

# Provider Council Meeting Minutes

Date January 9, 2020

<b>Meeting Called By</b>	Tom Savidge, President				
<b>Type of Meeting</b>	WebEx; Face to Face (Boardroom-Greenville downtown) 10:00am – 12:00 pm				
ATTENDEES					
NAME	Present	NAME	Present	NAME	Present
Tom Savidge, MSW PORT Health, CEO <i>President of Provider Council</i>	<input checked="" type="checkbox"/>	Margaret Stargell, BA Coastal Horizons Center CEO <i>VP of Provider Council</i>	<input checked="" type="checkbox"/>	Khristine Brewington Trillium Health Resources VP of Network Management	<input checked="" type="checkbox"/>
Russell Herring, BSBA Assisted Care, CEO	<input type="checkbox"/>	Kerri Erb Autism Society of NC Chief Program Officer	<input checked="" type="checkbox"/> <i>phone</i>	Holly Cunningham Trillium Health Resources Head of Practice Management	<input type="checkbox"/>
English Albertson, BS QP Monarch Program Operations Director	<input type="checkbox"/>	Greg Riley Vidant Roanoke-Chowan Behavioral Health Program Director	<input type="checkbox"/>	Julie Brinson, M.Ed. Trillium Health Resources Network Auditing Manager	<input type="checkbox"/>
Gary Bass, MSW LCSW Pride in NC, CEO	<input checked="" type="checkbox"/>	Brandon Golder, MFT MBA RHA, Sr. VP Operations-BH	<input checked="" type="checkbox"/> <i>phone</i>	Amanda Willett Trillium Health Resources Program Integrity Manager	<input checked="" type="checkbox"/>
Mary B. Williams, BA NHRMC Administrator-Behavioral Health	<input type="checkbox"/>	Lisa Jackson, <i>guest</i> DMH/DHHS MCO Liaison	<input checked="" type="checkbox"/>	Miriam Godwin, MS, LMFT Trillium Health Resources Network Training Manager	<input type="checkbox"/>
Natasha Holley, LCSW Integrated Family Services Clinical Director	<input type="checkbox"/>	Adrienne Beatty Trillium Health Resources Network Development Mgr.	<input checked="" type="checkbox"/> <i>phone</i>	Lauren Swain Trillium Health Resources Head of Early Intervention	<input type="checkbox"/>
	<input type="checkbox"/>	Julie Kokocha Trillium Health Resources Head of Network Accountability	<input checked="" type="checkbox"/> <i>phone</i>	Ann Singleton Trillium Health Resources Executive Assistant <i>Secretary to Provider Council</i>	<input checked="" type="checkbox"/>

## AGENDA

The meeting was called to order by Tom Savidge, at 10:00 am.

- Agenda topic:** Welcome  
**Presenter(s):** Tom Savidge

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Tom Savidge welcomed everyone to the meeting. Tracie Hanson of Coastal Southeastern United Care and Carol Callahan of Walter B. Jones Treatment Center, were in attendance as guests. All Provider Council members present introduced themselves.</li> </ul>
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- Agenda topic:** Approval of November 14, 2019 meeting minutes

**Presenter(s):** Tom Savidge

Discussion	<ul style="list-style-type: none"> <li>Gary Bass made the motion to approve the November 14, 2019 Provider Council meeting minutes as presented. Brandon Golder seconded the motion to approve. All members present were in agreement.</li> </ul>
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**3. Agenda topic:** Submission of Additional Member Nominations by Provider Council Members

**Presenter(s):** Tom Savidge

Discussion	<ul style="list-style-type: none"> <li>Provider Council members were encouraged to submit additional recommendations for nominees to join the Council.</li> </ul>
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**4. Agenda topic:** NCCARE360

**Presenter(s):** Tom Savidge

Discussion	<ul style="list-style-type: none"> <li>Tom Savidge requested input on the NCCARE360 program. <a href="#">NCCARE360</a> is the first statewide coordinated care network to electronically connect those with identified needs to community resources and allow for a feedback loop on the outcome of that connection.</li> <li>Gary Bass of Pride NC reported their agency is involved, but is not aware of any issues. He will confirm this with his staff.</li> <li>Tom commented it will be a good resource and asset for care management offering Social Determinants of Health (SDOH).</li> <li>Tom encouraged all providers to enroll in NCCARE360 and use this resource.</li> </ul>
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**5. Agenda topic:** NC Tide Empowering Hope Award

**Presenter(s):** Amanda Willett

Discussion	<ul style="list-style-type: none"> <li>Amanda Willett shared the details of the NC Tide Empowering Award as recognition of a member who has overcome adversity through tenacity, strength, and self-determination while inspiring hope and empowering others through their own personal life journey. A member is a person receiving or has received behavioral health services authorized through an LME/MCO.</li> <li>The recipient of the award will be recognized at the NC Tide 2020 Conference in Wilmington, NC, on April 19-22, 2020.</li> <li>Amanda encouraged providers from the Trillium Network to nominate a member/consumer for the award. The application form for nomination can be found at <a href="http://www.nctide.org">www.nctide.org</a>.</li> </ul>
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**6. Agenda topic:** Trillium Updates – Network Management & Network Training

