

AGENDA: PAYER LIAISON CHECK IN -

MEETING SUMMARY		DATE: standing date TIME: standing time LOCATION: Dial in: provide the # to direct dial	
ATTENDEES		Carolina Complete Health (CCH) Payer Resource Page Info	
AGENDA ITEMS			
#	Topic / Time	Comments	Next Steps
1.	Committee Goal Review	Committee Goals: 1) Support members and payers in developing sustainable, collaborative relationships. 2) Increase member awareness of key considerations relative to our state's payer contracting landscape. 3) Serve as a resource for members in addressing overarching payer contracting issues.	
2.	Payer Resource Page: Payer Contacts a) Provider Relations b) 1.833.552.3876 <i>(Provider Services)</i> c) Provider Engagement <i>(provider orientation and education, P4P/Gap closure, liaison to the plan)</i> d) Donetta Godwin and Tabatha Dixon	Provider Services Phone Number: 1.833.552.3876 <i>Extended hours and will triage each call to get to the appropriate person</i> Provider Services Contact: Kelly Phillips, Director of Business Operations, Provider Relations & Support Phone: 919.602.1116 Email: kphillips@cch-network.com Provider Engagement – Independent Practices & Groups Contact: Donetta Godwin, Director of Provider Engagement (Independent practices/Medical Groups) Phone: 252.493.1908 Email: dgodwin@cch-network.com Provider Engagement – Hospital Systems Contact: Tabatha Dixon, Sr. Director of Corporate Connections & Medical Policy Email: tdixon@cch-network.com	

<p>3.</p>	<p>Payer Resource Page: Market Share</p> <ul style="list-style-type: none"> a) % market share <ul style="list-style-type: none"> a. Unknown b) Lines of business and covered lives <ul style="list-style-type: none"> a. Medicaid b. Marketplace, Ambetter c) Product list <ul style="list-style-type: none"> a. N/A d) Narrow networks not included in standard contracts (ask for links) <ul style="list-style-type: none"> a. N/A 	<ul style="list-style-type: none"> • CCH is one of the 5 PHPs participating in NC Medicaid Transformation and is active in Medicaid Regions 3, 4, 5 • Lines of Business: Medicaid (CCH) and Marketplace (Ambetter) 	
<p>4.</p>	<p>Payer Resource Page: Fee Schedules/Value-based programs</p> <ul style="list-style-type: none"> a) Link to instructions on how to obtain <ul style="list-style-type: none"> a. Reach out to Network Relations: networkrelations@cch-network.com b) Links to value-based programs/description by specialty <ul style="list-style-type: none"> a. Value Added Services: https://ncmedicaidplans.gov/find/viewhealthplans; b. Please refer to DHHS for the current AMH program offerings: https://medicaid.ncdhhs.gov/transformation/advanced-medical-home 	<p>Link to instructions on how to obtain – reach out to Network Relations or call Providers Services networkrelations@cch-network.com</p> <p>Links to value-based programs/description by specialty - Value Added Services - https://ncmedicaidplans.gov/find/viewhealthplans; VBC/VBP and P4P information will eventually be posted on website but is still being approved</p> <p>Please refer to DHHS for the current AMH program offerings: https://medicaid.ncdhhs.gov/transformation/advanced-medical-home</p>	

5.	<p>Payer Resource Page: ACO/MCO/CIN</p> <ul style="list-style-type: none"> a) Relationships: <i>CCH is currently contracted with most ACO/MCO/CIN orgs across the state and continue to build the network.</i> b) Contacts: Provider Engagement – Donetta Godwin c) Orientation information? <ul style="list-style-type: none"> a. Will offer provider orientation based on provider preference. 	<ul style="list-style-type: none"> • CCH is currently contracted with most ACO/MCO/CIN orgs across the state and continue to build the network • Orientation information? Will offer provider orientation based on provider preferences (will begin 90 days prior to go-live). Will offer on-demand recordings, live trainings at pre-scheduled dates/times, and one-on-one training as needed. Materials will be sent to provider and available on our website. 	
6.	<p>Payer Resource Page: Other Resources</p> <ul style="list-style-type: none"> a) Links? b) Comments? 	<ul style="list-style-type: none"> • Links? https://network.carolinacompletehealth.com/ https://www.ambetterofnorthcarolina.com/ • Comments? Provider Resources: https://network.carolinacompletehealth.com/resources.html https://www.ambetterofnorthcarolina.com/provider-resources/manuals-and-forms.html 	