to them during recent years.

Emily Moore stated she had known Dr. Ramsey for many years and that Dr. Ramsey was a very qualified and excellent therapist, and devoted to the residents of Lenoir County. John Bell also reported that he had been acquainted with Dr. Ramsey and her work for many years as well, and held her in high regards.

Mr. Jones indicated that Management would follow-up with Dr. Ramsey on her request; however, Mr. Jones explained that Eastpointe currently has a "closed network". Management has been in the process of gathering information to identify the needs and gaps in Eastpointe's geographical area. Mr. Jones also stated that he will provide more information on the "closed network" process to the Board members during the October Board meeting.

Chairman Simmons expressed his appreciation to Dr. Ramsey for sharing her thoughts with the Board.

▪ **AMENDMENT TO AGENDA**

There were no amendments to the September 23<sup>rd</sup> Board Agenda.

▪ **APPROVAL OF MINUTES**

The Minutes of the August 26, 2014 Board meeting (Attachment 1) were presented for approval. No corrections were noted.

**Motion was made by Emily Moore to approve the August 26, 2014 Board Minutes.** Paul Russ made a second. The motion carried.

▪ **NOMINATING / GOVERNANCE COMMITTEE**

Carol McCall, Chair of the Nominating/Governance Committee, reported that the committee met on September 4<sup>th</sup> to discuss nominations for the Board Chair and Vice-Chair positions for the 2014-2015 year. Ms. McCall made reference to Article VIII of the Eastpointe Bylaws which states that an officer may only serve two consecutive years before a break of one year is required. Ms. McCall pointed out that J.W. Simmons has completed one year of service as Board Chair and James Prevatte has completed two years of service as Vice-Chair. According to the Bylaws, Mr. Prevatte would not be eligible to serve another term in office at this time.

**Nominations for Board Chair:**

Ms. McCall announced that the Committee had decided to nominate J.W. Simmons for a second term as Board Chair. She asked if there were other nominations from the Board for consideration. There being none, the following motion was made:

**Carol McCall made a motion that J.W. Simmons be appointed to serve as Eastpointe’s Board Chair for the 2014-2015 year.** Emily Moore made a second. The vote was unanimous in favor of J.W. Simmons, and the motion carried.

**Nominations for Vice-Chair:**

Ms. McCall announced the Committee had discussed potential candidates for the office of Vice-Chair and had decided to nominate Rob Boyette. She asked if there were other nominations from the Board for consideration. There being none, the following motion was made:

**Emily Moore made a motion that Rob Boyette be accepted by acclamation to serve as Eastpointe’s Vice Chair for the 2014-2015 year.** Paul Russ made a second. The vote was unanimous in favor of Rob Boyette, and the motion carried.

Ms. McCall reminded the Board that since today’s meeting was being held via conference call that the Oaths of Office would be administered to Mr. Simmons and Mr. Boyette at the October Board meeting.

▪ **POLICY COMMITTEE**

Addie Carmon, Chair of the Policy Committee, reported that the Policy Committee met on September 15<sup>th</sup> and reviewed the policies listed below (Attachments 3-A-1 through 3-A-7) which are being submitted to the Board for approval and/or retirement:

**Policies submitted for Retirement:**

<b>EXTERNAL OPERATIONS DIVISION</b>	
E-4.2.2	Provider Appeals

**Policies submitted for Approval:**

<b>ADMINISTRATIVE/GOVERNANCE</b>	
A-1.1.6	Special Acknowledgements
<b>CORPORATE COMPLIANCE</b>	
A-1.2.24	Sponsorship
A-1.2.5	Solicitation/Distribution
<b>EXTERNAL OPERATIONS DIVISION</b>	
E-4.4.24	Provider Termination, Suspension and/or Sanctioning

