

National Council of Chief Executive Officers

Monthly Tele-Conference Meeting

DATE: April 6, 2010

TIME: 12:00 pm EST

Meeting Minutes

I. ROLL CALL

<u>NCCEO Officers:</u>	<u>P</u>	<u>A</u>	<u>Area Representatives</u>	<u>P</u>	<u>A</u>
Bryce Redgrave, Chair	x		Bill Pourier, ABR		x
Andrew Delgado, V-Chair	x		_____, AK		x
Alan Barlow, Secretary	x		Dorlynn Simmons, ALB	x	
Yvonne Misiaszek, Past Chair		x	Gary Wabaunsee, BEM	x	
			Debby Bends, BIL		x
			Molin Malicay, CAL		x
Chris Buchanan-NBOC		x	Diane Carnes, NAS		x
Carol Prevost-NBOC	x		Bennie Yazzie, NAV	x	
Gary Wabaunsee-CHSO	x		Chris Buchanan, OKC		x
			De Alva Honahnie, PHX	x	
			Andrew Delgado, POR	x	
			Patti Whitethorne, TUC		x
<u>IHS HQ Staff:</u>					
Elmer Brewster-ORAP	x				
Vince Gudewich-HR	x				
Liz Fowler-UFMS	x				
			<u>Additional CEO Members</u>		
			Karol Parker, POR	x	

II. APPROVAL OF AGENDA

No new items were added to the agenda. Bryce Redgrave explained that monthly NCCEO conference calls are open to any I/T/U CEO, but the Area Representatives maintain the responsibility to distribute information to their respective constituencies.

Gary Wabaunsee also remarked that Dr. Yvette Roubideaux has expressed her appreciation for the delivery of the NCCEO comments in the context of her Four (4) Priorities for IHS.

III. REVIEW/APPROVAL OF PREVIOUS MEETING MINUTES

Tabled until next month

IV. OLD BUSINESS

N/A

V. NEW BUSINESS

1) Welcome and Introduction of New Officers

Bryce Redgrave introduced Andrew Delgado, Alan Barlow, and himself as newly elected officials for the NCCEO. If any information needs to be communicated to or through the Council, it can be forwarded to any

one of these individuals, or to Yvonne Misiaszek who remains an NCCEO official as the Past Chair.

Bryce Redgrave reaffirmed the appreciation of Dr. Roubideaux for the comments and direction of the NCCEO, as well as the importance of ensuring inclusiveness with all I/T/U's as part of our function.

He explained that the NCCEO website has not been updated for several years and communicated the recommendations that we initiate our updates with biographies of our current officials, a list of current CEO's, and the posting of meeting minutes. In doing so, we hope to promote better communication and transparency for all I/T/U's and other interested parties.

2) HQ Reports

ORAP Updates

Elmer Brewster provided a summary of the recent I/T/U Partnership meeting which focused on building practical skills and capacity (as opposed to policy development) in relation to 3rd party billing and collections (e.g. coding, patient registration, billing, denial management, etc.). Approximately 420 individuals (including Tribal CEOs and Health Directors) attended 100 sessions over a 3-day period. Gary Russell from the Navajo Area provided an excellent keynote address on customer service.

Bryce Redgrave inquired about similar training for CEO's in August 2010. Elmer Brewster affirmed that training (including executive reports and dashboard usage/development, internal control policy implementation, and online tools navigation/ input) has been tentatively scheduled for the following dates and locations:

- a) August 10th and 11th in Rapid City or Minneapolis
- b) August 17th and 18th in Albuquerque

The dates and location of the first offering may change. The same training will be offered at each session, so CEO's may choose which time and location works best for them. These sessions are also open to Business Officers and/or AOs. There was also discussion about the Direct Services Tribal meetings scheduled for the week of August 23rd in Billings.

HR Updates

Vince Gudewich provided a summary of the HHS Careers Automated Hiring System pilot project at HQ and in the Bemidji Area. The last 2 months have been spent transitioning to this system for all recruitments in the Area. The application process is different, but this should be an easier system to navigate. Efficiency in our communication with potential candidates (e.g. qualifications, selection, information receipt, etc.) should also improve. This system will eventually be implemented on an IHS-wide basis, with Regional HR staff providing appropriate training prior to full implementation.

Regarding the current delay/hold on PMAP performance awards, Vince Gudewich explained that our Union Agreement states we will provide

them with budget data to review and 20 days to respond. This data has been provided the Union and the accompanying timeframe engaged. Once we hear back from them, we will enter into a negotiations process on how bonuses are paid out, or if not, we can move forward paying them out according to plan (there is variance across Areas for award levels). Andrew Delgado inquired about the impact the Union review delay would have on QSI awards, and Vince Gudewich clarified that QSIs will not be processed until clearance is received for all PMAP awards.

Lastly, over the last few months, an IHS-wide FLSA (Fair Labor Standards Act) grievance has been filed by the Union and worked on by Union and IHS attorneys to determine if position classification errors have occurred in IHS for the purposes of paying employees overtime. A position description review is occurring at present, and CEOs should be aware that various managers and staff at Service Units have been and may be contacted for their input as a part of this process.

