



Transforming Lives. Building Community Well-Being.

Clinical Advisory Committee Meeting Minutes

Date: October 07, 2022

Meeting Called By	Dr. Michael Smith, Chief Medical Officer
Type of Meeting	Clinical Advisory Committee (CAC) WebEx 1:00pm – 2:30pm

ATTENDEES

NAME	Present	NAME	Present	NAME	Present
Dr. Michael Smith Trillium Health Resources Chief Medical Officer	<input checked="" type="checkbox"/>	Dr. Kimberly Greer Trillium Health Resources Staff Psychologist	<input type="checkbox"/>	Dr. Paul Garcia Trillium Health Resources Staff Physician	<input checked="" type="checkbox"/>
Hillary Faulk-Vaughan Chairperson PAMH. Clinical Director	<input type="checkbox"/>	Khristine Brewington Trillium Health Resources VP of Network Management	<input type="checkbox"/>	Glenn Buck Vice Chairperson PORT Human Services Clinical Director	<input type="checkbox"/>
Arthur Flores Trillium Health Resources Deputy Chief Medical Officer	<input checked="" type="checkbox"/>	Griffin Sutton Tidal Neuropsychology PLLC Director	<input type="checkbox"/>	Dr. Robby Adams Various Providers Medical Director	<input checked="" type="checkbox"/>
Sharlena Thomas RHA State Clinical Director	<input type="checkbox"/>	Natasha Holley Integrated Family Services Clinical Director	<input checked="" type="checkbox"/>	Amanda Morgan Trillium Health Resources QM Coordinator	<input checked="" type="checkbox"/>
Dr. Diana Antonacci Psychiatrist	<input checked="" type="checkbox"/>	Gary Bass Pride in NC Executive Officer	<input checked="" type="checkbox"/>	Julie Kokocha Trillium Health Resources Director – Network Accountability	<input checked="" type="checkbox"/>
Jason Swartz Trillium Health Resources Pharmacist	<input checked="" type="checkbox"/>	Benita Hathaway Trillium Health Resources Vice Pres. Population Health & Care Mgmt.	<input type="checkbox"/>	Dr. Terri Duncan Director of Bladen County Dept. of Health & Human Services	<input type="checkbox"/>
LaDonna Battle Trillium Health Resources Care Mgmt. Population Health Officer	<input checked="" type="checkbox"/>	Trudy Paramore Trillium Human Resources Admin Asst. Medical Affairs	<input type="checkbox"/>	Sharon Cook-McEwen Trillium Health Resources UM Director	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>				

AGENDA

1. Agenda topic: Welcome/Call to Order

Presenter(s): Dr. Michael Smith

Discussion	<ul style="list-style-type: none"> The meeting was called to order by Dr. Smith at 1:00pm 	
Conclusions	<ul style="list-style-type: none"> A quorum was not present for today’s meeting. Hillary was unable to attend today and Dr. Smith presided over the meeting in her absence. There were no other questions or concerns identified for follow-up or items recommended for corrective action. 	
Action Items	Person(s) Responsible	Deadline
<ul style="list-style-type: none"> There were no action items identified for follow-up 		



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2. Agenda topic: Review and Approval of Previous Month's Meeting Minutes and Agenda

Presenter(s): Dr. Michael Smith

Discussion	<ul style="list-style-type: none"> The August 5, 2022 Meeting Minutes were emailed to members for official vote due to not having a quorum. A virtual motion was made by Gary and a second by Dr. Duncan to approve the August minutes as written pending the vote. All members were in favor of the motion. There were no changes to the agenda 	
Conclusions	<ul style="list-style-type: none"> Susan sent the Aug 5th minutes out to members for an official vote prior to the completion of the Oct minutes. There were no other questions or concerns identified for follow-up or items recommended for corrective action. 	
Action Items	Person(s) Responsible	Deadline
<ul style="list-style-type: none"> Post Aug 5, 2022 minutes to SP and send to Yanira for Trillium Website 	Susan	ASAP

