



## PAG Meeting Notes

<b>Project Name:</b> PAG	<b>Mtg. Leader:</b> –
<b>Objectives:</b> <ul style="list-style-type: none"> <li>• Subcommittee Discussions</li> <li>• Classification Update</li> <li>• Co-Pay Issue</li> <li>• Crossover Update</li> <li>• MIHMS Operations Update</li> <li>• Policy Update</li> </ul>	<b>Mtg. Facilitator:</b> Sarah Cairns
	<b>Mtg. Recorder:</b> Cheryl Rood
	<b>Where:</b> 41 Anthony Ave, Augusta
	<b>Date:</b> 05/10/12
	<b>Start Time:</b> 10:00 AM
	<b>End Time:</b> 11:30 AM

<b>Attendees:</b>			
Name	Name	Name	Name
Jennifer Palow	Norman Curtis	Lisa Pouliot	Diana Brown-Collins
Cecile Eisenhart	Bridget Rickard	Michelle Hatarick	Troy Roy
Shannon Martin	Maryanne Yvon	Beth Ketch	Heidi Goodale
John Burke	Robin Allen	Crystal Stultz	Polly Miller
Andy McLean	Rebecca Dunlap		



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

1.	<p>Subcommittee discussions:</p> <ul style="list-style-type: none"> <li>• Communications – Bridget Rickard, Conference calls as needed, vet with provider community.</li> <li>• End User Testing – Jeff Hadley, have all provider types involved. Have a voice in prioritizing. Start with a kick off meeting and understand expectations etc.</li> <li>• Metrics – John Burke, Troy Roy, Bobbi Oxtan , need to have a way to bridge the gap. Understand what John shows for outstanding receivables vs. what Molina shows. Kick of conference call first, and report back to PAG/TAG group.</li> </ul>
2.	<p>Steve Creamer provided a classification update. There was a classification user interface implemented in April. There was a listserv that went out on April 13 to describe the issues. There was a listserv message that went out April 25<sup>th</sup> about the issue that caused members to lose classification. Providers should see these as being fixed in the first week of May.</p>
3.	<p>Diana Brown-Collins spoke about copay and cost of care issues.</p>
4.	<p>Crystal Stultz provided an update on call stats for March and April. She spoke about how her staff was cross training (EDI/Enrollment area).</p>
5.	<p>Beth reviewed the Policy Update document with the group.</p>



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<b>Action Items</b>			
<b>#</b>	<b>Item</b>	<b>Responsible</b>	<b>Due Date</b>
1.			
2.			