

PROVIDER COUNCIL MEETING MINUTES

Chair: English Albertson, BS, QP | Chief Strategy Officer | Pride in North Carolina, LLC |
President of the Provider Council

Date: March 13, 2025

Location: Virtual – Microsoft Teams

Time: 10:00 AM - 12:00 PM

Provider Council Members	Present
Angie Rouse, BS, QP CEO Riverbend Services, Inc.	<input checked="" type="checkbox"/>
Ashley Sparks, MSW, LCSW Executive Director – Child & Adolescent Facility Based Crisis Program Alexander Youth Network	<input checked="" type="checkbox"/>
Barry Dixon, MA CEO Dixon Social Interactive Services	<input checked="" type="checkbox"/>
Brittany Jozefowicz, MA, LCMHC Owner Open Gate Counseling Services, PLLC	<input type="checkbox"/>
Candice Brinkley, BA, QP Area Director I/DD Eastern NC Home Care Management Corp.	<input type="checkbox"/>
Chris Faulkner, LCSW Group Practice Owner Family Solutions, PLLC	<input checked="" type="checkbox"/>
Debbie Lee Stehling, BS, QP VP of Operations, Long Term Supports and Services Monarch	<input type="checkbox"/>
Diane Henry, MSN, BSN, RN-BC Clinical Director of Behavioral Services First Health of the Carolinas, Inc. Behavioral Services	<input type="checkbox"/>
English Albertson, BS, QP Chief Strategy Officer Pride in North Carolina, LLC	<input checked="" type="checkbox"/>
Eric Christian, MA Ed., LCMHC, NCC Director of Behavioral Health Integrations Community Care of North Carolina	<input checked="" type="checkbox"/>
Jeannie King, MS Regional Vice President Pinnacle Family Services of NC, LLC	<input checked="" type="checkbox"/>
Jennifer Moore, MA Operations Director A Caring Heart Case Management	<input checked="" type="checkbox"/>
Jerry Earnhardt, MS, LCMHCS, LCMHC Regional Operations Director for Triad Area Daymark Recovery Services	<input checked="" type="checkbox"/>
Joyce Barnes, QP, BS Program Manager Herbert Reid Home, Inc.	<input checked="" type="checkbox"/>
Kelvin Barnhill CEO Better Days Ahead	<input type="checkbox"/>
Kerri Erb, QP, MPA Chief Program Officer Autism Society of NC	<input checked="" type="checkbox"/>
Leann Henkel Mid-State CFAC Chairperson	<input checked="" type="checkbox"/>
Linda McDaniel, MSN, RN, CCM, CMCN Utilization Review Nurse Crossroads Behavioral Health Unit - Carolina East Medical Center	<input checked="" type="checkbox"/>
Luanne Welch, BS CEO/President Easter Seals UCP North Carolina & Virginia, Inc. & PORT Health Services, Inc	<input checked="" type="checkbox"/>
Margaret Weller-Stargell, BA President & CEO Coastal Horizons Center	<input checked="" type="checkbox"/>
Melani Green, LCMHC, LCAS, CCS-I Owner & CEO The M.E. Green House	<input type="checkbox"/>
Melody Campbell, MA CEO & Director Carolinas Home Care Agency	<input type="checkbox"/>

Provider Council Members	Present
Natasha Holley, LCSW, LCAS, CCS CEO Integrated Family Services	<input checked="" type="checkbox"/>
Patrice Bryant, MS, LCMHC, QS, LCAS-A CEO Yotaron Enrichment Resource Center	<input type="checkbox"/>
Roger Jones VP of Operations, Eastern Region RHA	<input checked="" type="checkbox"/>
Ron Rau, BA, MBA President & CEO Alcohol & Drug Services of Guilford, Inc.	<input checked="" type="checkbox"/>
Russell Herring CEO Assisted Care at Home	<input checked="" type="checkbox"/>
Seslie Roughton, BS, QP Chief Operations Officer - Eastern Region Skill Creations	<input checked="" type="checkbox"/>
Steve Hess Chief Program Officer Family Service of the Piedmont, Inc.	<input checked="" type="checkbox"/>
Tieka Martin-Green Outreach Coordinator and Consultant The Lighthouse Home	<input checked="" type="checkbox"/>
Tonya Fuller-Johnson Owner/CEO Miss Daisy's & Associates/Miss Daisy's Gentlemen of the Future	<input checked="" type="checkbox"/>
Victor Moore, PHD Business, MBA Director Progressive Care Services	<input checked="" type="checkbox"/>

