

Entity Represented	Representative	Company	Present (P)/Call in (C)
MCAC	Kim Schwartz	Roanoke Chowan Community Health Ctr	X
	Joyce Winstead	North Carolina Board of Nursing	P
			X
Board-Certified Physician (Internal medicine/family Practice)	Dr. Robert L. Rich Jr.	Bladen Family Medicine	X
Board-Certified Physician (Pediatrics)	Dr. Jason D. Higginson	Maynard Children's Hospital	C
Board-Certified Physician (Obstetrics & Gynecology)	Dr. Kate Menard	UNC Health Care	C
Behavioral Health Psychiatrist	Dr. Charles "Ken" Dunham	Novant Health	C
Beneficiary	Aaron Ari Anderson		C
Health Plan Association	Ken Lewis (Taylor Griffin)	NCHP	C
AHEC/Quality	Carol Stanley /Chris Weathington	NC AHEC	X
Hospital	Dr. Robert A. Eberle	Novant	C
Hospital	Dr. Samuel Cykert	UNC School of Medicine	X
Provider Association-Hospital	Dr. Karen Southard	NC Healthcare Association	X
Local Health Departments	Lisa Macon Harrison	Granville Vance Public Health	C
Academic/University	Dr. Darren A. DeWalt	UNC Population Health	X
Academic/University	Dr. Jason Foltz	ECU Physicians	C
Crisis/Emergency	Dr. Charles McCormick	Rex Hospital	X
Primary MD	Dr. Benjamin Simmons	Atrium Health	C
LME-MCO	Elizabeth "Bess" Stanton	Partners Behavioral Health	X

Others in Attendance: Dr. Shannon Dowler, Dr. Abigail DeVries, Dr. Velma Taormina, Kelly Crosbie, Jaimica Wilkins, Shawn Latta, Tara Cooke, Hope Newsome, Doreatha McCoy, Abbey Rogstad, J. Carley, Matt Gawthrop, Sharon Brickhouse, Taylor Zublena, Andrea Long.

Agenda Items discussed:

- Roll Call and Introduction Joyce Winstead, Co-Chair recommendation to replace Crystal Tillman
- Update on meeting platform- effective immediately: new meeting platform will be MS Teams. Update to MCAC Quality Subcommittee page will be made as soon as possible.
- The Quality Strategy has been posted for public comment, link to review and submit feedback is [here](#).
- Dr. Dowler thanked everyone for joining, mentioned the work being done toward Medicaid Managed Care Launch.
- Beth McDermott presented on:
 - **2021 PHP readiness**
 - Standard Plan (SP) and Tribal Option Onsite Readiness Review (completed as of March 2021)
 - Review systems and processes to ensure SPs and the Tribal Option meets contract requirements. Scope: Policies/procedures, operations plans, training plans/materials, workflows, call center scripts, provider network contracts.
 - 14 areas of review broken out into 4 areas of work: Operations/Administration, Service Delivery, Financial Management, and Systems Management
 - PHP Deliverable Review
 - Quality Management and Improvement Program
 - Quality Assessment and Performance Improvement
 - Performance Improvement Plans
 - Provider Support Plans
 - **2021 Governance**
 - Each quarter, findings that were observed over the previous quarter/year will be presented to Medicaid's Quality and Health Outcomes Committee (QHO). It is an internal committee that reviews findings and identifies areas of improvement. Any recommendations for action will be brought to MCAC Quality Subcommittee then to the PHPs.
- **Question:** Dr. Menard asked about the Quality and Health Outcomes Committee (QHO) and who was on the committee.
Answer: Jaimica Wilkins explained that it is an internal committee made up of members from across the Medicaid organization that provides guidance and recommendations for policies, procedures, measures, and program changes across the division.