

PROVIDER COUNCIL MEETING MINUTES

Date March 12, 2020

Meeting Called By		Tom Savidge, President			
Type of Meeting		Face to Face-201 W. 1 st St., Greenville, NC or by WebEx (see below)			
ATTENDEES					
NAME	Present	NAME	Present	NAME	Present
Tom Savidge, MSW PORT Health, CEO <i>President of Provider Council</i>	<input checked="" type="checkbox"/>	Jennifer Hardee LCAS, CCS PORT Health Clinical Services Manager	<input type="checkbox"/>	Lisa Jackson, <i>guest</i> DMH/DHHS MCO Liaison	<input checked="" type="checkbox"/>
Margaret Weller-Stargell, BA Coastal Horizons Center, CEO <i>Vice President of Provider Council</i>	<input checked="" type="checkbox"/>	Russell Herring, BSBA Assisted Care, CEO	<input checked="" type="checkbox"/> <i>phone</i>	Adrienne Beatty Trillium, Head of Network Development	<input checked="" type="checkbox"/> <i>phone</i>
English Albertson, BS QP Monarch Director Program Operations	<input checked="" type="checkbox"/> <i>phone</i>	Charles Hill, M.Ed, LPC RHA Health Services BH Regional Director	<input checked="" type="checkbox"/>	Khristine Brewington Trillium, VP Network Management	<input checked="" type="checkbox"/>
Gary Bass, MSW, LCSW Pride in NC, CEO	<input checked="" type="checkbox"/>	Natasha Holley, LCSW Integrated Family Services Clinical Director	<input checked="" type="checkbox"/> <i>phone</i>	Miriam Godwin Trillium, Manager Network Training	<input checked="" type="checkbox"/> <i>phone</i>
Tarra Duford Pinnacle Family Services Forensic Psychologist	<input type="checkbox"/>	Greg Riley, RN Vidant Health Roanoke- Chowan, Program Director Behavioral Health	<input type="checkbox"/>	Julie Kokocha Trillium, Head of Network Accountability	<input checked="" type="checkbox"/> <i>phone</i>
Kerri Erb Autism Society of NC Chief Program Officer	<input checked="" type="checkbox"/> <i>phone</i>	Mary B. Williams, BA NHRMC Behavioral Health	<input type="checkbox"/>	Lauren Swain Trillium, Head of Child and Youth Services	<input checked="" type="checkbox"/>
		Tracie Hanson, <i>guest</i> Coastal Southeastern United Care	<input checked="" type="checkbox"/>	Amanda Willett Trillium, Head of Program Integrity	<input type="checkbox"/>

AGENDA

1. Agenda topic: Welcome

Presenter(s): Tom Savidge

Discussion	<ul style="list-style-type: none"> Tom Savidge welcomed everyone to the meeting. Tracie Hanson of Coastal Southeastern United Care was in attendance as a guest. New Provider Council member, Charles "Chuck" Hill, Regional Director with RHA was welcomed. 						
Conclusions	<ul style="list-style-type: none"> N/A 						
Action Items	<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 70%;"></th> <th style="width: 15%;">Person(s) Responsible</th> <th style="width: 15%;">Deadline</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> N/A </td> <td></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 January 9, 2020 Meeting Minutes

Presenter(s): Tom Savidge

Discussion	<ul style="list-style-type: none"> Margaret Stargell made the motion to approve the January 9, 2020 Provider Council meeting minutes as presented. Gary Bass seconded the motion to approve. All members present were in agreement. 						
Conclusions	<ul style="list-style-type: none"> N/A 						
Action Items	<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 70%;"></th> <th style="width: 15%;">Person(s) Responsible</th> <th style="width: 15%;">Deadline</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> N/A </td> <td></td> <td></td> </tr> </tbody> </table>		Person(s) Responsible	Deadline	<ul style="list-style-type: none"> N/A 		
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<ul style="list-style-type: none"> N/A 							

3. Agenda topic: Review of Member Nominations Received

Presenter(s): Tom Savidge

Discussion	<ul style="list-style-type: none"> The Provider Council had received two Provider Council Nomination forms for consideration. The nominees were Tarra Duford of Pinnacle Family Services, and Jennifer Hardee of PORT Health Services. Gary Bass made the motion to accept Tarra Duford as a member of the Trillium Provider Council. Charles Hill seconded the motion. All members present were in agreement. Gary Bass made the motion to accept Jennifer Hardee as a member of the Trillium Provider Council. Margaret Stargell seconded the motion. All members present were in agreement. 		
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: Nominations for Provider Council President

Presenter(s): Tom Savidge

Discussion	<ul style="list-style-type: none"> Tom Savidge has requested the Council Members send a nomination response for Provider Council President to Ann Singleton as soon as possible. Once received, the nominations will be sent to the Council Members to prepare for a vote. 		
Conclusions	<ul style="list-style-type: none"> The new president needs to be decided before the next meeting in May. 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> Provider Council members who have not responded with a nomination for president, will send a name for nomination to Ann Singleton. 	Provider Council members	immediate	

