

CLIENT RIGHTS COMMITTEE (CRC)

APPROVED

Date this meeting: November 12, 2019

Date/time/location of next meeting: February 11, 2020, at 5:00 p.m., 185 Grant St., 1st Floor Conference Room, West End

Attending: George E. Reynolds, Jr., Lori Richardson, Nancy McNiff

Absent: Ross Streater, Carol Whitaker, Walter Ferguson

Liaison: Anne Kimball

Guest(s): Liz Hammond-Stebbins, Sarah Glanville, Natona Brown

Recorder: Joann Cozart

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
Call to Order _____ Anne Kimball, Liaison	➤ In the absence of Chair Whitaker, the meeting was called to order at 5:00 p.m. by Anne Kimball.	
Approval of Minutes _____ Anne Kimball, Liaison	➤ Minutes of the August 13, 2019, meeting of the Client Rights Committee were reviewed.	Nancy McNiff made a motion to accept the meeting minutes from August 13, 2019. George E. Reynolds, Jr., seconded the motion. Members present voted unanimously to approve the minutes with the corrected adjournment time of 5:55p.m.
Appeals Process _____ Sarah Glanville Care Mgt./Util. Mgt. Director Natona Brown, Appeals Coordinator	➤ Ms. Sarah Glanville and Ms. Natona Brown distributed the Sandhills Center’s Health Plan Appeals Process brochure for discussion. Utilizing a flowchart, they gave a detailed explanation of the appeals process from beginning to end. Ms. Glanville and Ms. Brown responded to questions from the committee.	
Grievances & Incidents Report July - September 2019 and Case Study _____	➤ Ms. Stebbins reviewed the Quarterly Grievances & Incidents Report for July-September 2019 and a case study for discussion. A handout was provided to committee members. Ms. Stebbins responded to questions from the committee.	

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Liz Hammond-Stebbins Grievances & Incidents Manager		
Other Business	<ul style="list-style-type: none"> ➤ Mr. George E. Reynolds, Jr., reported on the most recent CIT training. This class was held in Anson County. The next CIT training will be in Guilford County in February 2020. ➤ Ms. Kimball reminded committee members of the need to recruit additional members. 	
Handouts	<ul style="list-style-type: none"> ➤ Agenda ➤ Sandhills Center Client Rights Committee meeting minutes, August 13, 2019 ➤ Sandhills Center's Health Plan Appeals Process Brochure ➤ Quarterly Grievances & Incident Reports 	
Adjournment		The meeting adjourned at 5:57 p.m.