



Transforming Lives. Building Community Well-Being.

PROVIDER COUNCIL MEETING MINUTES

Chair: Gary Bass, MSW, LCSW - CEO, Pride in North Carolina | President of the Provider Council

Date: January 11, 2024

Location: Virtual – Webex

Time: 10:00 AM - 12:00 PM

Record of Meeting Attendees:

Provider Council Voting Members	Present
Brittany Jozefowicz, MA, LCMHC - Owner Open Gate Counseling Services, PLLC	<input type="checkbox"/>
Carol S. Franklin, PhD, MSN Ed, BSN, RN - Director of Nursing – BH Coastal Market Novant Health	<input type="checkbox"/>
Charles (Chuck) Hill, LCMHC - BH Regional Director RHA Health Services	<input checked="" type="checkbox"/>
English Albertson, BS, QP - Chief Strategy Officer Primary Health Choice, Inc	<input checked="" type="checkbox"/>
Gary Bass, MSW, LCSW - CEO, Pride in North Carolina <i>President of the Provider Council</i>	<input checked="" type="checkbox"/>
Jennifer Hardee, MS, LCAS, CCS - Clinical Services Manager PORT Health Services	<input checked="" type="checkbox"/>
Kerri Erb, QP, MPA - Chief Program Officer Autism Society of NC	<input checked="" type="checkbox"/>
Linda McDaniel, MSN, RN, CCM, CMCN - UR Nurse Crossroads Adult Mental Health	<input checked="" type="checkbox"/>
Margaret Weller-Stargell, BA - CEO, Coastal Horizons Center <i>Vice President of the Provider Council</i>	<input checked="" type="checkbox"/>
Natasha Holley, LCSW, LCAS, CCS - Clinical Director Integrated Family Services	<input checked="" type="checkbox"/>
Patrice Bryant, MS, LCMHC, QS, LCAS-A - CEO Yotaron Enrichment Resource Center	<input checked="" type="checkbox"/>
Russell Herring - CEO AssistedCare at Home	<input checked="" type="checkbox"/>

Meeting Presenters and Trillium Representatives
Amanda Morgan - Quality Management Coordinator Trillium Health Resources
Cindy Ehlers, MS, LCMHC - Chief Operations Officer Trillium Health Resources
Drury Fulcher, M.Ed., SPHR - Diversity, Equity, and Inclusion (DEI) Director Trillium Health Resources
Jennifer Mackethan - Communications & Marketing Director Trillium Health Resources
Khristine Brewington, MS, LCMHCS, LCAS, CCS, CCJP - VP of Network Management Trillium Health Resources
Kathryn Thomas - Director of Medical Economics Trillium Health Resources
Krissy Vestal - Quality Management Performance Improvement Manager Trillium Health Resources
Lisa Jackson, BSW - LME-MCO System Performance Liaison Division of MH/DD/SUS NC DHHS
Rasheedah Pittman - Administrative Assistant – Network Management Trillium Health Resources
Susan Eckert, MA - Program Coordinator Trillium Health Resources

1. Agenda Topic: Approval of the Meeting Agenda

Presenter(s): Gary Bass

Discussion	<ul style="list-style-type: none"> Margaret Weller-Stargell made a motion to approve the agenda as written; Chuck Hill seconded. Today’s agenda was unanimously approved by the Provider Council. 				
Conclusions	<ul style="list-style-type: none"> N/A 				
Action Items	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> N/A </td> <td></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline	<ul style="list-style-type: none"> N/A 	
Person(s) Responsible	Deadline				
<ul style="list-style-type: none"> N/A 					

2. Agenda Topic: Approval of the November 09, 2023 Meeting Minutes

Presenter(s): Gary Bass

Discussion	<ul style="list-style-type: none"> The November 09, 2023 Meeting Minutes were sent to the Provider Council ahead of today’s meeting for review; there were no needed additions or modifications. Chuck Hill made a motion to approve the Meeting Minutes as written; Russell Herring seconded. The Meeting Minutes were unanimously approved by the Provider Council. 				
Conclusions	<ul style="list-style-type: none"> N/A 				
Action Items	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> N/A </td> <td></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline	<ul style="list-style-type: none"> N/A 	
Person(s) Responsible	Deadline				
<ul style="list-style-type: none"> N/A 					



3. Agenda Topic: Redesign of Trillium's Website**Presenter(s): Jennifer Mackethan**

Discussion	<ul style="list-style-type: none"> • Jennifer shared the new Trillium website design with the Provider Council. • Trillium re-designed its website with a more simplified layout, additional live links as well as content that is easier to navigate through. • Trillium had an internal workgroup that contributed to the design, layout and content of the website. • The website is now organized to highlight all that is within Trillium's Mental Health (MH), Substance Use (SU), and Intellectual/Developmental Disability (I/DD) areas of service. • Web content was re-organized and drop down menus added. • Trillium's Communications department is collaborating with internal departments to rework how information is shared on the member webpages. 		
Conclusions	<ul style="list-style-type: none"> • N/A 		
Action Items		Person(s) Responsible	Deadline
<ul style="list-style-type: none"> • N/A 			

