

IDS Advisory Committee  
Meeting Minutes  
May 13, 2013

**Present:**

Cary Moller, CAPS  
Christina McCollum, CAPS  
Debby Davis, Options  
Dwight Bowles, CAPS  
Janice Veenhuizen, VMH  
Kathleen Boyle, VMH  
Marcus Berglund, CCS  
Paul Logan, NWHS

Phil Blea, CBH  
Rod Calkins, MCHD  
Scott Richards, MCHD  
Steve Allan, Options  
Sue Hunter, ESCTC  
Terry Dethrow, NPC  
Tim Markwell, NPC  
Tim Murphy, BRS

Absent: Dawn Cottrell, CAPS, Sandy Stewart, MCHD

Guest:

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## **I. Announcements and Introductions**

- Valley Mental Health hired a new clinician. She is a psychologist. She is going to do counseling and not testing. She will be starting in June. They have also hired a new operations manager.
- Options hired John Butler and Barbara Allen.
- Bridgeway is advertising for a quality assurance manager. Tim also announced their Human Resource director is leaving and they will be hiring that position.
- Marion County announced that Sandy Stewart is retiring the end of June.
- Easter Seals office will be open until the end of June

## **II. Metric – IDS Incentives for Consideration**

- **Access**
  - An Acumentra review brought up some questions about access.
  - Agencies compare OHP vs Non-OHP that are receiving access each month
  - We have less authorizations open in the system currently than we did last year
  - Bridgeway believes they have more room to help with access
  - Impacting no shows
    - You can discharge members from care as long as there is a policy within your agency.

- Would like to have a IDS standard or an expectation across the system
- Consideration for Priority placement from Behaviorist, ER, or CAPS Intake groups or a centralized foundations group
  - Member's call is entered in as "registration pending" until they come to the Foundations Group. Registration pending does get changed when the member shows up to "Appointment Offered-Scheduled".
- WVCH provides to PCPs an Access incentive
  - Possibly consider incentives same day access incentive
- Find out how many of the people that are not getting in are only calling the one time. See how it impacts our numbers
  - Provide outreach/follow up on people that call once and then don't call back or they no show.
- Can or are agencies willing to offer an appointment even if they do not accept or do not show up. If this process happens, it will count for access as being offered.
- Respond back to PCP's letting them know that they are in service or they called and turned down appointments
  - Generally, PCPs cannot get an appointment if they call in behalf of the member. This is due to the established Self-Referral process.
  - Better follow up to the PCP regarding mutual clients is needed.

**Next Meeting June 10, 2013**  
**Minutes by Janette Cotton**