



# Memphis TGA Subrecipient Quality Meeting

Thursday, June 16, 2022  
Microsoft Teams Meeting  
11:30 a.m. - 1:00 p.m.

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## Meeting Minutes:

**Present:** Dana Moore, Molly Rigell Peek, Willy Dixon, Fatimah Stout, Lisa Brisendine, Melissa Wright, Garrett Switzer, Adam Snider, Kathy Esposito, Maretta Cox, Jessie Claudio, Katherine Knapp, Nancy Glewwe, Jimmie Samuels, Sandra Kimble, Venus Jordan, Melissa Farrar, Lindsey Richesin, Sean Jeans, Eboni Winford, Cristobal Valveviento, Tanyell Dunlap, Voneshia Hewitt, Ace Brooks

**Recipient Office Present:** Veronyca Washington, Shirley Terry-Lewis, Denford Galloway, Rosita Timmons, Corry Owens Jr., Charmeka Smith, Maria Anaya, Dorothy Golden, Minh Doan, Michael Ward, Misty Hayes-Winton, Brevin Robinson

### I. Call to Order: 11:35 am

### II. Welcome & Introductions

Veronyca Washington welcomed everyone to the meeting and introduced new attendees and presenters.

### III. Recipient Office Updates

Rosita Timmons, Compliance Manager, informed subrecipients all Part A contracts are fully executed. FY22 Site Visits will commence in the fall. **Fiscal Updates**

Corry Owens Jr., Accountant, informed subrecipients of new invoice templates that will be distributed in the coming weeks.

### IV. Part D Updates

Kathy Esposito, Community Program Supervisor, provided Part D updates including client services and clients served. Updates: EFA still out of funds, still providing medical transportation and food vouchers.

### V. H-CAP Group Updates

Denford Galloway, Planning Council Manager, provided updates on planning group reflectiveness and activities. Informed committee of planning group's need to recruit State Medicaid, Substance Abuse, and formally incarcerated individuals. Starting July 2022, H-CAP meetings will be in person. H-CAP is planning for Ryan White HIV 5k Walk/Run and engaged in community outreach events all summer.

### VI. EHE Updates



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Misty Hayes-Winton, EHE Manager, announced recipient office received NOA. The EHE Accountant was hired and started on June 16, 2022 and is currently interviewing for Public Health Coordinator position.

## **VII. Program Updates**

- a. LPAP Advisory Board committee met May 17, 2022 and re-established LPAP enrollment and eligibility, no changes. Two additional medications were added to the formulary and the formulary is posted on the hivmemphis.org website.
- b. Veronyca informed committee of recipient updating hivmemphis.org website and to be on the lookout for communication regarding agency contact information and services provided. Also asked subrecipients to review the website and send any needed changes to Michael Ward, Business Services Analyst.
- c. Veronyca provided update on TN Part B eligibility policy update that eliminates the six-month recertification requirement. Part A will continue to require the six-month self-attestation and income verification.
- d. Veronyca provided information for agencies interested in joining the TN HIV Testing Program including the link and Elokin CaPece contact information.

## **VIII. Provider Spotlight: TRI State Community Health Center**

Fatimah Stout provided an overview of TRI State Community Health Center services and contact information.

## **IX. CQM Updates**

- a. CQM Committee reviewed the 2021 Work Plan and Veronyca Washington provided updates on work plan activities. Committee identified needed updates for FY22 Quality Management Plan and Work Plan.
- b. Committee reviewed the FY21 Performance Measures and re-established the FY22 core thresholds: Core 1-HIV Viral Load Suppression- 80%, Core 2-Prescription of ART- 90%, Core 3-Visit Frequency- 75%, Core 4-Gap in Visits- 10%. Discussion had on decrease in Core 2- Prescription of ART influenced by TennCare and Amerigroup no longer covering



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biktarvy and newer ART medications. Clients being turned around and provider has to adjust/change their medication regimen. Melissa Wright, Adult Special Care Clinic, and Tanyelle Dunlap, CCHS, shared their providers complete a Prior Authorization with hope insurance provider will cover the medications. There is a need to inform RWHAP providers and private providers of this change and need for prior authorization. Misty Hayes- Winton, EHE Manager, informed committee EHE can cover the medication costs as well. Minh Doan, Epidemiologist, included that 2021 Prescription data unusable and there is uncertainty of what clients are prescribed. Michael Ward, Business Services Analyst, provided an overview of the FY21 services utilization and identified the service categories and number of performance thresholds the CQM is required to monitor. The committee identified the core measures to monitor for Outpatient: Cores 1, 2, 3, & 4; Medical Transportation: Cores 1, 3, & 4; Medical Case Management: Cores 1, 3, & 4; Food Bank: Cores 1, 3, & 4; Emergency Financial Assistance: Cores 1, 3, & 4; and Early Intervention Services: Cores 1, 2, 3, & 4. Committee identified three target populations to monitor health disparities including youth and young adults age 15-34; Black, non Hispanics, and Hispanics. Veronyca Washington informed the committee that the recipient office is working on how to extract needed data from CAREWare and there may be a tool developed to assist subrecipients with monitoring their performance by service category.

- c. Veronyca provided a brief overview of the Plan-Do-Study-Act cycle components.
- d. Veronyca provided update to committee on the TGA quality improvement initiative to develop an Early Intervention Services Work Group to strengthen linkage and reengagement by streamlining EIS protocols, covering case studies, and providing professional development and training opportunities. Membership request was sent to subrecipients and is due by June 20<sup>th</sup>. The first EIS Work Group meeting is scheduled for July 15, 2022, location TBA.

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- e. Veronyca updated the committee that the 2022 Patient Satisfaction Survey has been updated and reviewed by the Consumer Advisory Board. The survey dissemination plan is being established.

## **X. Announcements**

Announcements as printed on agenda.