

**CARBON-MONROE-PIKE MH/DS PROGRAM
HEALTHCHOICES DEPARTMENT STATUS REPORT**

September 2018

I. HealthChoices Department

The HealthChoices Department is presently in the beginning activities related to our annual audit. Our auditor, the Binkley Kanavy Group, is doing their initial on-site work during the week of the 17th of September. We are anticipating another clean audit from Binkley Kanavy. The audit should be completed by the end of October.

II. Community Care

CMP HC and Community Care continue to hold regular meetings with Community Care to review the program operations. Monthly network status meetings are proceeding smoothly and we continue to add providers to the CMP network. Monthly administrative meetings are held to review any operational issues and review the program's operations. Monthly claims and finance meetings are also held to monitor the fiscal side of the program.

Community Care and CMP HC have worked together to prepare for the new Grievance Process – which went into effect on the first of September. Grievances are filed when a service has been denied (in part or in full) and the provider and/or Member disagrees with that clinical decision. Staff who will participate in the Grievance Committees were trained in August.

III. Operations Update

Ongoing operations of the HealthChoices program in CMP continue to proceed smoothly. All advisory committee meetings are continuing to proceed on their regular, quarterly schedule. Quality and Care Management Committee meetings continue to be held on schedule.

CMP HC has selected an individual to fill the new, part-time, Clinical Director for our program. We have selected Zaadya Martinez. She is a former employee of MHDS who worked in the MH Department. She comes with many years of clinical work with children, families and adults. In addition, she has a very good knowledge of the existing behavioral health system with which she will be working to improve. Ms. Martinez starts on Monday, September 17th.

Respectfully submitted,



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HealthChoices Coordinator