

# Consumer Family Advisory Council (CFAC) Minutes

## Meeting

- The CFAC met on April 5, 2016 at 6:00 p.m. at the Green Oaks conference room in the Three Forest Plaza building at 12221 Merit Drive, Suite 400, Dallas, TX. ValueOptions provided dinner and the meeting was co-chaired by Mary Ann Niles and Jeanine Hayes.

## Business

- Brittony McNaughton, NTBHA Transition Director, gave a presentation regarding the transition of NorthSTAR into separate programs for Medicaid and indigent consumers. Points of interested included:
  - Medicaid consumers will receive both physical and behavioral healthcare through their Managed Care Organizations (MCOs). Indigent consumers will receive services through NTBHA's provider network.
  - Current NorthSTAR providers are expected to apply for all Medicaid MCO plans as well as the NTBHA indigent program in order to provide seamless continuity of service.
  - The NTBHA Board of Directors will appoint members to a Planning and Network Advisory Committee (PNAC) comprised of at least 50% from consumers and family members with remaining seats from community stakeholders.
  - The NTBHA system will be consumer focused, data driven, and outcomes oriented.
  - Provider procurement will begin this month - RFA Open Enrollment for routine outpatient providers and an RFP process for regional service providers.
  - Key features include choice of provider and open access as long as careful use of service dollars offers no wait list.
  - Client benefits role will be developed in order to assist Medicaid eligible consumers get enrolled.

## Announcements

- Mary Ann Niles stressed the need to identify what the community should ask of legislators prior to the next legislative session. This community would like to see certified peer support specialists qualified to bill for services rendered in Medicaid and indigent care programs in Texas.
- Janie Metzinger provided copies of a newsletter she helped develop with the Dallas Metrocare Samuell Clinic Consumer Council that describes Medicaid eligibility criteria and primary care services available at the clinic.

## Next Meeting

- May 3, 2016