UFMS Updates

Regarding UFMS issues, Elmer Brewster affirmed the ongoing development of additional UFMS canned reports (including bills aging report status, dashboards, etc.) to track what is happening IHS-wide at the Service Unit level. In 2008, HQ lost some ability to track and monitor collection activities at Service Units, and we are hoping some of these reports and system developments will inform CEOs and HQ of our comprehensive and specific collections status.

Overall, IHS collections activity reflects a slight decrease in Medicaid collections, a slight increase in Medicare collections, and an overall decreased of 1%. This represents the 1st time that IHS has experienced a decrease in 3rd party collections.

Karol Parker inquired about the causes of and solutions to collection reporting discrepancies between SU information and UFMS posting numbers. Elmer Brewster speculated that perhaps funds from prior years are being mixed up together in the systems, and affirmed that AR training this year and in upcoming sessions will emphasize understanding the reconciliation between UFMS and RPMS systems, and actual cash deposits. Between these components, there seems to be dollars "sitting" out there for Service Units to pick up. It was also noted that Jeffery Tuner, Jamie Squires, and Peggy Biery attended the reconciliation workshop for the Portland Area. Each Area should have similarly designated individuals who are tasked with helping Service Unites with these processes, and Bryce Redgrave will send out a listing of these contact points to the CEOs.

Elmer Brewster explained that at end of 2011, we will be changing "lock box" providers (currently over 100 of them) and consolidate down to a dozen or so for each specific area. We will then transition from PNC bank to another provider. This will involve changing all the routing of payments and EDI information with the new provider. We will also change how we are paid, converting to full electronic funds transfers. As a government requirement, this will happen in the next couple of years.

Liz Fowler affirmed that we do have 100 reports in Discover right now that can be run by anyone with access to UFMS. There are also 86 pending reports from employee requests. Only 1 contractor currently develops reports for us, and the majority of the reports are AR reports. A process for requesting new reports is in development, and *ad hoc* requests are difficult to handle (in some cases, existing reports have the information needed). Part of the dilemma to be addressed concerns how to make Service Unit contacts aware of what is available. For now, the UFMS help desk can help identify the information you need, and perhaps we can look to schedule a report forum later this year to bring UFMS users together to exchange ideas.

Gary Wabaunsee inquired about the use of WebEx training on report usage. Liz Fowler affirmed that we can talk about these sessions and how to make them available. We can also talk about grouping reports according to organizational entities (Area Directors, CEOs, etc.).

Bryce Redgrave inquired about a Discover Reports Lead, and Liz Fowler identified Carla Despain. However, Carla Despain is overwhelmed right now and can't fulfill this role, and there was a suggestion to ask each Area to identify someone to take this role on. Elmer Brewster also noted that in planning some training that will target CEOs and AOs on 3rd party revenue process, perhaps we can pull in UFMS reports on this as well.

VI. NCCEO Committee Reports (5 MINUTES EACH)

IHS Leadership Call

Bryce Redgrave explained that the monthly IHS Leadership conference call happened last week and normally involves the Council Chairs, the Area Directors, and HQ Staff. Bryce Redgrave will represent NCCEO regularly on this call, with Andrew Delgado doing so in his absence.

NBOC - Nominations

A discussion regarding nominations for our NBOC representative was engaged. Carol Provost had been serving as our NBOC representative, but was under the impression she could no longer serve in that role. Andrew Delgado inquired as to whether Carol Provost could continue in that role, and after additional discussion, it was decided that she could. Indeed, given that other Councils have tended towards distributing such duties to members so their officers do not become overwhelmed---combined with the fact that Carol Provost would like to continue with this role---there was consensus to retain her as our NBOC representative.

CHSO - Nominations

Gary Wabaunsee volunteered to serve in this capacity, and there was consensus to designate him at our CHSO.

VII. OTHER AGENDA ITEMS (TIME PERMITTING)

SWOT Analysis-NCCEO

A discussion on developing a SWOT analysis of NCCEO capacities for Dr. Roubideaux was engaged. Andrew Delgado suggested that we decide how we want to approach the development of this analysis (e.g. email, face-to-face, etc.). Bryce Redgrave noted that face-to-face is preferred, and this could happen at the Direct Services Tribe meetings or at an annual meeting called to fulfill our Charter requirements. Any suggestions or preferences from the CEOs should be volunteered as soon as possible.

In the interim, Alan Barlow will send out a preliminary SWOT format so CEOs may gather their thoughts prior to any meeting we have. Karol Parker supported this notion and noted that if we attached our face-to-face meeting to another, we are likely to increase our CEO participation.

Position Paper to the IHS Director

From our session with Dr. Roubideaux at the NCC meetings, our group indicated that we would compile a concise position paper on the issues discussed. After some discussion, it was decided that Bryce Redgrave will draft the initial paper and send it out for CEO comment.

NCCEO Charter

Recognizing that our NCCEO Charter is five (5) years old, the issue of revising/updating it was discussed. Specific topics for revision include language identifying full I/T/U participation in the NCCEO and changes to the formation of the DEC. We know Dr. Roubideaux is looking to review the Charters of all NCC entities and that the DEC will not function as it currently is.

To address the issue of how to move forward, Bryce Redgrave will bring up the issue of Charter revision at the next IHS Leadership conference call. He welcomes any input from our membership to be presented on this topic as well.

VIII. ADJOURNMENT

There was consensus to adjourn at 1:12 pm EST.