

PROVIDER COUNCIL MEETING MINUTES

Date: May 12, 2022

Time: 10:00 AM

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

AGENDA

1. Agenda Topic: Call of Meeting to Order

Presenter(s): Gary Bass

| Discussion | <ul style="list-style-type: none"> Gary called the meeting to order. | | | | |
|---|--|-----------------------|----------|---|--|
| Conclusions | <ul style="list-style-type: none"> N/A | | | | |
| Action Items | <table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 70%;">Person(s) Responsible</th> <th style="width: 30%;">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 Meeting Agenda

Presenter(s): Gary Bass

| Discussion | <ul style="list-style-type: none"> Dr. Karen Kirk made a motion to approve the agenda as written; Natasha Holley seconded. Today's agenda has been unanimously approved by the Provider Council. | | | | |
|---|--|-----------------------|----------|---|--|
| Conclusions | <ul style="list-style-type: none"> N/A | | | | |
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| <ul style="list-style-type: none"> N/A | | | | | |

3. Agenda Topic: Review and Approval of the March 10, 2022 Meeting Minutes

Presenter(s): Gary Bass

| Discussion | <ul style="list-style-type: none"> The March 10, 2022 meeting minutes were reviewed; there were no needed additions or modifications. English Albertson made a motion to approve the meeting minutes as written; Aimee Schulze seconded. Today's meeting minutes have been unanimously approved by the Provider Council as written. | | | | |
|---|--|-----------------------|----------|---|--|
| Conclusions | <ul style="list-style-type: none"> N/A | | | | |
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| Person(s) Responsible | Deadline | | | | |
| <ul style="list-style-type: none"> N/A | | | | | |

4. Agenda Topic: Introduction of a Meeting Attendee (Guest)

Presenter(s): Gary Bass

| Discussion | <ul style="list-style-type: none"> Mike Owens (Regional Director, Covenant Case Management Services) was introduced to the Provider Council and meeting attendees. | | | | |
|---|--|-----------------------|----------|---|--|
| Conclusions | <ul style="list-style-type: none"> N/A | | | | |
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| Person(s) Responsible | Deadline | | | | |
| <ul style="list-style-type: none"> N/A | | | | | |

5. Agenda Topic: Tailored Plan Contract Roll-Out

Presenter(s): Rebecca Basden (Contracts Manager, Trillium)

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| Discussion | <ul style="list-style-type: none"> Rebecca spoke about Trillium's Tailored Plan Contract roll-out plan. The state requires that Trillium not use the current Trillium Network to support Network Adequacy for the Tailored Plan coming up December 1, 2022. <ul style="list-style-type: none"> Trillium is required to send new contracts out to all current providers to build a brand new Network for Tailored Plan. Trillium will be sending contracts out to providers early. Over the next few weeks, providers can expect to see a Network Communication Bulletin to explain the roll-out, purpose as well as links to submit questions. The contract template will be posted on the Trillium website for public review. There will be reference documents reflective of additions that were made to contract language for the Tailored Plan, as well as timelines and claims submission changes. <ul style="list-style-type: none"> Not every attachment will apply to every provider. Trillium is following the good faith contracting policy which requires Trillium to make (3) contact outreaches to providers. |
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| | <ul style="list-style-type: none"> ▪ Before the contract is issued, providers will receive a courtesy phone call. ▪ Within a few days following the initial outreach, providers can expect to see the contracts come through in Concord. ▪ Trillium would like providers to either acknowledge receipt of the contract template or ask any questions they have within (10) days. ▪ After (10) days have passed, there will be a written Trillium communication following up with providers who have not yet returned signed contracts. ▪ If providers do not acknowledge the contract within another (10) days, Trillium will make another phone call to providers. <ul style="list-style-type: none"> ● Once Trillium receives signed contracts, Trillium will begin building their Tailored Plan Network for December 1, 2022. ● In the Trillium Network Communication Bulletin and on the Trillium website, there will be a link for providers to submit questions. ● There will be a FAQ created from these questions that will be 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 | | | |

6. Agenda Topic: Provider Re-verification Requirements to be Reinstated

Presenter(s): Julie Kokocha (Director of Network Accountability, Trillium)

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| Discussion | <ul style="list-style-type: none"> ● Provider Re-verification Requirements to be reinstated: https://medicaid.ncdhhs.gov/provider-reverification ● <i>Reminder:</i> As the Federal Public Health Emergency Ends, Provider Reverification Requirements are Reinstated: https://medicaid.ncdhhs.gov/blog/2022/04/19/reminder-federal-public-health-emergency-ends-provider-reverification-requirements-are-reinstated ● The above links are in reference to NCTracks resuming the provider re-verification process. ● The re-verification process will be resuming this summer as the Public Health Emergency is coming to an end. ● Providers will begin receiving notifications via NCTracks advising of their re-verification date. <ul style="list-style-type: none"> ▪ Providers will need to complete this process to re-verify for NC Medicaid. ● If a provider does not complete the re-verification process upon receiving a notification, they will go into suspension status. ● The provider will be given (30) days from the initial notification date to complete the re-verification process and will be terminated from the entire Medicaid program if this is not completed. | | |
| 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: Joint Communication Bulletin (JCB) #J414 - Update on Resuming the Tool for Measurement of Assertive Community Treatment (TMACT) & Individual Placement and Support (IPS) Fidelity Evaluations

Presenter(s): Julie Kokocha (Director of Network Accountability, Trillium)

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| Discussion | <ul style="list-style-type: none"> ● JCB #J414 is a bulletin that came out from the state in reference to reviews that occur for ACT and IPS Services. ● These reviews were suspended due to COVID, and will resume beginning July 1, 2022. ● The Trillium Network Management Department reached out to all ACT and IPS service providers to ensure that providers received this notification. | | |
| Conclusions | <ul style="list-style-type: none"> ● N/A | | |
| Action Items | | Person(s) Responsible | Deadline |
| <ul style="list-style-type: none"> ● N/A | | | |

