

~~April~~<sup>May</sup> 2009 Meeting Agenda  
May 7, 2009  
9:30 am until 11:30 am  
Conference Call  
Call-In Number 1-866-842-4826  
Pass code: 5356260

1. Welcoming Remarks
2. Clinical/Medical Update:
  - a. NorthSTAR Outpatient Trends
  - b. Recovery Orientation
  - c. Service Package Data review
3. Quality Update-Melanie Sanders
  - a. HIPAA Breaches (see PHI definition below)
  - b. NTBHA Phone Survey (Individual results will be sent to each SPN)
4. Provider Relations Update
  - a. Self Directed Care contracting
5. Eligibility Update
  - a. Refresher training
  - b. [TNSed@valueoptions.com](mailto:TNSed@valueoptions.com)
6. Questions/Open Forum/Announcements

PROTECTED HEALTH INFORMATION (PHI) is defined as a subset of health information, including demographic information, that is collected from an individual, or is created or received by a health care provider, employer, health plan or health care clearinghouse; and 1. that is transmitted and/or maintained in any form or medium; and 2. relates to the past, present or future physical or mental health or condition of an individual; the provision of health care to an individual; or the past, present or future payments for the provision of health care to an individual.

**Next Meeting: June 4, 2009 at ValueOptions**

## **Eligibility Issues Phone Audit**

Conducted in April 2009 by North Texas Behavioral Health Authority (NTBHA)

### **Survey Description**

Staff from NTBHA called all SPNs and ValueOptions to ask whether her spouse would be disqualified or not from spouse had major medical insurance without behavioral health. The correct answer is "no."

### **Summary of All NorthSTAR Responses**

9 calls = (including 7 to SPNs and 2 to VO) resulted in the caller getting the correct answer

4 calls = resulted in the caller being told the provider is unsure

3 of those 4 calls = recommended the caller still go through the enrollment process

1 of those 4 calls = recommended the caller phone VO

2 calls = resulted in the caller getting the wrong answer

1 call = resulted in the caller leaving a voice mail, but no return call was ever received