



**Provider Advisory Board Meeting Minutes
March 4, 2026**

Internal Attendance Record

(Board Quorum: A minimum of (1) PCP serving children & adolescents, (1) PCP serving adults, (1) OB/GYN, (1) psychiatrist, (1) licensed behavioral healthcare clinical professional, (1) substance abuse professional, (1) community-based care coordinator or community case manager serving a Network Provider, and (1) peer support specialist. (X=phone conference, P=in person attendance, A=Absent)

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Name	Title
		X										Eric Schmacker	SilverSummit Healthplan President & Chief Executive Officer
		X										Andre Cisne	SilverSummit Healthplan Chief Financial Officer
		X										Steven Evans MD	SilverSummit Healthplan Chief Medical Officer
												Sarah Fox	SilverSummit Healthplan Chief Operating Officer
												Jennifer Tonges	SilverSummit Healthplan Vice President Quality Improvement
		X										Nicole Figles RN	SilverSummit Healthplan Vice President Population Health
												Upinder Singh MD	SilverSummit Healthplan Senior Medical Director
		X										Keri Kelly	SilverSummit Healthplan, Senior Director Operations
												Allyson Hoover RN	SilverSummit Healthplan, Senior Director Network Development &
		X										Andy Riegel	SilverSummit Healthplan, Compliance Officer
		X										Dawnesha Powell LCSW	SilverSummit Healthplan Director Behavioral Health and Special Programs
		X										Chrissy Sanders RN	SilverSummit Healthplan Director Provider Relations
		X										Neydis Vanegas Morales RN	SilverSummit Healthplan Director Maternal Child Services
		X										Kaela Friedman RN	SilverSummit Healthplan Senior Manager Population Health Strategy
		A										Nicole Halcon	SilverSummit Healthplan Senior Manager Performance Quality Improvement
		A										Yesenia Serrano	SilverSummit Healthplan Manager Provider Data
		X										Liam MacCaul	SilverSummit Healthplan Manager Quality Improvement
		X										Charmaine Hillstead	SilverSummit Healthplan, Executive Assistant
		X										Erika Albini	SilverSummit Healthplan Project Manager
		X										Bobbie Eng	SilverSummit Healthplan Project Manager

External Attendance Record

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Name	Title
		X										PA Board Member I	Pediatric Gastroenterology, Network Provider
		X										PA Board Member III	OB/GYN, Network Provider
												PA Board Member IV	Gastroenterology, Network Provider
		X										PA Board Member V	Clinical Psychology, Network Provider

												PA Board Member VI	Family Medicine, Network Provider
												PA Board Member VII	Urology, Network Provider
		X										PA Board Member II	OB/GYN, Network Provider
		X										PA Board Member VIII	President, Community Health Partner
		X										PA Board Member VIII	Counselor, Network Provider
												PA Board Member IX	Founder & CEO, Network Provider
												PA Board Member X	Chief Clinical Officer, Network Provider
												PA Board Member XI	Cardiology, Network Provider
												PA Board Member XII	Network Provider


