

# PROVIDER COUNCIL MEETING MINUTES

**Date:** January 12, 2023

**Time:** 10:00 AM - 12:00 PM

<b>Meeting Called By</b>		Gary Bass, President of the Provider Council			
<b>Type of Meeting</b>		Virtual - Webex			
ATTENDEES (A-Z)					
NAME	Present	NAME	Present	NAME	Present
<b>Adrienne Beatty, MS, LCMHC</b> Director of Network Development Trillium Health Resources	<input checked="" type="checkbox"/>	<b>Aimee Schulze, LCSW</b> Program Director StillWaters	<input checked="" type="checkbox"/>	<b>Alisha Wallace-Smith (Guest)</b> Director - Care Management Program Development Covenant Case Management Services	<input checked="" type="checkbox"/>
<b>Brandon J. Golder MFT, MBA</b> VP of Operations/Business Development Walden, a Pyramid Healthcare Organization	<input type="checkbox"/>	<b>Brittany Jozefowicz, MA, LCMHC</b> Owner Open Gate Counseling Services, PLLC	<input type="checkbox"/>	<b>Charles (Chuck) Hill, LCMHC</b> BH Regional Director RHA Health Services	<input checked="" type="checkbox"/>
<b>Devon Cornett (Guest)</b> VP of Network Support Abound Health	<input type="checkbox"/>	<b>English Albertson, BS, QP</b> Chief Strategy Officer Primary Health Choice, Inc.	<input checked="" type="checkbox"/>	<b>Gary Bass, MSW, LCSW</b> CEO, Pride in North Carolina <i>President of the Provider Council</i>	<input checked="" type="checkbox"/>
<b>Greg Riley, RN</b> Program Director-Behavioral Health ECU Health Roanoke-Chowan Hospital	<input type="checkbox"/>	<b>Holly Cunningham</b> <b>MBA, M.Ed., LCMHCS</b> Director of Practice Management Trillium Health Resources	<input checked="" type="checkbox"/>	<b>Jackie Tadeo,</b> Training Director Trillium Health Resources	<input checked="" type="checkbox"/>
<b>Jennifer Hardee, MS, LCAS, CCS</b> Clinical Services Manager PORT Health Services	<input checked="" type="checkbox"/>	<b>Julie Kokocha, M.Ed, BS, AHFI</b> Director of Network Accountability Trillium Health Resources	<input checked="" type="checkbox"/>	<b>Karen S. Kirk, PhD, Child / Adolescent Clinical Psychologist</b> Owner/Manager Cape Fear Developmental Therapies	<input checked="" type="checkbox"/>
<b>Kerri Erb, QP, MPA</b> Chief Program Officer Autism Society of NC	<input checked="" type="checkbox"/>	<b>Khristine Brewington</b> MS, LCMHCS, LCAS, CCS, CCJP VP of Network Management Trillium Health Resources	<input type="checkbox"/>	<b>Krissy Vestal</b> Quality Management Performance Improvement Manager Trillium Health Resources	<input checked="" type="checkbox"/>
<b>Lisa Jackson, BSW (Guest)</b> LME-MCO System Performance Liaison Division of MH/DD/SAS NC Department of Health and Human Services	<input checked="" type="checkbox"/>	<b>Luz Terry, MA, PMP</b> VP Enterprise Training & Staff Development Trillium Health Resources	<input checked="" type="checkbox"/>	<b>Margaret Weller-Stargell, BA</b> CEO, Coastal Horizons Center <i>Vice President of the Provider Council</i>	<input type="checkbox"/>
<b>Mike Owens, MA, QP, LSSYB (Guest)</b> Regional Director Covenant Case Management Services	<input checked="" type="checkbox"/>	<b>Miriam Godwin, MS, LMFT, NADD- DDS</b> Network Development Manager Trillium Health Resources	<input checked="" type="checkbox"/>	<b>Natasha Holley</b> <b>LCSW, LCAS, CCS</b> Clinical Director Integrated Family Services	<input checked="" type="checkbox"/>
<b>Patrice Bryant</b> <b>MS, LCMHC, QS, LCAS-A</b> CEO Yotaron Enrichment Resource Center	<input checked="" type="checkbox"/>	<b>Rasheedah Pittman</b> Administrative Assistant – Network Management Trillium Health Resources	<input checked="" type="checkbox"/>	<b>Rebecca Basden</b> Contracts Manager Trillium Health Resources	<input type="checkbox"/>
<b>Russell Herring</b> CEO AssistedCare at Home	<input checked="" type="checkbox"/>	<b>Ryan Estes (Guest)</b> COO, Coastal Horizons Center	<input checked="" type="checkbox"/>	<b>Sarah Willhite, M.Ed., M.S.A</b> Training Development Manager Trillium Health Resources	<input checked="" type="checkbox"/>
<b>Wes Rider, BSW (Guest)</b> Community Engagement Specialist Division of MH/DD/SAS NC Department of Health and Human Services	<input checked="" type="checkbox"/>				

