

Meeting Minutes – Treatment Foster Care (TFC) Case Management Open Provider Call

Date: June 16, 2026

Time: 11:00 AM

Facilitator: Marques Singleton, Acentra Health, Provider Outreach and Training Coordinator

Attendees:

Timothy Pace, Behavioral Health Director

Sharee Smalling-Leach, Utilization Management (UM) Manager

Sarah Watkins, Utilization Management (UM) Supervisor

Erin Bahring, Provider Relations Coordinator

Treatment Foster Care Providers

Key Highlights

- Improved clinical documentation with submissions
- Increased CANS alignment with dates of service
- Updated Questionnaire to reduce requests for additional information

Key Challenges

- Provider communication gaps and incomplete discharge documentation
- Credentialing and eligibility inaccuracies
- Authorization limits being exceeded
- Delayed responses to Request for Additional Information
- Missing FAPT assessments and required signatures

Important Reminders

- Per DMAS Provider Manual: Providers must notify Acentra Health **within one (1) week** of a member's discharge from care
- Service authorizations **cannot exceed 12 months**
- Only **one (1) service unit per month** is allowed
- Providers have **three (3) business days** to respond to Request for Additional Information