3. Agenda topic: Follow-up Items from Previous Meeting

Presenter(s): Dr. Michael Smith

Discussion	<ul style="list-style-type: none"> Susan/Fonda – F/u with recommended edits to CAC Bylaws. Completed. The CAC Bylaws were finalized and posted to SharePoint and Trillium's Website. Dr. Garcia – Add CAC Meeting WebEx or Face-to-Face meeting location to October's agenda and determine an annual face-to-face meeting date. Completed. This item is on today's agenda for discussion with regard to an annual face-to-face meeting date and a location for the meeting as well. Due to not having a quorum present, the recommendation to hold the Annual CAC Meeting in April will be emailed out to the membership to vote on. The location for the meeting will be added to December's agenda for resolution. Dr. Smith - F/u with sharing discussion at QIC of members whose state benefits have stopped and they become self-pay and the how this impacts the 1-7 F/u measures. Open. Dr. Smith will share this discussion at Oct or Nov QIC. Hillary - Forward Dr. Odibo's contact info to Dr. Garcia. Open. Dr. Garcia will follow-up with Hillary via email for Dr. Odibo's contact information.
Conclusions	<ul style="list-style-type: none"> All follow-up items that are pending will be followed-up on at the next scheduled meeting. F/u on CAC meeting discussion – Due to not having a quorum present at today's meeting the meeting location discussion will be added to December's agenda. Gary made a motion to have our annual face-to-face meeting in Apr of each year, seconded by Robby. This will be sent out for official vote via email. Dr. Garcia asked for other recommendations for Primary Care Practitioners or Pharmacists. Recommendations may be emailed to Paul.Garcia@Trilliumnc.org Gary shared on behalf of the Provider Council they are recruiting for a hospital representative for the Southern Region. This will need to be someone that can make decisions, but not necessarily a physician. The announcement will be going out in a Network Communication very soon. Recommendations may be emailed to GBass@pridenc.com

	<ul style="list-style-type: none"> There were no other questions or concerns identified for follow-up or items recommended for corrective action. 	
Action Items	Person(s) Responsible	Deadline
<ul style="list-style-type: none"> Add Annual CAC face-to-face meeting location discussion to Dec agenda 	Dr. Garcia	Dec Mtg.
<ul style="list-style-type: none"> Send vote for Apr annual face-to-face meeting recommendation 	Susan	ASAP
<ul style="list-style-type: none"> Forward Dr. Odibo's contact information to Dr. Garcia 	Hillary	Dec Mtg.

4. Agenda topic: QIA Review – Information and Discussion

Presenter(s): Amanda Morgan

Discussion	<ul style="list-style-type: none"> Review of QIA Grid – Amanda presented and reviewed the summary of the active Trillium QIAs. The TCL QIA did not show any significant changes since the last reporting. Measurement #43 for Aug did not meet the 98% threshold; however, the rate has increased since Jun. There was not new data (Apr-Jun) for the MST QIA, but we should be receiving it in the next few weeks to present at our Dec meeting. There was also no new data for the ED QIA (Apr-Jun) and we should receive new data to report at the Dec meeting as well. The MH 1-7 Day Follow-up QIA continues to not be at 45% consistently. Keeping in mind that 45% is Trillium's goal, but the state goal is 40%. We continue to struggle with the DMH portion of this QIA as well. The Substance Use 1-7 Day Follow-up QIA continues to mirror the MH 1-7 Day Follow-up QIA in that we continue to struggle with meeting the DMH goal. Moving into Tailored Plan (TP) the QIAs will turn into Performance Improvement Projects (PIPs) with slightly different goals, but overall the same measurements. Discussion of Interventions for QIAs – There were no new interventions presented for discussion during the QIA Grid presentation. 	
Conclusions	<ul style="list-style-type: none"> For the 1-7 Day Follow-up QIAs – Gary shared that the one element that is not being tracked is the members that are being seen on the day of discharge (this may be a small number). Parents and guardians are unconcerned that the member should be seen in 1-7 days, they want them seen immediately due to the urgency of their condition/case. If they can get the member discharged out and drive them to be seen afterwards then that is what they are going to do and it is best practice for them. These members are being served appropriately, but are not being factored into the metric. There is no resolution for this issue now or moving into TP; however, this would be a worthy topic for discussion for management and the state to have. There were no other questions or concerns identified for follow-up or items recommended for corrective action. 	
Action Items	Person(s) Responsible	Deadline
<ul style="list-style-type: none"> There were no action items identified for follow-up 		