## AGENDA

### 1. Agenda Topic: Approval of the Meeting Agenda

Presenter(s): Gary Bass

Discussion	<ul style="list-style-type: none"> <li>● English Albertson made a motion to approve the agenda as written; Natasha Holley seconded.</li> <li>● Today's agenda has been unanimously approved by the Provider Council.</li> </ul>				
Conclusions	<ul style="list-style-type: none"> <li>● N/A</li> </ul>				
Action Items	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;">Person(s) Responsible</th> <th style="width: 40%;">Deadline</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">● N/A</td> <td></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline	● N/A	
Person(s) Responsible	Deadline				
● N/A					

### 2. Agenda Topic: Approval of the November 10, 2022 Meeting Minutes

Presenter(s): Gary Bass

Discussion	<ul style="list-style-type: none"> <li>● The November 10, 2022 meeting minutes were reviewed; there were no needed additions or modifications.</li> <li>● Chuck Hill made a motion to approve the meeting minutes as written; English Albertson seconded.</li> <li>● The meeting minutes have been unanimously approved by the Provider Council.</li> </ul>				
Conclusions	<ul style="list-style-type: none"> <li>● N/A</li> </ul>				
Action Items	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;">Person(s) Responsible</th> <th style="width: 40%;">Deadline</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">● N/A</td> <td></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline	● N/A	
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● N/A					

### 3. Agenda Topic: Trillium Updates

Presenter(s): Trillium Network Management Leadership Team

Discussion	<ul style="list-style-type: none"> <li>● <b>Tailored Plan Satisfaction Survey: Jackie Tadeo (Training Director)</b> <ul style="list-style-type: none"> <li>○ Jackie is overseeing new state requirements for Trillium to produce and distribute a quarterly satisfaction survey.           <ul style="list-style-type: none"> <li>▪ This will be a separate survey than what comes from DHHS, and will come directly from Trillium.</li> <li>▪ Trillium has created the survey and is in the process of finalizing.</li> <li>▪ All topics of the survey are required by the state.</li> <li>▪ The survey will be to identify what Trillium is doing well and any areas for opportunity.</li> <li>▪ Jackie is looking for volunteer representatives from each provider agency type to evaluate wording used in the survey, ensure the understanding of what Trillium is asking within the survey, and offer any recommendations.</li> <li>▪ The provider representation will include: (1) MHSU, (1) Hospital, (1) LIP, and (1) I/DD provider.</li> <li>▪ <u>Provider Volunteers:</u> <ul style="list-style-type: none"> <li>● Mike Owens (Covenant Case Management Services) - I/DD</li> <li>● Chuck Hill (RHA) - MHSU</li> <li>● Karen Kirk (Cape Fear Developmental Therapies) - LIP</li> </ul> </li> </ul> </li> <li>○ There were no hospital providers in today's Provider Council meeting.</li> <li>○ Jackie will email a meeting invitation and survey draft to the volunteer group for review/discussion.</li> </ul> </li> <li>● <b>Network Adequacy/RFP, RFI and Open Enrollments: Adrienne Beatty (Director of Network Development)</b> <ul style="list-style-type: none"> <li>○ Trillium is working to finalize the remaining PCP contracts in time for the 01/15/23 deadline.</li> <li>○ Trillium has partnered with Carolina Complete Health (CCH) to work on getting the Physical Health contracts signed by providers.</li> <li>○ Trillium added a Claims Billing Protocol into Trillium's Tailored Plan (TP) Provider Manual in order to provide Integrated Care Providers with steps on how to bill.</li> <li>○ (<b>Update:</b> Per the guidance of the TP Administration with the state, the Network Adequacy &amp; Accessibility Analysis is no longer a required submission for Tailored Plans.)</li> <li>○ The next Annual Assessment of Network Adequacy is due on 4/10/23, and replaces the previous Gaps and Needs Analysis (Network Adequacy and Accessibility Analysis) from previous years.</li> </ul> </li> <li>● <b>Live Demo / TP Provider Directory Overview: Julie Kokocha (Director of Network Accountability)</b> <ul style="list-style-type: none"> <li>○ Julie walked the Provider Council meeting attendees through a demo of the TP Provider Directory.</li> <li>○ Julie will provide a TP Provider Directory step-by-step guide to today's meeting attendees following today's meeting.</li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>● <b>Live Demo of the Learning Campus / Review of Changes: Sarah Willhite (Training Development Manager)</b> <ul style="list-style-type: none"> <li>○ Sarah oversees Trillium's Learning Management System called the Provider My Learning Campus.</li> <li>○ Sarah provided a demo of how to access the Provider My Learning Campus.</li> <li>○ The Provider My Learning Campus now has a new appearance.</li> <li>○ Sarah will provide a handout to today's meeting attendees which will show steps in navigating through the Provider My Learning Campus and give information about what each portal page offers.</li> </ul> </li> <li>● <b>Review of TCM Webpage and Updates on TCM Activities: Miriam Godwin (Network Development Manager)</b> <ul style="list-style-type: none"> <li>○ On 12/01/22, there were (21) Tailored Care Management (TCM) providers that began serving Trillium members.</li> <li>○ Trillium expects to have a total of (24) TCM providers shortly.</li> <li>○ Miriam provided an overview of a resource web page on Trillium's website that TCM providers can use to get information: <a href="https://www.trilliumhealthresources.org/for-providers/tailored-care-management-for-providers">https://www.trilliumhealthresources.org/for-providers/tailored-care-management-for-providers</a></li> <li>○ TCM providers will each have a Trillium TCM Consultant assigned to them for assistance.</li> </ul> </li> </ul>
<b>Conclusions</b>	● N/A
<b>Action Items</b>	<b>Person(s) Responsible</b> <b>Deadline</b>
● Jackie will email a meeting invitation and survey draft to the volunteer group for review/discussion.	Jackie      01/19/23

