

GREATER COLUMBIA BEHAVIORAL HEALTH, LLC. BH-ASO

Quality Management Utilization – Meeting Minutes

MARCH 16, 2026 – 11:00 A.M.

GCBH OFFICE, 101 N. EDISON -- KENNEWICK, WASHINGTON -- CHAIRMAN: SINDI SAUNDERS

ATTENDANCE VIA ZOOM: CODY NESBITT; FAWN WAGNER; GORDON CABLE; KRIS BROWN; KATLEEN STEWARDSON; MEREDITH PIEHOWSKI; ROBERTA ELLIS; SYLVIE STACY; SINDI SAUNDERS; ZACHARY RODDY.

#	Item/Folder	TYPE	Description	Discussion Leader
1.	Call to Order		Sindi Saunders called the meeting to order at 11am	Sindi Saunders
2.	Introductions		All members of the GCBH, LLC ASO QMOC agree to maintain the privacy and confidentiality of behavioral health care information and to protect the privacy of patients and patient's families. You also agree to maintain confidentiality around Quality of Care related issues. You shall not discuss, disclose, share, and/or release this information in any form. You may only view or use provided information as required for you to perform your duties as a QMOC member. You may not view or use QMOC information for any other purposes. Additionally, any electronic data that contains patients' protected health information (PHI) or Quality of Care issues, including information provided for review are confidential. Your attendance in this meeting indicates you understand these confidentiality responsibilities with regard to serving on the GCBH LLC ASO QMOC and will comply with this confidentiality policy; which will be reflected in the minutes.	
3.	Agenda Changes		None	Sindi Saunders
4.	Review of Minutes	ACTION	Approved November 17, 2025, QMOC minutes as presented	Sindi Saunders
5.	All Crisis Reports		Cody Nesbitt discussed: - Crisis Reports; No major issues or Concerns - Comprehensive is out of compliance with regards to their DCR Response times	Cody Nesbitt
6.	Care Coordination		Sindi Saunders discussed: - Audit tools; CHPW's turned in; today will turn in Molina; hopefully, by end of the week Coordinated Care will be turned in; next week will be Wellpoint. Sarah Gillard discussed: - Ambulance billing issues for ITA stay. Kris Brown discussed: - Continuing with care coordination with ESH. Meetings 2-4 times a week with ESH, DSHS, MCOs, and ASOs for D/C planning and care coordination. Meredith Piehowski discussed: - YARP continues to do a lot of care coordination meetings and participating in MDT meetings with youth and schools.	Sindi Saunders Sarah Gillard
7.	Authorization and Notification Time Frames		Kris Brown discussed: Reviewed authorization decision timeframes and we are meeting all requirements and continuing to monitor on a regular basis.	Kris Brown
8.	Long Term Bed Diversion		Kris Brown discussed:	Kris Brown

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			Continuing to do care coordination on Long Term Bed Diversions. Met with Wellfound last month to discuss processes. No issues currently.	
9.	Single Bed Certs		Kris Brown discussed: Zero Single Bed Certifications for individuals without Medicaid since last QMOC meeting. Molina requested information regarding SBCs and that information was provided.	Kris Brown
10.	SABG Review		Sarah Gillard discussed: - Continuing to get requests. 2 individuals on waitlist; 1 request for funding today. - For block grant, each month we have space allotted for one person; for TrueBlood, there is allotted funding for 2 individuals. 1 spot available for SABG currently. Sindi Saunders discussed: - SAMSA funding is exempt from using funds for undocumented individuals.	Sarah Gillard
11.	Customer Service Line		Fawn Wagner discussed: - For the 2025 year, there were a total of 49 customer service calls; 2 were Spanish speaking and needed translation services; 1 was a crisis call; warm transferred to 988. The rest was a mix of informational and mental health calls requesting appointments; directed callers to GCBH website and insurance. - January of 2026 had 9 total calls; all mental health calls looking for a provider; referred to GCBH website and insurance. - February of 2026 had 4 total calls; all mental health; 2 looking for a provider; referred to insurance and GCBH website. 1 caller looking for resources; referred to GCBH website. 1 call requesting voluntary IP, referred to Crisis Services. - All calls were answered within 30 seconds.	Fawn Wagner
12.	Compliance Issues/ Complaints and Grievances		Sindi Saunders discussed: - No formal Compliance issues - Issue that DCR's from Benton/Franklin County are having with Trios; several situations, lack of sensitivity, refusing care for those with substance use history.	Sindi Saunders
13.	Critical Incidents		Sindi Saunders discussed: No Critical Incidents	Sindi Saunders
14.	DCR Monitoring		Sindi Saunders discussed: - Designated 2 DCR's in the last month for Comprehensive - Set to do audits soon.	Sindi Saunders
15.	CLIP		Meredith Piehowski discussed: 7 CLIP referrals; 1 referral removed. - Working on reaching out to find a family or youth peer to be on CLIP Committee	Meredith Piehowski

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16.	No Bed Reports		Kris discussed: • 2 in December • 0 in Jan • 0 in Feb	Salomon Carrasco
17.	FYSPRT		No report in Salomon's absence	Salomon Carrasco
18.	SUD Navigator Update		Sindi Saunders discussed: • State budget finalized; 10% cut for the navigator program. Good news in no cut to the Administrator at the ASO.	Cameron Fordmeir
19.	CBRA		Gordon Cable discussed: • 2 corrective action plans for • Spending all the money • Will no longer serve Franklin County	Gordon Cable
20.	YARP		Gordon Cable discussed: • Busy start to this year. • 21 referrals so far this year • 5 MDT's • 15 Care coordination meetings • Participating in events/tabling events with FYSPRT	Gordon Cable
21.	Comments/Issues		Sindi Saunders discussed: • Time to recredential providers. Dr Stacy will be doing some work. • 988 and volunteers of America; the state has been moving forward with the 988 integration into the regions. DOH and HCA's plan works perfect for us; we have VOA as our 988 provider and Regional Crisis line provider. • Just signed so Frontier will be our back up 988 provider.	Sindi Saunders
22.	Other			Sindi Saunders
23.	Adjournment		Meeting adjourned at 11:40am	Sindi Saunders