

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

Date: July 10 , 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 checked="" type="checkbox"/>
Candice Brinkley, BA, QP Area Director I/DD Eastern NC Home Care Management Corp.	<input checked="" 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 checked="" type="checkbox"/>
Kerri Erb, QP, MPA Chief Program Officer Autism Society of NC	<input type="checkbox"/>
Leann Henkel Mid-State CFAC Chairperson	<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"/>
Melani Green, LCMHC, LCAS, CCS-I Owner & CEO The M.E. Green House	<input checked="" type="checkbox"/>

Provider Council Members	Present
Melody Campbell, MA CEO & Director Carolinas Home Care Agency	<input type="checkbox"/>
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 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 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			
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			
Action Items	Person(s) Responsible	Deadline	
AI removed	N/A	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"> Jeanie King made a motion to approve today's meeting agenda as written; Ashley Sparks 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 May 2025 Meeting Minutes

Presenter(s): English Albertson

Discussion	<ul style="list-style-type: none"> May minutes will be sent to be voted on via email. 		
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: Training:

Presenter(s): Brooke Mickleson

Discussion	<ul style="list-style-type: none"> Brooke Mickleson shared a presentation on the upcoming trainings that feature Post Disaster Simulation, ReEntry Simulations, and Supporting Children early simulation. Jamie will send this info to the Provider Council, which will have links for registration. 		
Conclusions	<ul style="list-style-type: none"> Presentation will be sent via email to the Provider Council. 		
Action Items	Person(s) Responsible	Deadline	
	Jamie Robertson	N/A	

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

Presenter(s): English Albertson

Discussion	<ul style="list-style-type: none"> English Albertson reminded the Council to submit their conflict of interest form as soon as possible. 		
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: New Provider Survey Results

Presenter(s): Linda Isbell

Discussion	<ul style="list-style-type: none"> Linda Isbell reviewed and presented the results of the Provider Survey to the Provider Council. The presentation also included insights on the number of providers in the network for the following categories: Physical health providers, Behavioral health providers, Vision providers, Pharmacy and medical supplies, and the Counties that these providers cover. 		
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: Compliance Issues

Presenter(s): Mary Kidd

Discussion	<ul style="list-style-type: none"> What are the top 5 compliance issues providers are usually cited for in your network? <p>QM Response: QM generally does not "cite" providers for compliance issues. I defer to PI and Network on that question.</p> <ul style="list-style-type: none"> Compliance Response: From a compliance prospective, I would say our highest compliance issues are related to: <ul style="list-style-type: none"> Billing for services while not following clinical coverage policies Billing for services while not following APSM 45-2, Documentation Manual Billing for services not rendered Quality of Care issues Health and Safety issues <p>Network Monitoring Response: Based on the most recent Quarterly Monitoring Report that is submitted to the Global QIC the compliance trends are: Staff</p>		
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	<p>Education, Consent to Treatment Forms requirements, Release of Information Form requirements, and Service Note requirements</p> <ul style="list-style-type: none"> What are your MCO's top 3 recommendations to ensure provider compliance? QM Response: I suggest pursuit of an accreditation such as CARF/URAC/JCAHO/ etc. When in doubt reach out for technical assistance from the Health Plan. <p>Compliance Response:</p> <ul style="list-style-type: none"> Following the 7 elements of an effective compliance programs including written policies and procedures, compliance leadership, effective training and education, open communication, internal monitoring and auditing, enforcement of standards, and prompt response to detected problems. Knowing and understanding where to find the resources such as manuals, clinical coverage policies, laws/rules/regulations related to Compliance and services, contracts, etc. Utilizing Trillium and other resources for training related to compliance. Utilizing collaboration with the Trillium Provider Relations team member assigned to their agency for questions or the Provider Support Services Line. <p>Network Monitoring Response: earn and maintain accreditation, employ dedicated/full time compliance staff and have a robust internal auditing process.</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	

10. Agenda Topic: Subcommittee Report Out

Presenter(s): Jerry Earnhardt / Chris Faulkner

Discussion	<ul style="list-style-type: none"> Updated information will be discussed in close session. 		
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: Confirm Next Provider Council Meeting

Presenter(s): English Albertson

Discussion	<ul style="list-style-type: none"> The Provider Council meeting will be held on September 11, 2025, from 10:00 AM - 12:00 PM. 		
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: Agenda Topic Reminders

Presenter(s): English Albertson

Discussion	<ul style="list-style-type: none"> If you have any topics for the agenda that you'd like to discuss in upcoming meetings, just send them over 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	

Announcement(s): Barry Dixon, Kerri Erb

Discussion	<ul style="list-style-type: none"> English Albertson informed the Provider Council of Linda Isbell upcoming retirement (Aug 31, 2025). Members of the Provider Council discussed if the meeting should last for one hour instead of two hours. The Council was reminded by English about the vacant Hospital seat, and Members were asked to notify any eligible hospital to apply for council membership. 		
Conclusions	<ul style="list-style-type: none"> English informed the Council that they will talk about the meeting's timeframe at a later date. 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> N/A 	N/A	N/A	

Next Meeting Date: September 11, 2025y 8, 2025

(Meetings convene from 10:00 AM - 12:00 PM)

Respectfully Submitted by: Jamie Robertson (Administrative Assistant)