Trillium Representative Attendees (Present)
Amanda Kelly Lead Instructional Design & Development Strategist
Amanda Outlaw Associate Vice President of Network Accreditation & Policies
Chauncey Dameron Provider Relations & Engagement Manager
Cheryl Slack Administrative Assistant Network Management Contracts & VBP
Christie Edwards Chief Operations Officer
Joanna Bradley Provider Network Analysis & Enrollment
Katie Hewitt Head of Practice Management
Kimberly Wagner Provider Relations and Engagement Manager
Krissy Vestal Head of Performance Improvement
Linda Hawley Isbell Associate Vice President of Provider Relations and Engagement and Provider Support Services
Mark Lloyd Provider Support Services Manager
Meagan Evans Hospital Consultant
Meg Sanders Provider Data Management Manager

1. Agenda Topic: Call of Meeting to Order

Presenter(s): English Albertson

Discussion	<ul style="list-style-type: none"> English called the meeting to order. 		
Conclusions	<ul style="list-style-type: none"> 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> N/A 	N/A	N/A	

2. Agenda Topic: Reminder – Recording Software is not Permitted

Presenter(s): English Albertson

Discussion	<ul style="list-style-type: none"> English reminded all meeting attendees that the use of Artificial Intelligence (AI) features including, but not limited to, programs and/or apps to assist with transcription and/or recording of this meeting is not permitted. 		
Conclusions	<ul style="list-style-type: none"> Two AI detected 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> AI removed 	Cheryl Slack	N/A	

3. Agenda Topic: Establish Quorum

Presenter(s): English Albertson

Discussion	<ul style="list-style-type: none"> A quorum was established for today's meeting. 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> N/A 	N/A	N/A	

4. Agenda Topic: Approval of Meeting Agenda

Presenter(s): English Albertson

Discussion	<ul style="list-style-type: none"> Russell Herring made a motion to approve today's meeting agenda as written; Ron Rau seconded the motion. Today's meeting agenda was unanimously approved 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 	N/A	N/A	

5. Agenda Topic: Final Vote of January 9, 2025 Meeting Minutes

Presenter(s): English Albertson

Discussion	<ul style="list-style-type: none"> Tieka Martin-Green made a motion to approve the previous meeting minutes as written; Kerri Erb seconded the motion. 		
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	<ul style="list-style-type: none"> The previous meeting minutes were unanimously approved 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 	N/A	N/A	

6. Agenda Topic: Subcommittee Update, Chairs

Presenter(s): English Albertson

Discussion	<ul style="list-style-type: none"> English stated the Provider Council Subcommittee met for discussion of membership terms. Chris Faulkner and Jerry Earnhardt agreed to be Co-Chairs of the subcommittee. Co-Chairs requested an updated roster of the Provider Council members, including attendance logs, regions and provider type/specialties to assess representation across regions including over/under representation. English will keep the Provider Council updated on the Subcommittee requests and activities. 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> Cheryl S. to provide updated roster including provider type, region map and attendance logs to Subcommittee Co-Chairs. Provider Council members to send regions served to Carol and Cheryl. 	Cheryl Slack	ASAP	

7. Agenda Topic: Introduction of Trillium's new Chief Operations Officer, Christie Edwards; and new Chief of Strategy and Innovation, Cindy Ehlers

Presenter(s): Linda Isbell

Discussion	<ul style="list-style-type: none"> Linda informed the Provider Council that Christie Edwards is now the Chief Operations Officer and Cindy Ehlers is the new Chief of Strategy and Innovations. Cindy new duties will include but not limited to Strategic Innovations, Innovative Development, Operational Excellence and Community and Stakeholder engagement. Christie Edwards new position is effective March 1st. Christie stated the Provider Council will continue its intended purpose and noted that she will be available for any concerns or challenges of 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 	N/A	N/A	

8. Agenda Topic: Provider Forum Update

Presenter(s): Linda Isbell

Discussion	<ul style="list-style-type: none"> • Linda stated the 2nd Provider Forum went well with very good attendance. There were several Q &As during the forum and some of the questions will be answered by SME within Trillium and will be posted on Trillium's website. • There was discussion of Tailored Care Management, Provider Communications, Care Managers names. There was a presentation regarding the 1915(i) services. • Technical Assistance & Electronic Visit Verification. • CCH presented on the Physical Health Portal and other topics. • Review of the Provider Manual and how to locate on Trillium's website. • Topics for Provider Forums are from a survey that was done last year. • The April Provider Forum topic will be on TBS set up and a demo of the Provider Directory and other topics. • Provider Forums are posted on Trillium's website. 		
Conclusions	<ul style="list-style-type: none"> • N/A 		
Action Items		Person(s) Responsible	Deadline
<ul style="list-style-type: none"> • N/A 		N/A	N/A

9. Agenda Topic: Personal Care Service (PCS) Training Update

Presenter(s): Linda Isbell

Discussion	<ul style="list-style-type: none"> • Linda noted there was an extensive training by CCH. The presentation was very detailed. Linda noted this is located on the website and placed a link in the chat. • Linda recommended if providers have questions regarding PCS to review the presentation. 		
Conclusions	<ul style="list-style-type: none"> • N/A 		
Action Items		Person(s) Responsible	Deadline
<ul style="list-style-type: none"> • N/A 		N/A	N/A