5. Agenda topic: Trillium Information Update

Presenter(s): Dr. Smith

Discussion	<ul style="list-style-type: none"> Tailored Plan (TP) Update – The TP go live has been delayed from December 1st, 2022 to April 1st, 2023. This was shared with providers in an Urgent Notification TP Roll Out and was included in today's invite as an attachment. This was a decision made by the state and all six of the LME/MCO Chief Executive Officers (CEOs). In our discussions with the
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state and all the LME/MCOs, it was determined that we could go live on December 1st, but it would be more beneficial for our members to extend the go live date to April 1st. The extension was also a benefit to providers with getting contracts in order, signed and in the system ready to be reimbursed and will allow for more data testing for the LME/MCOs. A soft launch for Care Management is scheduled for December 1st and LaDonna will be working on this endeavor. There will be adjustments in the beneficiary choice periods and there will be more to come on how this will be implemented as soon as the state makes a determination. The Governor's Office and General Assembly were in support of doing whatever is best for our members and expressed their support in this delay as well. Natasha inquired why the decision was made to delay the go live date to April 1st, but to continue with implementing TP Care Management as scheduled. Dr. Smith shared one of the reasons was that providers have hired staff and have programs and processes in place to move forward with implementation on April 1st and it would be detrimental (not being able to bill for services) to their revenue stream if TP Care Management implementation was delayed until April 1st. Gary added that TP Care Management agencies were ready to go live and asked the state to reimburse (for staffing, technology, etc.) them if they delayed TP Care Management and that was also a determining factor. TP Care Management providers have invested a lot of money in preparation for implementation. I-Option Services will go live December 1st and B3 Services will be end dated, but there may be changes with these as well. LaDonna shared that from a clinical perspective, our teams here at Trillium are ready to receive the I-Option membership and to facilitate those benefits, but we did hear in a call on yesterday that there were some questions from the department to CMS that may delay I-Option. We are waiting for CMS approval and hoping to get a response in time to launch I-Option Services. Natasha asked if individuals currently receiving what is considered as Targeted Complex Case Management will be rolling over into TP Case Management and how that transition be implemented. We need to know if we are required to discharge our members from Targeted Complex Case Management and/or what steps we need to take. Dr. Smith shared that his understanding is that they will not need to be discharged at this point for TP Case Management, as they should be able to roll into this service. LaDonna concurred and shared that there is a group of individuals from the Targeted Complex Case Management group that may be covered under the Exclusion Group. We continue to work on how this process will flow.

- **Staffing Updates** – Dr. Smith shared that Trillium has all key personnel on board. There are no other key leadership positions that have changed or will be changing at this time. Dr. Smith did stated there are quite a few vacancies at the state level as they are suffering a work shortage as well.
- **COVID Update** – There were no additional COVID updates discussed. Trillium did have a state of emergency for one and half business days that ended this past Saturday. Gary shared that their Wilmington Office was the only office that closed for a half day due to Hurricane Ian. Their outpatient clinicians either rescheduled or remained in the office anyway. He reported that one remote staff lost her house in Florida and had to

	<p>relocate to Pennsylvania. His agency continues to recruit for vacancies and is still not receiving good applications to consider for employment. Natasha shared that her agency is facing the same dilemma with vacancies.</p> <ul style="list-style-type: none"> • Further Discussion of Replacement for CAC Member – Dr. Garcia will follow-up with Hillary on Dr. Odibo’s contact information. Members with other recommendations for candidates from the pharmacy or physical health realms may contact Dr. Garcia or Dr. Smith with names and contact information. 						
Conclusions	<ul style="list-style-type: none"> • There were no questions or concerns identified for follow-up or items recommended for corrective action. 						
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6. Agenda topic: CAC Business

Presenter(s): Dr. Smith/Dr. Garcia

Discussion	<ul style="list-style-type: none"> • Public Comment 8A Enhanced Mental Health – Mobile Crisis Management Portion of 8A – Comment Period Ends 10/7/22 – Emailed to the CAC Membership 8/24/22 and included as attachment to the Oct invite. • Urgent Notification to Providers – NC Medicaid Tailored Plan Roll Out – Emailed to the CAC Membership 9/30/22 and included as attachment to the Oct invite. • CAC Subcommittee Development – Dr. Garcia Dr. Garcia shared that he will continue to follow-up with recommendations in recruiting members for the development of this subcommittee. 						
Conclusions	<ul style="list-style-type: none"> • There were no questions or concerns identified for follow-up or items recommended for corrective action. 						
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7. Agenda topic: Annual Review of Utilization Management Documents Plan

