

Meeting Minutes

Q3 Provider Advisory Board Meeting

Organization: CareSource Provider Advisory Board (PAB)

Date: August 20, 2026

Time: 3:30 PM–5:00 PM PT via Microsoft Teams

Recording: CareSource Provider Advisory Board (PAB) Meeting-20260820_152946-Meeting Recording

Transcript duration: 1 hour, 25 minutes, 20 seconds

Attendee Summary

Voting Members		
Present	Attendee	Title
X	Green, Tracey, MD	Chief Medical Officer, Nevada Market
X	Dluhy, Amy	Director, Quality Improvement Nevada Market
X	Talley, Santhe	Director, Enterprise Quality Improvement
X	Schoen, Erik E	Social Worker, Community Chest, Inc.
X	Uy, Jeff, MD	Psychiatrist, Reno Behavioral Health
X	Brock, Jessica E.	Manager, Pharmacy Services
X	Rogina, Kresh, Pharm D.	Pharmacy Director
X	Park, Daniel, MD	Market Behavioral Health Medical Director



	Fleming, Tiffanie	Senior Manager, Provider Performance
	LeJeune-Brown, Charlisha	Director, Community Based Care Management
	Copeland, Sherry, LCSW	Director, Behavioral Health - Market
	Miller, Billie	Director, Health Partner Engagement
	Pajara, Cristina, NP	Family Practice, AGHABY
Non-Voting Members		
Present	Attendee	Title
X	Polston, Michelle R	Manager, Pharmacy Operations
X	Lopez, Frances	Manager, Health Partnerships; Provider Services Nevada Market
X	Torres, Felicia	Market Quality Improvement Specialist II Nevada Market
X	Ekwueme, Moses, PhD	Population Health Strategy Lead Nevada Market
X	Fleener, Savannah	Market Quality Improvement Specialist II Nevada Market
	Ledet, Nondi	Manager, Health Partnerships

Members were notified 08/19/2026 of the need to review consent items prior to the meeting, link provided;

<https://www.caresource.com/nv/providers/education/patient-care/health-care-links/medicaid/>

Meeting Flow by Section

Agenda Item	Key Speakers	Discussion Points	Key Outcomes	Action	Follow-Up Due Date	Responsible Party
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Call to Order and Opening Remarks	Green, Tracey	Meeting called to order at approximately 3:31 PM PT. Dr. Tracey Green welcomed attendees, described the PAB as a forum for provider input, and highlighted open enrollment, redetermination, and provider partnership.	Meeting formally opened; provider feedback and partnership were reinforced as priorities.	Priority 3: Continue using quarterly PAB meetings to gather provider feedback and support collaboration.	Ongoing / quarterly	CareSource
Quorum and Committee Objectives	Green, Tracey; Dluhy, Amy	Quorum requirements were reviewed, voting member participation was confirmed, and the committee discussed its role in reviewing policies, guidelines, clinical operations, peer review matters, and quality or safety concerns.	Quorum confirmed; committee able to conduct business and vote.	Priority 3: No vote required beyond quorum confirmation; maintain voting procedures for future approvals.	Ongoing / quarterly	CareSource
Clinical Practice Guidelines	Talley, Santhe	Committee reviewed Nevada clinical and behavioral health practice guidelines, quarterly review process, source organizations, update expectations, provider notification process, and	Guidelines prepared for committee approval and future enterprise review process.	Priority 1: Proceed with guideline adoption vote and route approved updates through enterprise review and provider notification process.	After enterprise approval / as updates occur	CareSource



		the opportunity for providers to recommend alternate resources.				
Clinical Practice Guidelines Vote	Jeff (Uy); Erik E Schoen; Talley, Santhe	A motion was made, seconded, and voted on to approve and adopt the clinical practice guidelines.	Clinical practice guidelines approved and adopted by the committee.	Priority 1: Vote completed: Dr. Jeff Uy moved to approve; Erik Schoen seconded; motion passed with no nays or abstentions noted.	After enterprise approval / as updates occur	CareSource
Clinical Quality and Health Safety Updates	Talley, Santhe	Quality-of-care case intake, daily huddles, member safety outreach, medical record review, standard-of-care review, physician review, de-identified peer review presentation, harm scoring, Q2 event types, and grievance activity were discussed.	No Marketplace Q2 quality-of-care cases or Medicaid/Marketplace grievances were reported; peer review process expectations were clarified.	Priority 1: Continue QOC monitoring and bring de-identified peer review cases to committee when standard of care concerns require review.	Ongoing / quarterly	CareSource
Population Health Update	Ekwueme, Moses; Green, Tracey	Member demographics, county distribution, rural and frontier county needs, eligibility mix, risk stratification, chronic condition burden, behavioral health	Population health priorities confirmed: rural access, behavioral health, chronic	Priority 2: Continue developing population health insights and consider sharing prevention/early	Future meetings / as data develops	CareSource