**Presenter(s):** Khristine Brewington

Discussion	<ul style="list-style-type: none"> <li>Khristine Brewington reported on the Network Contract Manager positions as vacant. These positions will no longer be available and will not be filled.</li> <li>Khristine presented the update for Network Training on behalf of Miriam Godwin. Our Medicaid Transformation education series is continuing to be rolled out. We will have Medicaid Transformation 104 available on our Provider Learning Portal very soon.</li> <li>If additional training for providers and their staff is needed, we are happy to provide assistance or answer questions. Please contact Miriam Godwin at <a href="mailto:trainingunit@trilliumnc.org">trainingunit@trilliumnc.org</a>.</li> <li>Khristine announced that the Provider Network Training Needs Assessment has been sent out to the Provider Network. We encourage all providers to complete the assessment.</li> <li>Tom Savidge commented on the Trillium IT Provider Training presentation recently held. Tom felt the training was well done and helpful to providers who were attending. A request was made for Trillium to share the powerpoint presentation. The IT Provider Training presentation will be sent to the Provider Council members.</li> </ul>
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7. **Agenda topic:** Network Development/Network Credentialing Updates**Presenter(s):** Adrienne Beatty

Discussion	<ul style="list-style-type: none"> <li>● Adrienne Beatty reviewed the Credentialing Summary Report totals for the 2019 year.</li> <li>● Gary Bass entered a motion for the following. Margaret Stargell seconded the motion. <ul style="list-style-type: none"> <li>○ Trillium will add to the Credentialing Report a new line item that tracks the number of days from the submission of the application to the date that Trillium sends email notification of receipt.</li> <li>○ Trillium will also add a line item that tracks the number of days from the time Trillium sends an email notification to the applicant that the application was received and deemed complete and/or not approved due to missing/incorrect information to the date that the application with corrections was resubmitted and approved.</li> </ul> </li> <li>● Adrienne shared new updates and options for the Credentialing page on the Trillium website. One of the new features will be the option of completing the credentialing application on this page. If there are blank answers, the application will be rejected when submitted.</li> <li>● Adrienne reviewed the RFP/RFA/RFI page on the Trillium website and the processes. She discussed the lists of outstanding RFPs and opportunities available.</li> </ul>
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8. **Agenda topic:** Network Accountability – Network Monitoring, Program Integrity Updates**Presenter(s):** Julie Kokocha

Discussion	<ul style="list-style-type: none"> <li>● Julie Kokocha reviewed the Post Payment (<i>Innovations and Generic</i>). Network Monitoring Trends – Compliance of Staff Qualifications and Supervision; Treatment Plans; Criminal Disclosure.</li> <li>● The Network Monitoring Trends will be reported in the next Network Communication Bulletin.</li> </ul>
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9. **Agenda topic:** Program Integrity**Presenter(s):** Amanda Willett

Discussion	<ul style="list-style-type: none"> <li>● Amanda Willett reported on the items submitted on Ethics Point regarding some confusion on information.</li> <li>● Amanda reminded providers on email being secure. When email is secured, it does not provide security in the subject line. PHI cannot be typed in the subject line. This also applies to Network tickets submitted by providers.</li> </ul>
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10. **Agenda topic:** Network Practice Management Update**Presenter(s):** Holly Cunningham

Discussion	<ul style="list-style-type: none"> <li>● No update at this time.</li> </ul>
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11. **Agenda topic:** Early Intervention**Presenter(s):** Lauren Swain

Discussion	<ul style="list-style-type: none"> <li>● No update at this time.</li> </ul>
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12. **Agenda topic:** Roundtable Discussion**Presenter(s):** All

Discussion	<ul style="list-style-type: none"> <li>● Tom Savidge reminded council members to bring nominations for the President position to the next meeting.</li> <li>● Gary Bass reminded all that the Legislature meets on January 14, 2020.</li> <li>● Gary Bass reported that Pride in North Carolina is interviewing and hiring for CST as a result of being awarded to provide Medicaid only CST in the Pasquotank and surrounding counties.</li> <li>● Gary/Margaret reported that Coastal Horizons was recently awarded the opportunity to provide Day Treatment in the Onslow County schools.</li> </ul>
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13. Agenda topic: Next Meeting  
Presenter(s): Tom Savidge

Discussion	<ul style="list-style-type: none"><li>• The next Provider Council meeting is scheduled on March 12, 2020, 10-12:00, at the Trillium office, 201 W. 1<sup>st</sup> St., Greenville, NC.</li><li>• Gary Bass made the motion to adjourn today's meeting. All members present approved.</li></ul>
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Respectfully submitted by:  
*Ann Singleton, Executive Assistant*

Accepted by:

 3/12/2020

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Tom Savidge, President