10. Agenda Topic: Locating the Assigned Coordinator for all Behavioral Health Contracted Providers as the First Point of Contact

Presenter(s): Kim Wagner/Chauncey Dameron

Discussion	<ul style="list-style-type: none"> • Chauncey D. gave overview of where to locate the list of Provider Relations & Engagement Coordinators on the website. "For Providers", "Provider Contact Information and Portals." 		
Conclusions	<ul style="list-style-type: none"> • N/A 		

Action Items	Person(s) Responsible	Deadline
• N/A	N/A	N/A

11. Agenda Topic: Signing up to Receive all Network Communication Bulletins and the Provider Insider Newsletter

Presenter(s): Kim Wagner/Chauncey Dameron

Discussion	<ul style="list-style-type: none"> Kim W. gave an overview of where to locate Communication Bulletins and Provider Insider Newsletters. Kim W. noted that providers can subscribe to the newsletters including provider news and news for members as well. 	
Conclusions	• N/A	
Action Items	Person(s) Responsible	Deadline
• N/A	N/A	N/A

12. Agenda Topic: Value Based Payments

Presenter(s): Katie Hewitt

Discussion	<ul style="list-style-type: none"> Katie H. shared the TCM Population Health Incentive Update with Provider Council members. The overview consisted of Tailored Care Management model, Clinically Integrated Networks (CIN)s, TCM VBP Model and Performance Targets for TCM Providers and CINs. Katie noted that a lot of our TCM providers have a relationship with a CIN. There are 5 TCM providers participating and may choose 4 of the 6 incentives. CINs are to generate a 5% relative improvement from reported baseline data. Katie stated the SOWs have been finalized and will be shared with TCM providers and CINs. The time frame for this project is April 1st, 2025 – March 31st, 2026. 	
Conclusions	• N/A	
Action Items	Person(s) Responsible	Deadline
• Share TCM Population Health Incentive Update Presentation with Provider Council members.	Cheryl Slack	After meeting.

13. Agenda Topic: Trillium Training – My Learning Campus, Support, Updates and Communication

Presenter(s): Amanda Kelly, Ashley Hicks, Brooke Mickelson

Discussion	<ul style="list-style-type: none"> Amanda K. gave an overview of navigating through My Learning Campus. How to access and review Network Communication Bulletins and how they are used to communicate training updates 	
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	including updated and approved TP/MDPIHP trainings. See Bulletin # 389. <ul style="list-style-type: none"> • Provider Council members also reviewed how to locate information around Events and Live Trainings on Trillium's website. • See links below: <ul style="list-style-type: none"> ➤ Review how to access the Network Communication Bulletins and how they are used to communicate training updates including updated and approved TP/MDPIHP Trainings. (Bulletin 389 contains last training update) https://www.trilliumhealthresources.org/for-providers/provider-communications/network-communication-bulletins ➤ Locating information around Events and Live Trainings on the Trillium website https://www.trilliumhealthresources.org/events 		
Conclusions	• N/A		
Action Items	Person(s) Responsible	Deadline	
• N/A	N/A	N/A	

14. Announcement(s): Barry Dixon, Kerri Erb

Discussion	<ul style="list-style-type: none"> • Barry D. stated there will be a Re-Entry Event / Resource Fair on April 17th in Goldsboro. Barry noted there is a lot of participation with the community – County Commissioners, Churches, Police, Judges, Vendors, Dept. of Social Services, School Board, etc. but there is not a lot of participation of members. Barry noted a Re-Entry Council is a collaborative of organizations networking to support formerly incarcerated people to help then transition and promote public safety. NC has 23 Re-Entry local councils. Barry encourage PC members to engage. • Kerri E. noted that DHB will be holding another 1915(i) Training geared to all Care Managers / Service Providers. 		
Conclusions	• N/A		
Action Items	Person(s) Responsible	Deadline	
• N/A	N/A	N/A	

15. Agenda Topic: Agenda Topic Reminders

Presenter(s): English Albertson

Discussion	<ul style="list-style-type: none"> • English reminded PC members to send their topics to her and Carol Bowen so they can be incorporated into the agenda for upcoming meetings. • There are no questions from PC members.
Conclusions	• N/A

Action Items	Person(s) Responsible	Deadline
• N/A	N/A	N/A

16. Agenda Topic: Meeting Adjournment

Presenter(s): English Albertson

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

Next Meeting Date: May 8, 2025
(Meetings convene from 10:00 AM - 12:00 PM)

Supporting documents are proprietary and can be requested by contacting the Provider Council Secretary.

Respectfully Submitted by: Cheryl Slack (Administrative Assistant) / Back -up to the Interim Secretary to the Trillium Provider Council