

# SBWC Finance and Sustainability Implementation Workgroup meeting

March 2, 2021

## Minutes

**Attendees:** Connie Feeley, Kathryn Fiddler, Jennifer Donovan (representing Leah Woodall), Denise Watson, Shannon Breitzman and Ana Bueno.

HMA welcomed members, reminded the group of group expectations and rules, and continued working on Recommendation 11 as follows:

**Recommendation 11: Increase efficiencies in credentialing and contracting with payors so that SBWCs can be credentialed as a practice rather than individual providers.**

**Objective: By December 31, 2023 standardize the credentialing process across SBWCs and payors and decrease the time it takes to credential to no more than thirty days.**

**Strategy: Through policy/system change, training, awareness raising and improved communication**

Activity	Target Date	Key Implementers	Milestones	Process Measures	Outcomes Measures
Encourage identification of a provider relations POC to trouble shoot and address issues at payors. Reach out and identify Create a list Maintain list	Within 3-6 months of TA vendor being established and updated annually	Public Health and TA vendor to update	Outreach list third party payors Created list	List of payors for contacting  List of provider relations POC	Credentialing is happening in a timely manner-as reported by SBWCs
Train provider relations specialist about what SBWCs are-as a standard practice Public health works with medical sponsors to create training and provides via webinar	Within 3-6 months of TA vendor being established and updated annually	Public Health with medical sponsors and TA vendor to update	Training created Training provided	Training slide deck and agenda Webinar link created and made available	Credentialing is happening in a timely manner-as reported by SBWCs
Work with provider relations POC to trouble shoot issues with	Within 3-6 months of plan	Medical sponsors	Provider relations group created	Issues identified	Credentialing is happening in a

processing applications (i.e., software/computer)	being released and ongoing				timely manner-as reported by SBWCs
Work with provider relations POC to include insurance company verification of receipt of completed and clean application	Within 3-6 months of plan being released and ongoing	Medical sponsors	Provider relations group created	Issues identified	Credentialing is happening in a timely manner-as reported by SBWCs
Improve communication between payor and provider about status of credentialing	Within 6 months of understanding issues and determining solutions and ongoing	Medical sponsors	Creating policies to address identified issues	Roadmap/workflow created for medical sponsors Alert to medical sponsors with status updates	Credentialing is happening in a timely manner-as reported by SBWCs
Issue Dept of Insurance bulletin-to increase awareness of SBWCs as an integral part of the health system	Within 3-6 months of TA vendor being established	Public Health and TA Vendor	Bulletin created	Bulletin issued and posted on public facing website	Credentialing is happening in a timely manner-as reported by SBWCs
Host bi-annual meetings between MCOs, Medicaid, other commercial payors, SBWCs, TA Vendor, DPH to discuss how to streamline and accomplish goal-credentialing people, include DEI perspective	Within 1 year of plan being released	TA Vendor	Meeting planned and held Create attendee list	Agenda Attendee list List of issues to address	Credentialing is happening in a timely manner-as reported by SBWCs
<b>Resources Needed:</b>					
<b>Foreseen Challenges:</b>					

Kathryn Fiddler indicated that she liked the work took a multidisciplinary team to make things happen.

As few members joined the call the work will be sent to the group and ask members for a different time and day for group members to join.

HMA to send the implementation plan for Recommendation 11 to the implementation workgroup members to get feedback on resources and challenges.