

Date May 13, 2021

Meeting Called By		Gary Bass, President			
Type of Meeting		Virtual - WebEx			
ATTENDEES					
NAME	Present	NAME	Present	NAME	Present
Gary Bass, MSW, LCSW Pride in NC, CEO <i>President of the Provider Council</i>	<input checked="" type="checkbox"/>	Russell Herring, BSBA Assisted Care, CEO	<input checked="" type="checkbox"/>	Adrienne Beatty Trillium, Head of Network Development	<input checked="" type="checkbox"/>
Margaret Weller-Stargell Coastal Horizons Center, CEO <i>Vice President of the Provider Council</i>	<input type="checkbox"/>	Charles "Chuck" Hill, M.Ed., LPMHC RHA Health Services BH Regional Director	<input checked="" type="checkbox"/>	Khristine Brewington Trillium, Vice President of Network Management	<input checked="" type="checkbox"/>
English Albertson, BS QP Monarch, Director Program Operations	<input checked="" type="checkbox"/>	Natasha Holley, LCSW Integrated Family Services Clinical Director	<input checked="" type="checkbox"/>	Holly Cunningham Trillium, Head of Practice Management	<input checked="" type="checkbox"/>
Patrice Bryant, LCMHC, LCAS- A Yotaron Enrichment Resource Center, CEO	<input checked="" type="checkbox"/>	Brittany Jozefowicz, LCMHC Open Gate Counseling Services, Owner	<input type="checkbox"/>	Miriam Godwin Trillium, Manager Network Training	<input checked="" type="checkbox"/>
Kerri Erb Autism Society of NC Chief Program Officer	<input checked="" type="checkbox"/>	Dr. Karen Kirk, PhD Cape Fear Developmental Therapies, PLLC Owner/Manager	<input checked="" type="checkbox"/>	Julie Kokocha Trillium, Head of Network Accountability	<input type="checkbox"/>
Tracie Hanson Coastal Southeastern United Care QM Director	<input checked="" type="checkbox"/>	Mary B. Williams, BA, MBA NHRMC Behavioral Health	<input type="checkbox"/>	Krissy Vestal Trillium, QM Performance Manager	<input checked="" type="checkbox"/>
Jennifer Hardee LCAS, CCS PORT Health, Clinical Services Manager	<input checked="" type="checkbox"/>	Aimee Schulze, LCSW StillWaters Program Director	<input checked="" type="checkbox"/>	Ann Singleton Trillium, Executive Asst. <i>Secretary to Provider Council</i>	<input checked="" type="checkbox"/>
Ryan Estes (<i>on behalf of Margaret Stargell of Coastal Horizons</i>) Coastal Horizons Treatment Operations Director	<input checked="" type="checkbox"/>	Fonda Gonzales Trillium QM Director	<input checked="" type="checkbox"/>	Dave Peterson Trillium, Central Regional Director	<input checked="" type="checkbox"/>
Heather Jennings, <i>guest</i> Project Transition	<input checked="" type="checkbox"/>	Lisa Jackson, <i>guest</i> DMH/NCDHHS MCO Liaison	<input checked="" type="checkbox"/>	Stephanie Wilson Trillium, Network Auditing Coordinator	<input checked="" type="checkbox"/>

AGENDA

1. Agenda topic: Call of Meeting to Order

Presenter(s): Gary Bass

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

2. Agenda topic: Approval of Meeting Agenda

Presenter(s): Gary Bass

Discussion	<ul style="list-style-type: none"> Gary Bass asked for any additional agenda items to be added. There were none. The agenda was approved as is by English Albertson and seconded by Russell Herring. 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> N/A 			

3. Agenda topic: Review and Approval of March 11, 2021 Meeting Minutes

Presenter(s): Gary Bass

Discussion	<ul style="list-style-type: none"> Gary Bass asked for corrections to the March 11, 2021 meeting minutes. There were no corrections. Meeting minutes were approved by Dr. Karen Kirk and seconded by Kerri Erb. The Provider Council unanimously approved the March 11, 2021 meeting minutes. 		
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: Project Transition (*ppt. attachment*)

