

# National Council of Chief Executive Officers

Monthly Tele-Conference Meeting  
 Toll Free #: 866-754-5692  
 Participant Code: 2136254

DATE: May 4, 2010  
 TIME: 12:00 pm EST; 11:00 am CST; 10:00 am MST; 9:00 am PST

## 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		
Alan Barlow, Secretary	x		Dorlynn Simmons, ALB		x
Yvonne Misiaszek, P-Chair		x	Gary Wabaunsee, BEM	x	
			Debby Bends, BIL	x	
Chris Buchanan-NBOC		x	Molin Malicay, CAL		x
Carol Prevost-NBOC		x	Diane Carnes, NAS		x
Gary Wabaunsee-CHSO	x		Bennie Yazzie, NAV	x	
			Chris Buchanan, OKC		x
<u>IHS HQ Staff:</u>			De Alva Honahnie, PHX	x	
Elmer Brewster-ORAP	x		Andrew Delgado, POR	x	
Vince Gudewich-HR	x		Patti Whitethorne, TUC		x
Liz Fowler-UFMS		x	<u>Additional CEO Members</u>		
Kenneth Cannon	x		Bernie DeAsis, TUC	x	
Charles Gepford		x	Ramadas "PC" Aithal	x	

### II. APPROVAL OF AGENDA

There was consensus by those present to approve the agenda as submitted.

### III. REVIEW/APPROVAL OF PREVIOUS MEETING MINUTES

There was consensus by those present to approve the NCCEO meeting minutes of April 6<sup>th</sup>, 2010.

### IV. OLD BUSINESS

#### 1) NCCEO SWOT Analysis

Andrew Delgado explained the NCCEO SWOT Analysis effort, and Alan Barlow confirmed that only one (1) response has been submitted to date. Consequently, the decision was made to extend the feedback cutoff date for the 1<sup>st</sup> Priority to May 12, 2010. Area NCCEO Representatives were also encouraged to drive this effort and solicit feedback in their respective regions.

Bennie Yazzie explained that he has undertaken an effort to speak with five (5) Service Unit CEOs in his area. The will be meeting

next week (Thursday or Friday) to hold a face-to-face SWOT analysis of all 4 Priorities. This is an excellent idea and will expedite the feedback process.

Debbie Bends explained that an Area SWOT was completed for the Billings Area recently, and good information was available from that effort.

Alan Barlow reminded the group to be candid in their feedback and to reflect their knowledge of the NCCEO in their feedback. The final SWOT summary should reflect the capability of the NCCEO as we currently view it---we can then work to address our weaknesses and threats while leveraging our strengths and opportunities.

2) NCCEO Charter Revisions

Andrew Delgado explained that Bryce Redgrave will be attending the IHS Leadership conference call on Thursday, May 6, 2010 and will bring up the issue of NCCEO charter revisions (e.g. language explicitly including all I/T/Us in our charter) to the assembly. Consequently, there is nothing further to report at this time, but we will have an update at our next teleconference.

3) NCCEO Position Paper to Dr. Roubideaux

Andrew Delgado explained that since the proposed position paper to Dr. Roubideaux is contingent on our SWOT analysis, our timeline for submission of this document has also been extended.

Gary Wabaunsee solicited a quick review of the merits of the position paper to be submitted. In relation to the SWOT effort, Alan Barlow will work with Bryce Redgrave and Andrew Delgado to combine similar feedback themes and summarize them in a feedback grid. The position paper will supplement this information and provide Dr. Roubideaux with a comprehensive summary of the NCCEO.

**V. NEW BUSINESS**

1) HQ Reports

ORAP Updates

Elmer Brewster outlined the dates and subjects of an upcoming business office training that will target CEO's, AO's and Business Office Managers as follows:

Dates:

August 11<sup>th</sup> and 12<sup>th</sup> - Albuquerque  
August 18<sup>th</sup> and 19<sup>th</sup> - TBD (Rapid City or Minneapolis is likely)

## Training Topics/Learning Objectives:

- Online 3<sup>rd</sup> Party Survey results and review (ORAP)
- Revenue cycle responsibilities and templates
- Revenue trends---what and how we get paid
- Revenue streams - services
- Role of cost reports and business operations
- AR and denial management
- Adjustment reasons to AR
- Management reports in RPMS
- Internal Control Policy
- Revenue Projections

PC inquired about whether the training would involve training on the 3<sup>rd</sup> Party dashboard and/or other tools. Elmer Brewster indicated this is possible, and they will see what kinds of templates can be developed from the dashboard.