	Agenda Item	Discussion	Decision (approved or denied)	Follow-up Action Needed (date)	Responsible Party
I.	Welcome	Dr. Evans opened the meeting and welcomed all attendees.			Dr. Steven Evans
II.	Introductions +				
III.	Announcements +				
IV.	Old Business +				
V.	New Business +	<p>Statewide Managed Care and Battle Born State Plan Implementation: Sarah, Dr. Evans, Eric discussed the statewide managed care rollout, the Battle Born State Plan's low enrollment, provider participation requirements, and the need for improved provider education, with feedback from the Advisory Board highlighting gaps in awareness and communication.</p> <p>Managed Care Rollout Status: Sarah explained that all members have been assigned to their respective MCOs, with a 90-day switch period ongoing for redistributed members, particularly in Clark and Washoe counties, and noted that the implementation has been mostly smooth with only minor issues addressed quickly.</p> <p>Battle Born State Plan Enrollment: Sarah and Dr. Evans reported that Battle Born State Plan enrollment is below state expectations, with only about 10,000 enrollees statewide compared to the anticipated 30,000–35,000, and providers noted limited patient encounters with Battle Born members.</p> <p>Provider Participation Requirements: Sarah clarified that Medicaid providers must participate in at least one Battle Born State Plan network, providers expressed uncertainty about their participation status, highlighting a need for more provider education.</p> <p>Provider Education and Communication: Dr. Evans and Provider Advisory Board Member I emphasized the lack of provider awareness about Battle Born requirements, suggesting multiple communication channels such as webinars, bulletins, fax notifications, and direct emails to improve outreach.</p> <p>Centralized Credentialing Process and Provider Feedback: Allyson, Sarah, and Dr. Evans reviewed the centralized credentialing process with Verisys, discussed challenges such as mail applications and strict deadlines, and gathered provider feedback on process improvements and administrative burdens.</p> <p>Credentialing Workflow Overview: Allyson described the process where provider applications are sent to Verisys, with Silver Summit acting as an intermediary to ensure timely submission and compliance, and noted that initial approvals are specific to Silver</p>			<p>Sarah Fox</p> <p>Sarah Fox</p> <p>Sarah Fox</p> <p>Sarah Fox</p> <p>Dr. Evans</p> <p>Allyson Hoover</p> <p>Allyson Hoover</p>

		<p>Summit and not shared across MCOs.</p> <p>30-Day Deadline Concerns: Provider Advisory Board Member I raised concerns about the 30-day deadline for credentialing, arguing that it creates barriers for providers, especially given delays from snail mail, and suggested extending the deadline to reduce administrative burden.</p> <p>Provider Administrative Challenges: Provider Advisory Board Member I detailed the extensive administrative requirements for new providers, including multiple applications for hospitals, licensure, and DEA, and noted that larger practices now require dedicated credentialing staff to manage the workload.</p> <p>CAQH Utilization: Allyson explained that for individual practitioners, maintaining an updated CAQH profile can streamline the credentialing process, distinguishing it from the more complex requirements for groups or facilities.</p> <p>Fraud, Waste, and Abuse Detection and Provider Education: Dr. Evans, Eric, Provider Advisory Board Member I, and Provider Advisory Board Member II discussed state and federal mandates to detect fraud, waste, and abuse, shared examples of upcoding and fraudulent billing, and explored the role of provider education and AI-driven audits in preventing improper claims.</p> <p>Fraud Detection Mandates: Dr. Evans outlined the state's directive to focus on fraud, waste, and abuse, citing examples, and emphasized the contractual obligation to investigate and report suspicious activity.</p> <p>Upcoding and Billing Practices: Provider Advisory Board Member I and Dr. Evans discussed upcoding, particularly in hospital and behavioral health settings, and noted that billing companies often drive coding decisions, with state algorithms flagging providers whose claims exceed national guidelines for high-level codes.</p> <p>AI and Algorithmic Audits: Provider Advisory Board Member II suggested leveraging AI and automated audits to identify abnormal claim patterns, which Eric confirmed are already in use, with 75 algorithms running across claims to detect outliers and trigger further investigation.</p> <p>Provider Education Initiatives: Provider Advisory Board Member I and Provider Advisory Board Member II recommended proactive education for practitioners, such as annual coding reviews and online learning modules, and Dr. Evans agreed to pursue collaborative webinars and recorded sessions with other MCOs to improve provider awareness and</p>			<p>Provider Advisory Board Member I</p> <p>Provider Advisory Board Member I</p> <p>Allyson Hoover</p> <p>Dr. Steve Evans</p> <p>Dr. Steve Evans</p> <p>Dr. Steve Evans</p> <p>Provider Advisory Board Member II</p> <p>Provider Advisory Board Member I Provider Advisory Board Member II</p>
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VI.	Walk On Items +			
VII.	Next Meeting Date +	Charli confirmed the next meeting date and time (June 3 rd , 5:30PM) and it will be virtual.		Charmaine Hillstead
VIII.	Adjournment +	Meeting was adjourned at 6:39PM.		Dr. Steven Evans

Minutes Reviewed and Approved by: Steven Evans MD Chief Medical Officer	Signature: 	Date: April 1, 2026
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