

Chair: English Albertson, BS, QP | Chief Strategy Officer | Primary Health Choice, Inc. | President of the Provider Council

Date: May 8, 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 Primary Health Choice, Inc.	<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 Precision Fabrication	<input checked="" type="checkbox"/>
Linda McDaniel, MSN, RN, CCM, CMCN Utilization Review Nurse Crossroads Behavioral Health Unit - Carolina East Medical Center	<input 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 type="checkbox"/>

Provider Council Members	Present
Melani Green, LCMHC, LCAS, CCS-I Owner & CEO The M.E. Green House	<input checked="" type="checkbox"/>
Melody Campbell, MA CEO & Director Carolinas Home Care Agency	<input type="checkbox"/>
Natasha Holley, LCSW, LCAS, CCS CEO Integrated Family Services	<input type="checkbox"/>
Patrice Bryant, MS, LCMHC, QS, LCAS-A CEO Yotaron Enrichment Resource Center	<input checked="" 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 AssistedCare 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 Outlaw Associate Vice President of Network Accreditation & Policies
Brooke Mickelson Director of Program Coordination
Carol Bowen Network Accountability Administrative Assistant
Chauncey Dameron Provider Relations and Engagement Manager
Cheryl Slack Contracting and VBP Administrative Assistant
Dana Painter Contracts Monitoring Manager
David Giron Quality Management Head of Performance Measures
Jamie Robertson Provider Relations Administrative Assistant
Katrina Jones Contracts Manager
Kimberly Wagner Provider Relations and Engagement Manager
Krissy Vestal Quality Management Head of Performance Improvement
Linda Hawley Isbell Associate Vice President of Provider Relations and Engagement and Provider Support Services
MaKenna Medlin Contracts Monitoring Support Specialist
Trillium Representative Attendees (Present)
Meagan Evans Hospital Consultant
Meg Sanders Provider Data Management Manager

1. Agenda Topic: Call of Meeting to Order and Reminder about Recording Software

Presenter(s): English Albertson

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

2. 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	

3. Agenda Topic: Approval of Meeting Agenda

Presenter(s): English Albertson

Discussion	<ul style="list-style-type: none"> Ron Rau made a motion to approve today's meeting agenda as written; Barry Dixon 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	

4. Agenda Topic: Final Vote of March 13, 2025 Meeting Minutes

Presenter(s): English Albertson

Discussion	<ul style="list-style-type: none"> The March 13, 2025 meeting minutes will need a final vote at the July 10, 2025 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	

5. Agenda Topic: Trillium Quality Management HEDIS and NC HealthConnex Presentation

Presenter(s): Krissy Vestal / David Giron

Discussion	<ul style="list-style-type: none"> Krissy and David presented on Healthcare Effectiveness Data and Information Set (HEDIS) and NC HealthConnex. There seem to be transportation barriers for homeless members to receive access to their services. Housing will be discussed at the next Provider Forum on May 14, 2025. All providers will have access to NC HealthConnex. 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> Take back question regarding transportation issues and provide an update at the next meeting. 	Linda	N/A	

6. Agenda Topic: Medicaid Expansion Question from Provider Council

Presenter(s): Linda Isbell

Discussion	<ul style="list-style-type: none"> Question: Council members might be interested to know if Trillium and the State have any contingency plans in place for consumers who might lose coverage if Medicaid expansion suddenly ends in North Carolina. For example, would state funding be available to cover the services of the newly uninsured? Hopefully, providers won't have to discharge these consumers who lose coverage due to no fault of their own. <p>Response: With all services managed by Trillium, funding for services is contingent on the funding received from NCDHHS and is directly impacted by federal funding. If Medicaid expansion was eliminated, it would be a financial burden on our single stream funds. Many of those members would once again become dependent on those funds for their BH, IDD, TBI and SUD needs. It would mean that those service funds would not be available for other projects. To prepare for uncertainties and funding, we are working through various funding model possibilities and developing contingency plans.</p>		
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