Presenter(s): Heather Jennings, Product Development and Outreach Manager

Discussion	<ul style="list-style-type: none"> Holly Cunningham introduced Heather Jennings of Project Transition. Heather shared the Project Transition Mission – “To enable each person who has Serious Mental Illness, Dual Diagnosis, Substance Use Disorder or an Intellectual Developmental Disability and Behavioral Health challenges to live a life that is meaningful to him/her/they in the community on terms he/she/they defines”. Heather shared the history of Project Transition which started in 1961. Heather explained how members have not had successful experiences in the current delivery system of services. She shared the diagnosis breakdown and the statistics. Heather Jennings explained further the member centered focused treatment outlining the focus, vocation, wellness, structure and process of the Project Transition plan. Project Transition outcomes were shared in areas of hospitalizations, community engagement, self-managed recovery using planned recovery supports, and self- management of medications. In each area, improvement percentages were very significant for the members. 		
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	<ul style="list-style-type: none"> Heather shared more of the Project Transition program and how the members transition with care and a place to live. Heather announced that the program in Wilmington is expected to begin in August with an Open House. 		
Conclusions	<ul style="list-style-type: none"> The Project Transition program is a much needed service for eastern NC. 		
Action Items		Person(s) Responsible	Deadline
<ul style="list-style-type: none"> N/A 			

5. Agenda topic: **DHHS Fact Sheets – What Providers Need to Know: Before and After Managed Care Launch** (attachment)

Presenter(s): Gary Bass

Discussion	<ul style="list-style-type: none"> Gary Bass reviewed the DHHS Fact Sheets with the Provider Council. Gary noted specifically the checking of insurance eligibility for members each time a contact is initiated by the member. This practice of checking your insurance should be handled as done in a regular doctor's office each time you visit the doctor. NC Tracks information must be accurate also. Key date reminders were discussed. Lisa Jackson, DMH/NCDHHS MCO Liaison, instructed all to have their clients call the Medicaid Transformation phone line at 1-833-870-5500/Hours Mon-Sun 7am-8pm. Dr. Karen Kirk asked a question on how to serve foster children. Lisa Jackson informed all to send their questions to Kelsi Knick with DHHS by email Kelsi.Knick@dhhs.nc.gov. Ryan Estes of Coastal Horizons added comments on AmeriHealth fees in comparison to the Medicaid rates. Negotiation will be necessary in some cases. Chuck Hill of RHA shared some of the health plans are under a POC (plan of correction) that will require that all corrections in place by July 1. Kerri Erb shared that fact sheets had been distributed to providers by the health plans such as Duke Health and UNC. Gary Bass also reminded all to be sure to have your EFT set up with your health plan provider. He also commented that you will be allowed to change your health plan within the first 90 days. Providers were reminded to continue to look at any updates that are sent out. Gary Bass stated that our main goal is that members will continue to receive their services on July 1, 2021. He also left all present with the message to keep a good attitude and approach to what lies ahead with Medicaid Transformation. 		
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: **USDA Distance Learning & Telemedicine (DLT) Grant Program** (attachment)

Presenter(s): Gary Bass

Discussion	<ul style="list-style-type: none"> Gary Bass shared the USDA DLT Grant Program flyer with the council. This program helps rural communities acquire the technology and training necessary 		
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	<p>to connect educational and medical professionals with students, teachers, and patients in rural areas.</p> <ul style="list-style-type: none"> • Ryan Estes shared that he has applied for this grant for several years and offered his help to complete the grant application to anyone if needed. He can be contacted at restes@coastalhorizons.org. 				
Conclusions	<ul style="list-style-type: none"> • N/A 				
Action Items	<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				
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7. Agenda topic: Trillium Updates *(attachment)*

Presenter(s): **Khristine Brewington**

Discussion	<ul style="list-style-type: none"> • Khristine Brewington gave a review of the Trillium changes to help providers with the Medicaid Transformation. It included links on all information on Medicaid Transformation, all Network Communication Bulletins and content, DHHS communication, the Learning Campus site showing specific training for Medicaid Transformation that is available. • All providers who reach out to Trillium are personally contacted by a Trillium Network staff person. • See attachment for links and more information. 				
Conclusions	<ul style="list-style-type: none"> • N/A 				
Action Items	<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"> • .N/A 					

8. Agenda topic: Individual Placement and Support – Supported Employment (IPS-SE) *(attachment)*

Presenter(s): **Stephanie Wilson**

Discussion	<ul style="list-style-type: none"> • Stephanie Wilson explained that the IPS supported employment model helps people living with behavioral health conditions work in competitive employment of their choosing. The 8 Principles of IPS were reviewed by Stephanie. • Stephanie explained how IPS and all of the necessary people needed to make it work . Stephanie noted the biggest component of IPS is the collaboration with Behavioral Health. • The question of who should be referred to IPS was discussed by Stephanie, outlining several requirements. • The focus on employment is viewed by many to be an essential part of recovery. Employment offers many benefits to the client that improves their life dramatically. • Stephanie reviewed resources for IPS-SE.
Conclusions	<ul style="list-style-type: none"> • IPS-SE is a vital part of recovery for those with behavioral health conditions.

