MINUTES

CLINICIANS UNITED

June 3, 2024

PRESENT: Andy Capen (SEIU) , Christine Miller, Scot Wilson, Allison Doyle, Weston Martin, Heidi Page, Jennfer Corbit, Steven Durost, Shawn Hassell

Allison Doyle started the meeting by saying that she has not received payment from Health Plans, Inc. since January. Others are getting paid but very, very slowly.

Scot Wilson is on the Insurance Commission Mental Health panel. At the last meeting he invited Heidi Page to the table so she was able to express some of our concerns to the Commission. She obtained our meeting with Point 32 staff at that meeting. The Chair of the Insurance Commission committee asked why we are having problems and Heidi told them it was a result of insurance company inefficiencies. Both Heidi and Scot will be at the next meeting on 6/18/24.

We reviewed the Point 32 meeting. Allison met with Mike Coffey via email about paneling issues. He said they are missing information so she sent him her paper trail with Point 32. It has been a month with no action from them. Weston called and got a representative who admitted they are having problems because departments do not communicate with each other. Jennifer says she feels “yes’d” and nothing happens. She said the Point32 credentialing people at AHC do not answer calls or emails. Heidi said that in our meeting the slide presentation was too long and asked if we should have them back. It was agreed that we need people from both credentialing and contracting. Scot offered to send them questions in advance. Weston and Shawn mentioned that Julie Wolter offers Behavioral Health Group collaboration and could call a meeting similar to what happened with Anthem. The following suggestions were made and agreed on:

1.Providers should complain to the Insurance Commission in writing. There is a form on the Insurance Commission website. The Commission does not seem aware of the extent of the problem. www.nh.gov/insurance/complaints/index.html

2.Heidi offered to invite someone from the Insurance Commission to come to one of our meetings.

Shawn brought up pre-licensed clinicians and asked if a therapist in the period between pre-licensing and licensing who is staying on could still be billed under supervisory billing before being paneled. Scot said he has asked several people and the general consensus is that you can. Steven was told the companies would pre-credential people. He said he tried and it did not work.

PLAN: We agreed to do the following:

1. Inundate the Insurance Commission with complaints
2. Invite the Point32 people back with both credentialing and contracting people
3. Coordinate with Behavioral Health Group after making complaints and invite them to an Insurance Commission meeting.
4. A class action suit was discussed but not decided on.

Andy said the SEIU has been short staffed and no auto reminders for dues have gone out. They are getting new staff so you may get a bill.

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6/3/24 minutes

If Insurance Commission complaints are not resolved, we will individually let Heidi know.

The next meeting was scheduled for 7/1/24 at noon.

Respectfully submitted,

Christine Miller