Presenter(s): Sharon Cook-McEwen for Cham Trowell

Discussion	<ul style="list-style-type: none"> • UM Management and Review Plan - Sharon presented and reviewed the 2020-2021 Utilization Management Plan (UM Plan). The purpose of this plan is to oversee the behavioral health activities and ensure the effective implementation of a comprehensive systematic consistent and continuous source of service requests to ensure members receive the right care. We review the service requests submitted by providers to ensure they meet eligibility standards, are medically appropriate and meet benefit standards of the plan. Sharon shared highlights for each section and reviewed the goals for the 2022-2023. The UM Department now reports to Dr. Smith, Chief Medical Officer to be more in line with the RFA requirements. We altered our TAR and approval processes based on the state flexibilities due to COVID. • UM Plan Annual Evaluation 2021-2022- Sharon presented and reviewed the UM Plan Annual Evaluation for 2021-2022. The purpose of this plan is to document exactly what UM has accomplished. The UM
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	<p>Plan is evaluated annually to ensure that it remains current, complies with State and Federal contractual regulations and consistent with the standards of Trillium's accrediting bodies. On an annual basis the UM Department reviews the program structure, scope, processes, information sources and literature that support the criteria for the decision support tools used to determine benefit coverage and medical necessity. Data related to member experience is collected and analyzed. These findings are used to integrate into UM's Program Evaluation and to determine if changes are needed for the upcoming year's UM Plan. Sharon summarized each section of the plan and noted any highlights. She covered outcomes, goals and objectives and shared that the focus for the 2022-2023 UM Annual Evaluation Plan will be on covering the BH/IDD TP and integrating both physical and behavioral health care to our members.</p>				
Conclusions	<ul style="list-style-type: none"> There were no questions or concerns identified for follow-up or items recommended for corrective action. 				
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<ul style="list-style-type: none"> There were no action items noted for follow-up 					

8. Agenda topic: Annual Review of Utilization Management Decision Support Tools

Presenter(s): Cham Trowell/Sharon Cook-McEwen

Discussion	<ul style="list-style-type: none"> The Annual Review of the UM Decision Support Tools was pended until the December meeting due to time constraints. 				
Conclusions	<ul style="list-style-type: none"> There were no questions or concerns identified for follow-up or items recommended for corrective action. 				
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Person(s) Responsible	Deadline				
Dr. Garcia	Dec Mtg.				
<ul style="list-style-type: none"> Add Annual Review of UM Decision Support Tools to Dec agenda 					

9. Agenda topic: Annual Review of Overutilization and Underutilization

Presenter(s): Dr. Garcia

Discussion	<ul style="list-style-type: none"> The Over/Under Utilization Report Cumulative Report to QIC for Fiscal Year 2021-2022 was presented and reviewed in detail. The purpose of this report is to ensure that our members are receiving evidenced based treatment for specific disorders. This report focused on Multi-Systemic Therapy (MST) treatment for Conduct Disorder and the overutilization of Intensive In-Home Therapy (IIH) for Conduct Disorder for Medicaid members only. Three specific providers had the highest percentage of IIH and two of those did show a decrease in IIH from one reporting year to the next reporting year. One provider had no change in percentage. Our goal for next year is to encourage the use of evidenced based practices for conduct disorder to MST and decrease IIH specifically for members with Conduct Disorder. 				
Conclusions	<ul style="list-style-type: none"> There were no questions or concerns identified for follow-up or items recommended for corrective action. 				
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<ul style="list-style-type: none"> There were no action items noted for follow-up 					

10. Agenda topic: Clinical Practice Guidelines (CPGs)**Presenter(s): Dr. Garcia, Dr. Smith, Dr. Greer**

Discussion	<ul style="list-style-type: none"> Additional CPG to Consider for the Network There were no CPGs recommended for discussion at this time and this agenda item will be revisited at future meetings. 		
Conclusions	<ul style="list-style-type: none"> There were no questions or concerns identified for follow-up or items recommended for corrective action. 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> There were no action items noted for follow-up 			

11. Agenda topic: Open Agenda**Presenter(s): All Members**

Discussion	<ul style="list-style-type: none"> No open agenda items were discussed. 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> There were no action items for follow-up 			

Meeting Adjourned**Next Meeting Date: December 2, 2022****(All meetings convene from 1:00pm – 2:30pm)**

Submitted by Susan Massey

All supporting documents are proprietary. Contact Susan Massey with any questions.