4. Agenda Topic: Cultural Competency Action Plan**Presenter(s): Drury Fulcher**

Discussion	<ul style="list-style-type: none"> • Trillium's commitment is to provide the Provider Council with visibility to the Cultural Competency plan as well as space for input/feedback. • The Cultural Competency Plan was emailed to the Provider Council ahead of today's meeting, and is available on the Strategic Planning page of Trillium's website. • To accommodate for the Consolidation of Eastpointe, Sandhills and Trillium, as well as preparation for the launch of Tailored Plan, Trillium is extending its current Cultural Competency Plan through June 31, 2024. • Trillium will utilize the time extension to evaluate its larger population and catchment area, as well as integrate any additional Tailored Plan requirements not already met in the future Cultural Competency Plan. • Cultural Competency Plan updates will be sent to the Provider Council later in the year for review and feedback. • Kerri Erb made a motion to accept extending the Cultural Competency Plan until June 31, 2024; Chuck Hill seconded the motion. 		
Conclusions	<ul style="list-style-type: none"> • N/A 		
Action Items		Person(s) Responsible	Deadline
<ul style="list-style-type: none"> • N/A 			

5. Agenda Topic: January Re-Entry Simulation / African American Health Summit**Presenter(s): Susan Eckert**

Discussion	<ul style="list-style-type: none"> • Trillium will be hosting its third Re-Entry simulation. • The event will take place in the graduate center beside Elizabeth State University. • The African American Health Summit is also coming up, and will take place on 2/20/24 in New Bern at the Riverfront Convention Center. • These events are both open to the public. • Questions about these events can be emailed directly to Susan Eckert. 		
Conclusions	<ul style="list-style-type: none"> • N/A 		
Action Items		Person(s) Responsible	Deadline
<ul style="list-style-type: none"> • N/A 			

6. Agenda Topic: Crisis Funding**Presenter(s): Cindy Ehlers**

Discussion	<ul style="list-style-type: none"> • Trillium submitted a request to the State for a Crisis Funding. • Trillium accounted for specific crisis funding requests that were submitted to Trillium from providers seeking to implement certain crisis needs. • Trillium also included crisis funding requests which were compiled from Trillium's completed gaps and needs analyses, as well as requests from Eastpointe, Sandhills, CFAC, and other advisory groups that exist within Trillium. • Trillium considered crisis needs for all 46 counties in its catchment. • Trillium approached its plan from the perspective of trying to ensure that adequate crisis services are in place for each type of crisis. • Trillium incorporated services to assist with both crisis assistance and prevention. • Trillium was sure to consider health equity by accounting for groups that are usually more marginalized in the approach to crisis care. 		
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	<ul style="list-style-type: none"> ● Trillium has until the 01/16/24 to finalize all of its crisis funding requests. ● Some of Trillium’s requests included: <ul style="list-style-type: none"> ○ Renovations of Facility-Based Crisis locations. ○ Implementation of 3 Homeless Substance Use Disorder Shelters. ○ Transitional Residential Evaluation and Treatment which is a program that focuses on Children with Complex Needs. ○ Therapeutic Respite Program. ○ Transitional Housing. ○ Co-responder match up with local law enforcement which will be connected to, but not limited to mobile crisis providers. ○ Safe Schools Healthy Kids; a model for teaching/responding, which connects mobile crisis to school systems and other therapy systems to get kids assistance. ○ Technology crisis solutions which include remote support for high-volume crisis situations that occur. ○ Crisis Simulation trainings. ○ Training Developers that can offer Mental Health First Aid (MHFA) training to the Spanish speaking population as well as Native American tribes that exist in Trillium’s Consolidated entity. ○ MHFA training and community intervention for first responders, volunteer fire rescue, dispatchers and school resource officers. ○ Temporary Respite Youth Shelter and some Enhanced Mobile Crisis. ○ All Children - All families incorporated for LGTBQIA children across the foster care or therapeutic living arrangements settings to make these settings better able to meet the needs of this community.
Conclusions	● N/A
Action Items	Person(s) Responsible Deadline
● N/A	

7. Agenda Topic: Trillium’s Consolidation Efforts
Presenter(s): Khristine Brewington

Discussion	<ul style="list-style-type: none"> ● Trillium has done its due diligence to get information shared with providers and members as soon as possible. ● Trillium is leading the Consolidation efforts with the support of Eastpointe and Sandhills. ● Trillium is sending Clinical Consolidation Bulletins to all providers in its Network. ● Trillium’s initial focus is getting all of the Behavioral Health providers into Trillium systems to avoid disruption in payments and member services. ● There are resources available on Trillium’s website, such as Frequently Asked Questions with answers to these questions. ● Restructuring of the current Trillium Provider Council will be necessary, and is currently being reviewed for proposed modifications to align with the consolidation of Eastpointe, Sandhills and Trillium.
Conclusions	● N/A
Action Items	Person(s) Responsible Deadline
● N/A	