5. Agenda topic: Discussion Regarding Law Enforcement in Clinics

Presenter(s): Tom Savidge

Discussion	<ul style="list-style-type: none"> Tom Savidge shared with the group a situation of local law enforcement showing up at PORT clinics requesting to see people there receiving services. Tom requested if this issue is, or could be, included in the Trillium CIT training with law enforcement. Khristine Brewington and Miriam Godwin responded with plans to follow through and check to see if all of our counties have had the CIT training. 		
Conclusions	<ul style="list-style-type: none"> Some law enforcement are evidently not aware of HIPAA and privacy rights of clients. 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> Trillium will follow up on the CIT training that has been provided to law enforcement in our county catchment area. 	Khristine Brewington Miriam Godwin	immediate	

6. Agenda topic: Provider Satisfaction Questionnaire

Presenter(s): Lauren Swain

Discussion	<ul style="list-style-type: none"> Lauren Swain reported on the Provider Satisfaction Questionnaire, outlining the process used to send the survey to Providers. Tom Savidge made a request in regard to larger provider organizations, if the questionnaire could be sent to several contacts at the provider organization. Lauren explained this may construe the feedback. Charles Hill of RHA shared the fact that they had locations in several counties throughout the Trillium catchment area and work with separate Trillium offices. Lauren will look into this request further. Gary Bass suggested a box marked "N/A" for those providers who do not have credentialed staff, for example. 		
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	<ul style="list-style-type: none"> Lauren further explained that the questionnaires are sent out quarterly. Gary Bass proposed a change to sending the questionnaires out only twice a year. 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items		Person(s) Responsible	Deadline
<ul style="list-style-type: none"> N/A 			

7. Agenda topic: Network Management Update

Presenter(s): **Khristine Brewington**

Discussion	<ul style="list-style-type: none"> Trillium will be providing training for the Disaster Response Project. Khristine explained the need for our state to be prepared and ready when a disaster strikes. Disability Rights is becoming more involved in the Disaster Response arena also. Natasha Holley of Integrated Family Services (IFS) agrees that we need to be proactive in being prepared for disasters. IFS will pledge to be involved in any capacity in the disaster response team. Khristine reported on the NC Disaster Symposium held recently which she attended. Khristine shared that Trillium was the only MCO represented. The leaders of the symposium requested the breakdown of the physical needs and the behavioral health needs. 		
Conclusions	<ul style="list-style-type: none"> Behavioral health needs are finally being recognized in times of disaster and the response to those needs. 		
Action Items		Person(s) Responsible	Deadline
<ul style="list-style-type: none"> N/A 			

8. Agenda topic: Network Development and Credentialing Updates

Presenter(s): **Khristine Brewington**

Discussion	<ul style="list-style-type: none"> Adrienne Beatty reviewed the Credentialing Report, including the Credentialing Applications Returned and why. The credentialing application is located on our website and can be completed online. This method is preferred as the application will not allow be allowed to process if there are any fields blank. The application needs to be saved on the computer before it will allow signing. If additional documents are requested to be included or attached, the application system does not recognize if the document is or is not included, and will allow the application to be signed and sent. 		
Conclusions	<ul style="list-style-type: none"> The best method to be used in submitting a credentialing application is to complete the application online. 		
Action Items		Person(s) Responsible	Deadline
<ul style="list-style-type: none"> N/A 			

9. Agenda topic: Network Monitoring and Complaints; Program Integrity Updates

Presenter(s): **Julie Kokocha**

Discussion	<ul style="list-style-type: none"> Julie Kokocha reported that we are continuing to request disaster plans from providers to meet upcoming deadlines. A lot of work is being done on trends and updating the Provider Manual. Network Accountability - currently looking at Day Treatments and some have been given POCs. No update on Program Integrity. 		
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: Network Training Update

Presenter(s): Miriam Godwin

Discussion	<ul style="list-style-type: none"> Miriam reported on an upcoming DLA-20 training scheduled for providers at no cost. There will also be a PSH training offered quarterly for providers. 		
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: Practice Management Update

Presenter(s): Holly Cunningham

Discussion	<ul style="list-style-type: none"> No update available. 		
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: Roundtable Discussion

Presenter(s): All

Discussion	<ul style="list-style-type: none"> Lisa Jackson shared the announcement of the new Division Director, Victor Armstrong. He will be joining the Division at the end of March. Council members shared comments and plans in place to deal with COVID-19. Trillium has set up a website on COVID-19 with information that is received. Trillium is taking a proactive approach in lieu of reactive. Providers have been asking about additional funding to deal with the COVID-19, but we have not heard from the State at this time. Gary Bass made a motion that the meeting be adjourned. Margaret Stargell 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 			

Meeting Adjourned 12:00 pm

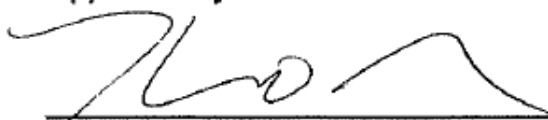
Next Meeting Date: May 14, 2020

(All meetings convene from 10:00 am - 12:00 pm)

Respectfully submitted by,

Ann Singleton, Executive Assistant

Approved by:



 Tom Savidge, President