7. Agenda Topic: Provider Council Member Conflict of Interest Form

Presenter(s): English Albertson

Discussion	<ul style="list-style-type: none"> English noted several members of the council have not submitted Conflict of Interest forms and urged them to submit as soon as possible. Forms must be submitted prior to the next Provider Council meeting in July. English reminded council members to complete the Smartsheet form Carol sent out via e-mail to gather populations and regions served data. 	
Conclusions	<ul style="list-style-type: none"> N/A 	
Action Items	Person(s) Responsible	Deadline
<ul style="list-style-type: none"> Outreach members that have not submitted their forms via e-mail. 	English	N/A

8. Agenda Topic: New Provider Survey

Presenter(s): Linda Isbell

Discussion	<ul style="list-style-type: none"> The Provider Survey last year was successful and there was great response from the Provider Network. The data from the survey was used for the Provider Forum and addressed topics to ensure provider needs were being met. There were seven (7) main topics and lots of write in topics. The May 14th meeting will consist of seven (7) topics and a Provider Direct overview. Linda asked council members to participate in completing the survey as well as encourage other providers to participate. The link was shown on the website and shared with the council members. The survey went out yesterday and will be out through the first week in June to allow for a thirty (30) day timeline to complete. 	
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: Subcommittee Report Out

Presenter(s): Jerry Earnhardt / Chris Faulkner

Discussion	<ul style="list-style-type: none"> The subcommittee has been meeting every other week for the past several months with a few issues to resolve. Jerry and Chris agreed to co-chair the subcommittee. Twenty-three (23) of thirty-two (32) council members have completed the populations and regions served Smartsheet form sent out via e-mail. Nine (9) members have not submitted the form. The subcommittee has also been discussing offboarding several members that have missed the attendance threshold. Linda McDaniel has submitted her resignation via e-mail and recommended a replacement. The replacement will need to adhere to the by-law application process. The subcommittee proposes term limits run from July 1, 2024 to July 1, 2025 to ensure consistency with yearly roll-offs. The first group is set to roll-off July 1, 2025. Members have been randomly assigned to three groups to determine when they will roll-off. Members were not previously assigned at consolidation. Applications will be accepted for review when a specific population/region does not have adequate representation. Items for vote: <ol style="list-style-type: none"> Provider Council By-Law amendment to change the maximum voting members from forty (40) to thirty-five (35). [page 6 of 10] <ul style="list-style-type: none"> Barry Dixon made a motion to approve the amendment; Kerri Erb seconded the motion. The motion was unanimously approved by the Provider Council. Provider Council By-Law amendment to update Membership Terms of Group 1, 2, and 3's Reappointment Cycle years. [page 7 of 10] <ul style="list-style-type: none"> Jeanne King made a motion to approve the amendment; Luann Welch seconded the motion. The
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	motion 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"> Resend Smartsheet form link via e-mail to council members that have not completed. Notifications will be sent out to each member identifying their group and term roll-off. 	Carol	N/A	
	English		

10. Agenda Topic: Confirm Next Provider Council Meeting

Presenter(s): English Albertson

Discussion	<ul style="list-style-type: none"> The next Provider Council meeting will be held Thursday, July 10, 2025, from 10am-12pm. 		
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	

11. Agenda Topic: Agenda Topic Reminders

Presenter(s): English Albertson

Discussion	<ul style="list-style-type: none"> One topic for the next meeting has been submitted. Please send topics to Jamie Robertson. 		
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	

12. Agenda Topic: Meeting Adjournment

Presenter(s): English Albertson

Discussion	<ul style="list-style-type: none"> Jerry Earnhardt made a motion to adjourn the meeting; Barry Dixon seconded the motion. The motion 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	

Next Meeting Date: July 10, 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: Carol Bowen (Administrative Assistant) / Interim Secretary to the Trillium Provider Council