Andrew Delgado inquired whether target goals for collections will be a part of the dashboard. Elmer Brewster indicated they were not a part of the dashboard, but that the training could review what contributes to revenue projections and how to refine accuracy in that area. PC also noted that since we only have two (2) months of data with the dashboard, revenue projection would be difficult to do right now. However, once we have more data---perhaps by the August CEO training---we can start looking at targets and projections more effectively.

A comment was made explaining the need to track posting of collections at the facility level---otherwise, funds stay in a suspense account. While we have to know how to mine down to facility-specific information, PC noted that an RPMS and treasury comparison is needed to see specific information on suspense breakdowns by Service Unit.

The comment was made that AR and aging indicators would be useful on the dashboard as well.

Bernie DeAsis stated that on the back end of the revenue cycle, we need to have clear understanding of the interaction between RPMS and UFMS in posting funds. He also inquired whether PNC bank is going to be replaced and posting of transactions through them will be restructured. Elmer Brewster affirmed that IHS will replace PNC. He went to explain that right now, we can get the electronic information to send to SUs for posting. However, that will not be the case in the future with us moving from PNC. We are working on how to keep that information available.

Bennie Yazzie noted that right now, he can check what revenue has come in to his facility in real time, and this facilitates quicker decision-making. PC cautioned us to make sure we reference what is posted, not what is collected.

Elmer Brewster reported that IHS reported full completion (100%) on the ORAP online tool! He then cautioned that a review of the reporting tool submissions will trigger red-flags. In

such cases, standards will be reviewed and corrective action plans will need to be developed at an SU level. Information on these cases will be communicated to each Area Director in the upcoming weeks.

#### HR Update

Vince Gudewich reported that we are in the middle of processing all PMAP performance awards. Cash and time-off awards will be processed on this next pay period (#10). QSIs will be processed on the following pay period (#11).

#### UFMS Update

Kenneth Cannon emphasized a memo forthcoming from headquarters with instruction to "clean up" reconciliations, particularly for FY 2008. This memo is currently being drafted and will hold our clean-up efforts to a June 30, 2010 deadline.

Revisiting the topic of the Revenue Cycle dashboard, PC will coordinate with the RPMS-AR workgroups to form a WebEx session before the August CEO training to review the dashboard and prepare CEOs for additional questions at the training.

Back to the topic of clean up for FY 2008, PC explained that more than 8 million dollars remains in UFMS balances from 2008. These are at least a year and a half old, and we need to find out why they are there and provide justifiable reasons for them, if valid. Medicaid and Medicare are critical reconciliation is critical. For FY 2009 and 2010, we will see instruction to and will need to ensure monthly deadlines for reconciliation. There is a daily file transmission reconciliation process from RPMS and UFMS, and it needs to be performed and caught up by Sept 30, 2010 for FY 2009. Doing this will probably also help bring down the balances. These efforts will be tracked on the dashboard.

Kenneth Cannon noted that we have 2 dashboards for February and March of 2010. Designated Area Officers/Points of Contact should be getting this information, and then communicating it down to the Service Unit level. PC cautioned us to know who these Points of Contact are for our respective areas. Andrew Delgado pointed out that Bryce Redgrave sent this information out to those email addresses provided at the Annual Combined Councils meeting.

Andrew Delgado requested that the dashboard information also be forwarded to Bryce Redgrave, Alan Barlow, and himself as NCCEO officers. PC and Kenneth Cannon will follow-up on this request.

#### **VI. NCCEO Committee Reports**

##### 1) IHS Leadership Call:

Bryce Redgrave will be attending the IHS Leadership conference call on Thursday, May 6, 2010.

2) NBOC:

No NBOC Representatives were on the call. Their report was tabled until the next meeting.

3) CHSO:

Gary Wabaunsee will have a report to us in the next 5-10 days.

**VII. OTHER AGENDA ITEMS (TIME PERMITTING)**

Alan Barlow will send out another notice for SWOT analysis feedback--noting the revised deadline---along with the notes for this meeting.

Andrew Delgado provided a brief explanation of updates that are coming for our NCCEO website. We are also trying to update our list of CEO members and contact information, so Area Representatives should be aware that calls will be coming. The link to the NCCEO website will be provided once the updates are made.

**VIII. ADJOURNMENT**

There was consensus to adjourn at 12:45 pm, EST.