

OHA Advisory Committee Meeting
January 29, 2019
12:00 p.m. to 12:30 pm
Minutes

Meeting convened at 12:03 pm

Attendance: **Members via Phone** – Lynne Ide, Mark DeWaele, Steve Karp and Dina Berlyn
Members Absent – Sue Halpin
(One Committee vacancy)
OHA Present – Ted Doolittle, Denise Ramoutar, Valerie Wyzykowski;
and Sherri Koss

1. Welcome & Approval of Agenda and Minutes

- Motion to approve Jan. 29, 2019 Agenda; Mark DeWaele motioned to approve and Steve Wanczyk-Karp seconded; No discussion; no nays; Motion carried
- Due to July 2018 minutes not being provided prior to meeting, no vote taken; deferred to next meeting

Ted advised the Board that Gary Collins resigned and there has not been an appointment made at this time and that when there is a vacancy that 3 is considered to be a quorum per the bylaws, and also past practices and board actions taken by three members when there was a vacancy. Attorney Sean King researched this issue prior to today's meeting. Ted hopes by next meeting the Board will consist of 6 members.

2. Administration Report

a) **Budget**

- Nothing to report at this time.
- Governor's Budget due Feb. 20, 2019; Ted reminded committee that the outgoing governor asked agencies to come up with a 5% reduction in their budget;
- Lynne asked if there was any reason for concern; Ted responds no; making assumption governor will take as his base the projected 5% savings that everyone produced.

b) **Personnel**

- Ted shares that OHA hired a new Secretary who started on January 28, 2019 (Maria Zayas).
- Demian's position is posted; will be filled; have asked candidate pool to answer additional questions; hope to start to schedule interviews within a week or so.
- Looking to hire another Consumer Information Representative; we had someone from SEBAC list but it was not a good fit; position is posted and waiting for closing date. CIR is a good position for us; Val advises that that the CIR's are instrumental in supporting Nurse Consultants; fills an important gap.
- Lynne asks how lack of staff has affected the workflow; anything the Committee members should know about. Discussion included reference to recent elimination of two manager positions; enabled OHA to add case management personnel; created a Lead Consumer Information Rep position, now occupied by Kim Davis; This is how we managed the personnel issues; based on these adjustments, there was not a big impact on case workflow; Val stated that it only affected us in regards to doing Outreach; OHA is eager to get a full complement to get out more and do outreach

and doing more in-service trainings for the staff. Val also stated that comp time was used as well

c) Advisory Committee membership & appointments updated

- Ted working on updated re-appointments; Mark just got reappointed for a 5 year term; Lynne and Susan are in current terms and Dina and Steve are in the process of being re-appointed, hopefully; By-laws are clear that Members remain in place even though dates have expired.

d) OHA Evaluation

- Ted reminds Members that the annual evaluation of OHA is due April 1, 2019. Happy to assist as we did last year; Lynne states that they could not have done the report without OHA staff. Last year a Committee lead was designated; Members don't feel that's necessary, and request that materials be sent to the whole Committee instead

3. Data Reports

- Ted reviews the data report for 4Q – cases open/closed fairly stable with past 4Q
- Committee question re how long cases remain open. OHA keeps track on how long cases are open; each case manager participates in a monthly case review. All cases reviewed on a case by case basis; there is cause for some cases to remain open for a while; we don't run reports on how long cases are open. Val shares cases are monitored; once consumer contacts us, that starts the opening of the case; issue lies when we receive the Release of Information (ROI) back; we can't start working the case until the ROI is returned, since that is what gives us permission to contact the insurance carrier and the providers; some consumers need help with ROI; or perhaps they forgot about us or their case, so if consumer does not respond or follow up, OHA now does several follow-ups before we close cases for lack of activity
- Cases remain open for a while for a variety of reasons: if we having trouble getting medical records; or insurance company is out of state; if we have to do multiple appeals for a case; each case manager's case run is monitored monthly to close cases as soon as possible.
- Trying to come up with best way to track closed case savings per case metric; we have large cases that drive average up; ways to make it more meaningful; average not best metric; do the members have any ideas or suggestions? Feedback requested.
- Provide savings by type: Core cases savings over \$1.7 million
- DCF Savings low; attributed that to DCF lost train of thought on this project, possibly due to management changes there; not communicating with us as much as they used to. Agency wide LEAN process that went forward at DCF, but has not been completed; doesn't feel it was completed prior to DCF Commissioner leaving; with new Commissioner, will project have new life?
- Mark asks about "other" clinical category; thinks it should be broken down; what is rationale? This is attributable to recent changes in our Legal Files case management system; OHA agrees this "other" category is too big and is not helpful; We are looking into how to break it down; sometimes cases get complicated, making it difficult to identify a single category, and case managers may choose "other"

- AHCT data provided; spikes in 2014 and 2015 dates back to when ACA was new; maybe time to cycle the specific AHCT data off of the report, there may no longer be a need for an entire section on AHCT data any more on the quarterly data report

4. Legislative & Policy Report

- OHA did a Legislative Meet and Greet at the LOB; opportunity to meet new staffers and legislators; Ted in the process of contacting each legislator individually to introduce the agency and what we can do for members' constituents.
- Outreach down due to staffing issues; running TV/radio adds to compensate for the lack of outreach.

Mark motioned to adjourn and Lynne seconded; no nays

Meeting adjourned at 12:35 pm.

**The next meeting is scheduled for
Tuesday, April 23, 2019
12:00 – 12:30 PM**