8. Agenda Topic: Special Bulletin COVID-19 #237: Extension of NC State of Emergency Temporary Flexibilities
Presenter(s): Gary Bass

| Discussion | <ul style="list-style-type: none"> There was a Trillium Urgent Notification sent to providers with a link to access Special Bulletin #237. Providers should ensure to have their agency staff review and understand what flexibilities will be Sunsetting on June 30th. | | | | | | |
|---|---|-----------------|------------------------------|-----------------|---|---------------|-----------|
| Conclusions | <ul style="list-style-type: none"> N/A | | | | | | |
| Action Items | <table border="1"> <thead> <tr> <th></th> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> Providers should ensure to have their agency staff review and understand what flexibilities will be Sunsetting on June 30th. </td> <td>All Providers</td> <td>Immediate</td> </tr> </tbody> </table> | | Person(s) Responsible | Deadline | <ul style="list-style-type: none"> Providers should ensure to have their agency staff review and understand what flexibilities will be Sunsetting on June 30th. | All Providers | Immediate |
| | Person(s) Responsible | Deadline | | | | | |
| <ul style="list-style-type: none"> Providers should ensure to have their agency staff review and understand what flexibilities will be Sunsetting on June 30th. | All Providers | Immediate | | | | | |

9. Agenda Topic: 2nd Annual Statewide Quality Forum | August 11
Presenter(s): Gary Bass

| Discussion | <ul style="list-style-type: none"> This forum is designed to help providers and others succeed with Medicaid Managed Care quality initiatives. The forum will include the (5) Provider Health Plans. Providers are encouraged to participate in this forum to be informed. | | | | | | |
|---|---|-----------------|------------------------------|-----------------|---|--|--|
| Conclusions | <ul style="list-style-type: none"> N/A | | | | | | |
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| <ul style="list-style-type: none"> N/A | | | | | | | |

10. Agenda Topic: Staffing Issues, Hiring of Therapists, Clinicians, etc.
Presenter(s): Aimee Schulze

| Discussion | <ul style="list-style-type: none"> Some providers are experiencing challenges in hiring staff and feel like there is a backlog/slow pace with Credentialing. The Provider Council discussed some hiring tips: <ul style="list-style-type: none"> Recruiting at Colleges Paying performance and/or employee referral bonuses Hiring remote staff to provide virtual services When the Tailored Plan launches on December 1, 2022, the state will begin handling Credentialing and there will be standardization. <ul style="list-style-type: none"> Credentialing will still be done through NCTracks. | | | | | | |
|---|--|-----------------|------------------------------|-----------------|---|--|--|
| Conclusions | <ul style="list-style-type: none"> N/A | | | | | | |
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| | Person(s) Responsible | Deadline | | | | | |
| <ul style="list-style-type: none"> N/A | | | | | | | |

11. Agenda Topic: Annual Provider Satisfaction Survey Results
Presenter(s): Krissy Vestal (Head of Performance Improvement - Quality Management, Trillium)

| Discussion | <ul style="list-style-type: none"> Krissy shared a summary of the 2022 Provider Satisfaction Survey results/highlights. This analysis was conducted within Trillium. 2021 survey information has been received and will be shared shortly. Providers are welcome to send in questions at any time. These surveys are administered annually to assess how well the state and LME/MCOs are meeting providers' expectations and needs. The results assist Trillium in the development of Quality Improvement strategy. 427 surveys were delivered; the response rate was 213 useable surveys (49.9%). <ul style="list-style-type: none"> Trillium's response rate exceeded statewide responses. Trillium's overall provider satisfaction rating was 90.3% which met the benchmark. The Provider Council will review the Provider Satisfaction Survey in greater detail and vote to approve the survey during the next Provider Council meeting. The Provider Council will email any questions they have to either Gary Bass or Rasheedah Pittman for these to be addressed at the next meeting. | | | |
|---------------------|--|-----------------|------------------------------|-----------------|
| Conclusions | <ul style="list-style-type: none"> N/A | | | |
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| | Person(s) Responsible | Deadline | | |

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| <ul style="list-style-type: none"> The Provider Council will review the Provider Satisfaction Survey in greater detail and vote to approve the survey during the next Provider Council meeting. | Provider Council | 07/14/22 |
| <ul style="list-style-type: none"> The Provider Council will email any questions they have to either Gary Bass or Rasheedah Pittman for these to be addressed at the next meeting. | Provider Council | 07/07/22 |

12. Agenda Topic: Updates from DMH/DD/SAS

Presenter(s): Lisa Jackson (LME-MCO System Performance Liaison, Division of MH/DD/SAS)

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| Discussion | <ul style="list-style-type: none"> Lisa will send NC Department of Health and Human Services updates to the Secretary of the Provider Council to share with Provider Council members. A standing agenda item for NCDHHS updates will be added for the Provider Council meetings. |
| Conclusions | <ul style="list-style-type: none"> N/A |
| Action Items | Person(s) Responsible Deadline |
| <ul style="list-style-type: none"> Lisa will send updates to the Secretary of the Provider Council to share with Provider Council members. | Lisa Completed (05/12/22) |

13. Agenda Topic: Adjourn Meeting

Presenter(s): Gary Bass

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| Discussion | <ul style="list-style-type: none"> A motion to adjourn the Provider Council meeting was made by Dr. Karen Kirk; Margaret Weller-Stargell seconded. |
| 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: July 14, 2022

(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

Respectfully Submitted by:

Rasheedah Pittman, Administrative Assistant

Secretary to the Provider Council