8. Agenda Topic: Medicaid Reimbursement Rates / DSP Rate Increase
Presenter(s): Gary Bass / Kerri Erb

Discussion	<ul style="list-style-type: none"> ● A memo was shared with the Provider Council about Behavioral Health Service Rates increasing effective 01/01/24. ● Trillium released two fee schedules in December 2024. ● Trillium is committed to keeping providers whole; therefore, there should be no decrease in provider rates due to the consolidation. ● Trillium’s Finance team will keep providers updated about rates.
Conclusions	● N/A
Action Items	Person(s) Responsible Deadline
● N/A	

9. Agenda Topic: Network Communication Bulletin #334 (Behavioral Health Fee Schedule Effective Jan 1, 2024)**Presenter(s): Gary Bass**

Discussion	<ul style="list-style-type: none"> The fee schedule is published on Trillium's website: https://www.trilliumhealthresources.org/for-providers/billing-codes-rates-check-write-schedule
Conclusions	<ul style="list-style-type: none"> N/A
Action Items	Person(s) Responsible Deadline
<ul style="list-style-type: none"> N/A 	

10. Agenda Topic: Trillium Performance Improvement Projects (PIPs)**Presenter(s): Amanda Morgan**

Discussion	<ul style="list-style-type: none"> Trillium's Performance Improvement Projects (PIPs) were created to identify any issues, gaps, accreditation or contracts requirements, and any other performance initiative. These can be clinical or non-clinical, are always data driven, emphasize goals and outcomes, and allow Trillium to track and verify improvement results. Amanda presented an overview of the 5 PIPs Trillium will implement.
Conclusions	<ul style="list-style-type: none"> N/A
Action Items	Person(s) Responsible Deadline
<ul style="list-style-type: none"> N/A 	

11. Agenda Topic: DMH/DD/SUS Requests for Applications (RFA)**Presenter(s): Gary Bass**

Discussion	<ul style="list-style-type: none"> DMH/DD/SUS just released an RFA yesterday to plan for crisis services across North Carolina. The initiative is "Developing Behavioral Health Crisis Interventions Models in NC" to develop community-based responses to mental health crises which includes partnering with armed law enforcement officers for crisis response.
Conclusions	<ul style="list-style-type: none"> N/A
Action Items	Person(s) Responsible Deadline
<ul style="list-style-type: none"> N/A 	

12. Agenda Topic: DMH/DD/SUS Updates**Presenter(s): Lisa Jackson**

Discussion	<ul style="list-style-type: none"> Lisa will share her updates with the Provider Council via email following today's meeting. Some highlights were: <ul style="list-style-type: none"> <u>Records Management and Documentation Manual (RMDM)</u>: Integration and clarification of feedback received from stakeholders is completed and awaiting final review/approval. <u>IRIS Replacement System Update</u>: DMH/DD/SUS continues to work on RFP process; RFP will be posted on the Procurement site. <u>BH Roadmap Kick-Off!</u> Taking place today from 3:00pm-5:00pm at the McKimmon Center in Raleigh; will celebrate Governor Cooper's Behavioral Health Roadmap and the historic \$835 million investment received to deliver on this vision. <u>Medicaid Expansion Dashboard</u>: The North Carolina Department of Health and Human Services launched a dashboard to track monthly enrollment in Medicaid for people eligible through expansion. <u>New LME/MCO Dashboard</u>: Improving Behavioral Health is a top priority at NCDHHS. A department-wide monthly dashboard of key outcomes of the Behavioral Health System has been created; the goal is to have a tool that highlights shared priorities and opportunities for improvement.
Conclusions	<ul style="list-style-type: none"> N/A
Action Items	Person(s) Responsible Deadline
<ul style="list-style-type: none"> N/A 	

13. Agenda Topic: Meeting Adjournment**Presenter(s): Gary Bass**

Discussion	<ul style="list-style-type: none"> Margaret Weller-Stargell made a motion to adjourn today's Provider Council meeting; Jennifer Hardee seconded. Today's Provider Council meeting has been unanimously adjourned by the Provider Council.
Conclusions	<ul style="list-style-type: none"> N/A
Action Items	Person(s) Responsible Deadline
<ul style="list-style-type: none"> N/A 	

Meeting Adjourned

Next Meeting Date: March 14, 2024
(Meetings convene from 10:00 AM - 12:00 PM)

Supporting documents are proprietary and can be requested by contacting Rasheedah Pittman at: Rasheedah.Pittman@TrilliumNC.org

Respectfully Submitted by:
Rasheedah Pittman, Administrative Assistant
Secretary to the Provider Council