



PLANNING & OPERATIONS COMMITTEE MINUTES

DATE: Tuesday, March 16, 2021
TIME: 5:30 PM
PLACE: 1430 Collier Street – Via TEAMS
Austin, TX 78704

MEMBERS PRESENT: Dr. Guadalupe Zamora, Emmitt Hayes and Ed Calahan

MEMBERS ABSENT: Dr. David Springer

OTHER BOARD MEMBERS PRESENT: None

Integral Care staff were present

Chair, Dr. Guadalupe Zamora called the meeting to order at 5:32 p.m.

CITIZENS' COMMENTS

None.

APPROVAL OF MINUTES

The minutes of the January 19, 2021 meeting stand approved as submitted.

RECOMMENDATION TO APPROVE IF AWARDED TEXAS HEALTH AND HUMAN SERVICES HEALTHY COMMUNITY COLLABORATIVE PROGRAM (GOAL 2) Ruth Ahearn provided the Committee with information on the grant which will provide support ongoing recovery, housing stability and community integration. Discussion ensued. Ed Calahan called for a motion to recommend to the Board the approval of proposed recommendation. Emmitt Hayes second. All in favor. Motion carried. *This item will be added to the consent agenda.*

INFORMATION ITEM: NCOA LONG TERM SERVICES AND SUPPORTS CASE MANAGEMENT ACCREDITATION (GOAL 2) Ken Winston provided the Committee with background information on accreditation standards that are designed to help organizations implement best practices for community-based, person-centered LTSS systems. Discussion ensued.

INFORMATION ITEM: CALL CENTER CONTINUOUS QUALITY IMPROVEMENT (GOAL 2) Teresa Williams provided the Committee with an update on a Plan of Improvement for the Call Center and Hotline. Discussion ensued.

INFORMATION ITEM: CENTRAL HEALTH MAP BASIC PILOT Robert Dominguez provided the Committee with information on the Pilot focusing on cross specialty integration accomplished in part by granting expanded pharmacy benefit access for the MAP Basic program for select Integral Care prescribers. Discussion ensued.

DISCUSSION ITEM: CHIEF OPERATIONS OFFICER REPORT (GOALS 1-3) Kim Macakiage provided the Committee with an update on Sendero Complex Case Management Services. The program is comprised of Integral Care LPHA's, that works in collaboration with the Sendero Health Plans Medical Case Management Team. Discussion ensued.

The items listed below were decided for Consent/Non-Consent Agenda:

Consent:

Recommendation to Approve if Awarded Texas Health and Human Services Healthy Community Collaborative Program

Non-Consent:


None

CITIZENS' COMMENTS

None.

ADJOURNED

The meeting adjourned at 6:26 p.m.



Guadalupe Zamora



Kendra Green, Recording Secretary

April 20, 2021

Date