Action Items	Person(s) Responsible	Deadline
<ul style="list-style-type: none"> N/A 		

9. Agenda topic: Trillium Perception of Care Survey Results (*attachment*)

Presenter(s): Krissy Vestal

Discussion	<ul style="list-style-type: none"> Krissy Vestal explained the Perception of Care Survey is administered annually to members, families, family members/guardians. Krissy discussed the differences in this survey with the COVID pandemic in place, using teleconference and paper surveys. The paper surveys have been the only method used in past Perception of Care Surveys. Outcomes has the lowest percentage of all domains across all of the surveys (adult, youth, child, family) this year. This has been attributed to the pandemic. Top concerns identified in the survey were related to <ul style="list-style-type: none"> School performance Work performance Access to Care/Treatment planning Current actions to be taken are research, tools, and trainings. Trillium will publish results and actions taken via the Communication bulletin and social media, and share results in all external committees. 		
Conclusions	<ul style="list-style-type: none"> It was felt by those present the pandemic impacted the survey and the results. Looking for a major change for the 2021 survey. 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> N/A 			

10. Agenda topic: Annual Review of Cultural Competency Plan

Presenter(s): Fonda Gonzales

Discussion	<ul style="list-style-type: none"> Fonda Gonzales briefly reviewed the Cultural Competency Plan that had been emailed to the Provider Council. Fonda explained to the Provider Council that the NCQA accreditation wording specified the Provider Council had to review the Cultural Competency Plan annually and have the opportunity to have input. Fonda specified if the council members review the document and have any questions, to contact her at fonda.gonzales@trilliumnc.org. Fonda noted that "Tribal Populations" has been added to the Cultural Competency Plan. Training has been set up for Tribal Populations. Fonda reviewed "New Intervention for 2021" in the Outcomes and the Progress Evaluation section. The Cultural Competency Plan was approved as written with a motion made by Chuck Hill, and seconded by Dr. Karen Kirk. The Provider Council was 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 			

11. Agenda topic: Overview of Regional Operations Department and Community Collaborative Meetings (w/focus on Medicaid Transformation)

Presenter(s): Dave Peterson

Discussion	<ul style="list-style-type: none"> • Dave Peterson shared the DHHS documented figures on the current replies by Medicaid members in the selection of a Standard Plan. • Dave updated information on the Regional Operations Department and the System of Care Department. Dave commented that his departments are in contact with members every day. Regional managers get calls from county commissioners every week. Dave emphasized how valuable their roles are for Trillium. All connections made are important. Dave spoke on some of the roles his staff participate in as part of the community as stakeholders. • The Behavioral Health Community Crisis and Disaster Response department has been moved into Dave's department. Dave spoke on how important this department will be to our members and Trillium. • Dave shared that the Standard Plan health providers are beginning to participate in the Community Collaborative. He is hopeful this helps to build relationships for those Standard Health plans in our communities. He asked the council members to encourage the Standard Plan health plan representatives to be involved in their communities. 		
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): Gary Bass

Discussion	<ul style="list-style-type: none"> • No additional discussion. 		
Conclusions	<ul style="list-style-type: none"> • N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> • N/A 			

13. Agenda topic: Adjourn Meeting

Presenter(s): Gary Bass

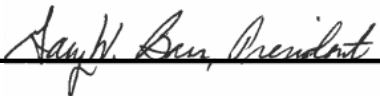
Discussion	<ul style="list-style-type: none"> • Motion to adjourn the Provider Council meeting was made by English Albertson and seconded by Chuck Hill. • The meeting was adjourned at 11:45 a.m. 		
Conclusions	<ul style="list-style-type: none"> • N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> • N/A 			

Next Meeting Date: July 8, 2021

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

Supporting documents are proprietary and can be accessed by contacting Ann Singleton at ann.singleton@trilliumnc.org.

*Respectively Submitted by
Ann Singleton, Executive Assistant
Secretary to the Provider Council*

Accepted by: 

Date: 07/15/21