		prevalence, cost impact, maternal health gaps, and future data-sharing opportunities were discussed.	conditions, and maternal health.	intervention behavioral health data in future meetings.		
Quality and Population Management Goals and Objectives	Dluhy, Amy	Discussion covered quality strategy alignment, quintuple aim goals, data sources, health-related social needs, PDSA improvement cycle, preventive services, chronic condition management, care management, transitions of care, opioid programs, behavioral health homes, maternal health programs, cultural and linguistic services, access standards, and provider support needs.	Provider support needs were identified, including preventive care, follow-up care, HEDIS gap closure, referrals, access standards, and culturally appropriate care.	Priority 2: Providers to support preventive care, follow-up care, HEDIS gap closure, referrals, access standards, and culturally appropriate care.	As needed / ongoing	CareSource and Providers
Performance Improvement Projects	Torres, Felicia	Required PIP topics, EQRO validation, study design phase, baseline year, selected clinical measures, 30-day ED follow-up measures,	CareSource confirmed selected clinical PIPs and continued baseline/design	Priority 1: Continue PIP design, intervention implementation, remeasurement,	2027 remeasurement and 2028 remeasure	CareSource



		baseline performance, and Medicaid redetermination as a non-clinical PIP were reviewed.	work; Medicaid redetermination identified as the non-clinical PIP focus.	and EQRO validation activities.	ment / ongoing	
EPSDT / Healthy Kids	Torres, Felicia	EPSDT requirements, Healthy Kids program structure, provider training, member outreach, rural health liaison support, transportation benefit education, direct service event planning, outreach communications, supplemental data, provider profiling, and monthly remeasurement were discussed.	Next steps confirmed: assess EPSDT claims, create provider profiles, promote toolkit use, and continue monthly remeasurement.	Priority 1: Assess EPSDT claims, create provider profiles, promote provider toolkit use, and continue monthly measurement.	Monthly / ongoing	CareSource
Pharmacy Update	Rogina, Kresh; Brock, Jessica E.; Polston, Michelle R	Pharmacy discussion included the Nevada Medicaid single preferred drug list, Medicaid Services Manual criteria, pharmacy benefit versus medical benefit pathways, prior authorization purpose, safety checks, provider	Providers encouraged to use pharmacy tools and complete PA forms to reduce denials and delays; pharmacy team positioned as a partner for	Priority 2: Providers to use pharmacy resources, PA forms, drug coverage search, and procedure code lookup tool; pharmacy team to support benefit and criteria questions.	As needed / ongoing	Providers and CareSource Pharmacy Team



		portal tools, drug coverage search, PA forms, diagnosis-code processing, rejection reasons, quantity and day-supply issues, therapy duplication, OTC benefits, and pharmacy support contacts.	benefit and criteria questions.			
Final Comments	Green, Tracey	Leadership thanked participants and emphasized that the meeting established groundwork for future discussion, program awareness, quality monitoring, goals, and provider collaboration.	Future meetings will continue building on quality, population health, pharmacy, and provider collaboration topics.	Priority 3: Continue agenda development for future quarterly meetings.	Future quarterly meetings	CareSource
Meeting Adjourned	Jeff Uy; Dluhy, Amy; Green, Tracey	Motion to adjourn was made by Jeff Uy and seconded by Amy. No additional final questions or comments were noted.	Adjournment approved; meeting closed at approximately 4:55 PM PST.	Priority 3: Vote completed: Jeff Wee moved to adjourn; Amy seconded; meeting adjourned.	Not applicable	Not applicable



Motions and Votes

Item	Motion	Second	Outcome
Clinical Practice Guidelines	Jeff Uy moved to approve and adopt the guidelines.	Erik Schoen seconded.	Approved; no nays or abstentions noted.
Adjournment	Jeff Uy moved to adjourn.	Amy Dluhy seconded.	Meeting adjourned.

Priority Definitions

1. **High Risk** - Compliance, Regulatory, Accreditation Risk
2. **Medium Risk** - Any Member or Provider External Exposure; Customer Care, Credentialing, Grievance & Appeals, Marketing, Portals, Utilization Management (not compliance/regulatory)
3. **Low Risk** – Any other issue, including internal process improvement



Signatures


Tracy Green M.D.

Chief Medical Officer, Nevada Market


Amy Slattery

Director of Quality Improvement, Nevada Market

NV-MED-P-6108217

