

**NorthSTAR SPN Meeting  
Agenda  
June 3, 2010  
9:30-11:30 AM  
Dial in 866-842-4826  
Participant code: 5356260**

**I. Quality Management**

Melanie Sanders

- A. TAC Competency Update
- B. SPN Audits 2010 assessing HR file elements (credentials, competencies, clinical supervision)
- C. NorthSTAR Satisfaction Survey Completed (400 plus responses)
  - 1. Results Pending
  - 2. Repeat Survey in Oct/Nov 2010

**II. Clinical Update**

Felicia Spaulding

- A. Service package authorizations and add-ons
- B. Clinical Update

**III. Provider Relations**

Holly Brock

- A. Going green initiative
  - 1. auth file downloads
- B. SPN Meeting schedule and format

**IV. Open Discussion/Announcements**