CLINICAL OPERATIONS DIVISION	
C-3.6.2	Reconciliation of Translator Services Usage
C-3.7.2	Department of Justice (DOJ) Root Cause Analysis
C-3.7.3	Pre-Admission Residential Readm. & Screening Review
C-3.7.4	Transitioning to Community Living Follow Up
C-3.7.5	Referral from LME/MCO to Tenancy Supports
C-3.7.6	Quality of Life Surveys
C-3.7.7	Referral for Eligibility of Individuals Transitioning to Community Living
C-3.7.8	Supported Employment for People Transitioning into the Community
C-3.7.9	Care Coordination for Transitioning People into the Community

**Annual Policies and Procedures Review Report dated September 2014:**

QUALITY MANAGEMENT	
<b>Medical Records</b>	
Q-6.3.21	Privacy Incident and Compliant Reporting – Health Insurance Portability and Accountability Act (HIPAA).

**Albert Kirby made a motion to approve and retire the policies as noted above, and to also approve the “Annual Policies and Procedures Review Report dated September 2014”. Emily Moore made a second. The motion carried.**

▪ **HUMAN RIGHTS COMMITTEE**

Rebecca Judge, Chair of the Human Rights Committee, announced that the Human Rights Committee (HRC) met on July 24, 2014, and made reference to the Committee Minutes as shown on Attachment 4. Paul Russ pointed out a typographical error on Page 3 under the “Reports” section of the HRC Minutes. Ms. Judge indicated this would be brought to the attention of the HRC Minutes Recorder. Ms. Judge also reported that several task assignments were given to some of the members as a result of various discussions held during the July 24th meeting, and they are in the process of taking care of said tasks. The next HRC meeting will be held on October 23rd at 11:30 a.m. in Mt. Olive.

**Rebecca Judge made a motion that the Human Rights Committee Report be accepted for informational purposes. Emily Moore made a second. The motion carried.**

▪ **CONSUMER and FAMILY ADVISORY COMMITTEE**

Paul Russ, Chair of the Consumer and Family Advisory Committee (CFAC), referenced the June 17<sup>th</sup> and August 19<sup>th</sup> CFAC Minutes (Attachments 5-1 and 5-2). Mr. Russ pointed out typographical errors on Pages 3 and 5 of the June 17<sup>th</sup> Minutes; and on Page 2 of the August 19<sup>th</sup> Minutes. The CFAC Minutes Recorder will be notified of said errors. The next CFAC meeting will be held on October 21<sup>st</sup> at 11:00 a.m. at Mt. Olive.

**Paul Russ made a motion that the CFAC Reports be accepted for informational purposes. Emily Moore made a second. The motion carried.**

▪ **BUSINESS OFFICE REPORTS**

- **Human Resources:** Ken Jones referenced the Human Resources Reports dated September 2014 (Attachments 6-A-1 and 6-A-2) which depict positions currently filled at each site, and positions currently being advertised by the Managed Care Organization (MCO). There were six new hires added in September, and five resignations. Approximately thirteen open positions are being advertised (both internally and externally), or have interviews scheduled or offers pending.

**Emily Moore made a motion to approve the Human Resources Report.** Rebecca Judge made a second. The motion carried.

- **Finance:** Emery White, Chair of the Finance Committee, stated that the Finance Committee did not meet today (September 23<sup>rd</sup>) for its regular face-to-face meeting since the Board meeting was being held via conference call, and that CFO Sarah Stroud would be providing a financial report during the conference call.

It is noted in the Minutes that copies of the financial reports (Balance Sheet Schedule A, Total Profitability Report Schedule D, and the Medicaid Financial Management and Monitoring Report for the period ending August 31, 2014) were emailed to the Board members prior to today's meeting for review.

Ms. Stroud shared the following updates:

- ❖ Eastpointe's Total Earnings for the period of January through August 2014 were \$5,372,814.
- ❖ A detailed financial report will be shared with Board members at the October 28<sup>th</sup> Board meeting.
- ❖ The Business Office continues to work on implementing recommended internal controls.

**Emery White made a motion to accept the Financial Report as presented.** Emily Moore made a second. The motion carried.