#### 4. Agenda Topic: NC Department of Health and Human Services (NCDHHS) Updates

Presenter(s): Lisa Jackson

<b>Discussion</b>	<ul style="list-style-type: none"> <li>● Lisa will send updates to the Provider Council following today's meeting; there are some webinar links that will also be provided.</li> <li>● Since the last Provider Council meeting, there have been (4) Joint Communication Bulletins released (JCB 437, 438, 439, and 440).</li> <li>● Kelly Crosbie has been named as the Division Director and Renee' Rader has been named as the Deputy Director/COO for the division.</li> <li>● The next Mental Health Town Hall meeting is scheduled for 01/19/23, 6:00pm-7:30pm in Burke County at Western Piedmont Community College (WPCC).</li> </ul>
<b>Conclusions</b>	● N/A
<b>Action Items</b>	<b>Person(s) Responsible</b> <b>Deadline</b>
● N/A	

#### 5. Agenda Topic: Clinical Coverage Policies Open for Public Comment

Presenter(s): Gary Bass

<b>Discussion</b>	<ul style="list-style-type: none"> <li>● At times, Clinical Coverage Policies are brought forward for review and feedback prior to them being implemented.</li> <li>● Gary recommends for providers to stay up-to-date on these and form a committee within their entities to provide feedback prior to the review period deadlines.</li> </ul>
<b>Conclusions</b>	● N/A
<b>Action Items</b>	<b>Person(s) Responsible</b> <b>Deadline</b>
● N/A	

#### 6. Agenda Topic: Review of Applications for Provider Council Vacancy (Southern Region Hospital Provider)

Presenter(s): Gary Bass

<b>Discussion</b>	<ul style="list-style-type: none"> <li>● Carol Franklin - BH Director of Nursing (Novant New Hanover Regional Medical Center), applied to join the Provider Council and will be offered a seat to represent the Southern Region. <ul style="list-style-type: none"> <li>○ Chuck Hill made a motion to approve Carol joining the Provider Council; Dr. Karen Kirk seconded this motion.</li> </ul> </li> <li>● Linda McDaniel - UR Nurse (CarolinaEast Medical Center), applied to join the Provider Council and will be offered a seat on the Council to represent the Central Region. <ul style="list-style-type: none"> <li>○ English Albertson made a motion to approve Linda joining the Provider Council; Chuck Hill seconded this motion.</li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>It was a unanimous decision by the Provider Council to vote both Carol and Linda onto the Provider Council.</li> <li>The Provider Council will be reviewing and re-designing the Council By-Laws in the near future pertaining to the membership seat structure of the committee.</li> </ul>				
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>				
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Person(s) Responsible	Deadline				
<ul style="list-style-type: none"> <li>N/A</li> </ul>					

## 7. Agenda Topic: Adjourn Meeting

**Presenter(s): Gary Bass**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Chuck Hill made a motion to adjourn the meeting; English Albertson seconded.</li> </ul>				
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>				
<b>Action Items</b>	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline		
Person(s) Responsible	Deadline				
<ul style="list-style-type: none"> <li>N/A</li> </ul>					

Meeting Adjourned

Next Meeting Date: March 09, 2023

(All 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](mailto:Rasheedah.Pittman@TrilliumNC.org)

*Respectfully Submitted by:*

*Rasheedah Pittman, Administrative Assistant*

*Secretary to the Provider Council*