



HCPF/County Directors Monthly Support Meeting

08/16/2022

Agenda

- Welcome: **(5 minutes)**
 - Opening Remarks
 - Meeting Logistics
- Discussion Topic: **Customer Service Incentive (30 minutes)**
 - Guest Presenter: Josh Montoya
 - Details: *Finalize customer service contract language for FY 22-23 County Incentives Program*
- Open Forum **(15 minutes)**
- Q & A: **(10 minutes)**
- Optional Breakout Rooms (30 minutes)
 - Breakout Room 1: **Telephonic Signature**
 - Facilitator: Marivel Klueckman
 - Details: *This session will be to get quick updates on the telephonic signature process (such as options and implementation dates) and opportunity to ask questions.*
 - Breakout Room 2: **NEMT**
 - Facilitator: Courtney Sedon, Adela Flores-Brennan & Alex Weichselbaum
 - Details: *Updates from NEMT team and request support for member escalations*
 - Breakout Room 3: **MAP Dashboards**
 - Facilitator: Terri Alexander
 - Details: *This will be a new ongoing monthly breakout room. We will discuss progress and updates on performance measures and prepare for implementation of Tableau.*
 - Breakout Room 4: **Total Quality Management**
 - Facilitator: Melissa Vincent & Nicole Duran-Jones
 - Details: *An overview of HCPF's QA Programs, Eligibility Site responsibilities, and how this fits within the Department's Oversight and Accountability program.*
- Closing of Breakout Rooms: **(2 minutes)**

Helpful Resources

Website	County Administration Resources Webpage
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