▪ **CHIEF EXECUTIVE OFFICER'S REPORT**

Ken Jones expressed his appreciation to everyone for participating in the Board meeting via conference call. He stated that since the Board Agenda was brief, management felt it would be best to have a conference call rather than asking members to travel long distances for a short face-to-face meeting.

Mr. Jones shared the following information:

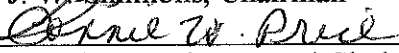
- **Kansas Medicaid Issues** – The Board packets contained an article addressing the private companies that are managing Medicaid in Kentucky (Attachment 8-A). Kansas is now held hostage by the private MCOs. They will have no choice but to pay the private managed care companies what they want in order for Medicaid to continue to be managed. Board members were encouraged to share this information with any Legislators they might know.

- **State Meeting** - Last week Eastpointe's Executive Team met with the Dave Richard, Deputy Director of Health and Human Resources, and Dr. Robin Cummings, Director of Division of Medical Assistance. We were able to share information about Eastpointe's strengths and performance. Our strengths mentioned included: IT System Conversion; Eastpointe's Philosophy; Utilization Management History as a Vendor for the State; Geographical Proximity; Data Statistics; Medicaid Numbers; Performance Measures; Economic Stability; Transparency of the Managed Care Organization (MCO); Provider Partnering; CFAC Relationship; Board Relationship; Collaborative Assistance with other MCOs; Depth of Executive Level Experience; History of Past Mergers with Positive Outcomes; Ability to Grow and Evolve; Commitment to match Staff with Positions; Care Coordination's "Warm Touch" to Members; Quality and Outcome Measures; no lost Office of Administrative Hearings (OAH) cases since inception; meets and exceeds State and Federal Guidelines; and Quality of Care Processes. Mr. Jones indicated he would review the presentation in more detail with the Board members at the October meeting. Mr. Jones added that Eastpointe's Executive Team recently met to look at models of Accountable Care Organizations (ACOs). Lanier Cansler of Cansler Collaborative Resources is scheduled to attend the October 28<sup>th</sup> Board meeting and will share additional information about partnering with ACO models. Mr. Cansler is the former Secretary of the North Carolina Department of Health and Human Services. It was also mentioned that the Provider Council would benefit from learning about ACO models and their relationship to MCOs. Barry Dixon indicated that the Provider Council would like to have Mr. Cansler speak to the Provider Council later on.
- **Community Prevention Activities** - Eastpointe sponsored an anti-bullying youth rally at the Greene County Middle School on September 20<sup>th</sup>. Over 120 children were in attendance at the anti-bullying rally which took place on a Saturday. Surprise guests included Senator Davis and the Greene County Sheriff. Eastpointe plans to sponsor similar trainings in all twelve counties.
- **Hospital Update** - Representatives from Southeastern Regional Medical Center and Eastpointe met with the State on September 19<sup>th</sup> to discuss the Medicaid rate for the hospital. We are advocating for more funding from the State. The State is currently working on a justification for an increased rate. If justified, the State will need to increase Eastpointe's budget so we can allocate the funds to the hospital.
- **Benefits Package** - At the current spending rate of State funding, Eastpointe will spend between \$1 to \$2 million over budget by June 30, 2015. The Business Office is actively working on strategy for managing the State budget; and has made some changes to Eastpointe's Benefit Package for future request.

▪ **NEXT MEETING and ADJOURNMENT:**

Eastpointe's next Board of Directors meeting is currently scheduled for Tuesday, October 28, 2014, and will be held in the Hennessee Conference Room at the University of Mount Olive beginning at 4:00 p.m. Chairman Simmons asked for any further business to be brought before the Board. There being no other business presented, he requested a motion to adjourn. **Motion was made by Emily Moore to adjourn the September Board meeting.** Rebecca Judge made a second. The motion carried. The meeting adjourned at 5:15 p.m.

  
J. W. Simmons, Chairman

  
Connie W. Price, Board Clerk

10-28-14  
Date Approved

10-28-14  
Date Approved