

PROVIDER COUNCIL MEETING MINUTES

Date: July 21, 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 checked="" 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 checked="" 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 About Health	<input type="checkbox"/>
English Albertson, BS, QP Chief Strategy Officer, CSO Primary Health Choice, Inc.	<input 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 type="checkbox"/>
Holly Cunningham MBA, M.Ed., LCMHCS Director of Practice Management Trillium Health Resources	<input type="checkbox"/>	Jennifer Hardee, MS, LCAS, CCS Clinical Services Manager PORT Health Services	<input 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 checked="" type="checkbox"/>	Khristine Brewington MS, LCMHCS, LCAS, CCS, CCJP VP of Network Management Trillium Health Resources	<input checked="" type="checkbox"/>
Krissy Vestal Quality Management Performance Improvement Manager Trillium Health Resources	<input type="checkbox"/>	Lisa Jackson, BSW (Guest) LME-MCO System Performance Liaison Division of MH/DD/SAS NC Department of Health and Human Services	<input type="checkbox"/>	Luz Terry, MA, PMP Associate VP of Operations Trillium Health Resources	<input checked="" type="checkbox"/>
Margaret Weller-Stargell, BA CEO, Coastal Horizons Center <i>Vice President of the Provider Council</i>	<input type="checkbox"/>	Mary B. Williams, BA, MBA Behavioral Health Manager New Hanover Regional Medical Center	<input checked="" 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 checked="" type="checkbox"/>	Rasheedah Pittman Administrative Assistant – Network Management Trillium Health Resources	<input checked="" type="checkbox"/>
Rebecca Basden Contracts Manager Trillium Health Resources	<input 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"/>				

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	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; Kerri Erb seconded. Today's agenda has been 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 	

3. Agenda Topic: Approval of the May 12, 2022 Meeting Minutes

Presenter(s): Gary Bass

Discussion	<ul style="list-style-type: none"> The May 12, 2022 meeting minutes were reviewed; there were no needed additions or modifications. Aimee Schulze made a motion to approve the meeting minutes as written; Dr. Karen Kirk seconded. The meeting minutes have been 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 	

4. Agenda Topic: Approval of the Trillium Provider Satisfaction Survey

Presenter(s): Gary Bass

Discussion	<ul style="list-style-type: none"> The Provider Council had an opportunity to review the Trillium Provider Satisfaction Survey during the May 12, 2022 Provider Council meeting. Russell Herring has made a motion to approve the Provider Satisfaction Survey as it was presented; Brandon Golder seconded.
Conclusions	<ul style="list-style-type: none"> N/A
Action Items	Person(s) Responsible Deadline
<ul style="list-style-type: none"> N/A 	

5. Agenda Topic: Trillium Tailored Plan Updates

Presenter(s): Trillium's Network Management Department (Leadership Team)

Discussion	<ul style="list-style-type: none"> The Network Management department leadership team provided the Provider Council with some key updates inclusive of the following: <ul style="list-style-type: none"> <u>Tailored Plan Provider Manual:</u> <ul style="list-style-type: none"> The new Tailored Plan Provider Manual was approved by the Department and is now posted for providers to view. <ul style="list-style-type: none"> The Tailored Plan Provider Manual can be accessed on Trillium's Provider Learning Campus as well as in Provider Direct under training materials. Trillium sent an Urgent Notification and Network Communication Bulletin to announce that the Provider Manual is posted. The Tailored Plan Provider Manual's effective date is 12/1/22. There will be an upcoming Tailored Plan Provider Manual training available on the Provider Learning Campus soon.
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	<p><u>Tailored Plan Provider Directory:</u></p> <ul style="list-style-type: none"> The Tailored Plan Provider Directory will be launched on 8/1/22 and will be available on the Trillium website. The directory can be utilized during the open enrollment period to search for a Primary Care Provider. There will be a banner message and link on the current Provider Directory web page to direct users to the new Tailored Plan Provider Directory. The Provider Directory is updated daily; users will see new providers added as Tailored Plan contracts/addendums are signed. It is important that providers know that Tailored Plan services cannot be delivered until the Tailored Plans go live on 12/1/22. Members can use the Trillium website to search for a provider, request a free printed copy of the Provider Directory, or call the Member and Recipient Service line for assistance finding a provider. <ul style="list-style-type: none"> Member and Recipient Services (Toll-Free Number is 1-877-685-2415). Trillium rolled out a communication about training that was approved by the Department. <ul style="list-style-type: none"> There are currently 5 trainings available that providers can access. The Provider Support Service Line (PSSL) went live June 15, 2022; hours of operation are Monday-Saturday from 7:00am-6:00pm; including holidays. Providers are encouraged to use the PSSL for questions. <ul style="list-style-type: none"> PSSL (Phone Number is 1-855-250-1539) 		
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: Impact of the new Tailored Plan Contract on Smaller Agencies and LIP Groups

Presenter(s): Luz Terry

Discussion	<p><u>Insurance:</u></p> <ul style="list-style-type: none"> Under the Tailored Plan and Medicaid Direct, providers only need to have professional liability coverage. <p><u>24 Access and Coverage:</u></p> <ul style="list-style-type: none"> Trillium will look into if there will be a waiver of 24 Access and Coverage for smaller agencies and LIPs that do not need to have coverage. <p><u>Provider Questions regarding Tailored Plan:</u></p> <ul style="list-style-type: none"> Providers can contact the Provider Ombudsman with questions by email or phone: providerombudsman@dhhs.nc.gov or 1-866-304-7062. <p><u>Interpreter Supports:</u></p> <ul style="list-style-type: none"> Finding interpreter services is the responsibility of providers. Provider Council members are encouraged to share information about interpreter services with each other. <ul style="list-style-type: none"> The Provider Council can email names of Interpreter Services to Gary Bass or Rasheedah Pittman for distribution to all Provider Council meeting attendees. 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> Trillium will look into if there will be a waiver of 24 Access and Coverage for smaller agencies and LIPs that do not need to have coverage. 	Luz Terry	09/08/22	

7. Agenda Topic: Credentialing**Presenter(s): Gary Bass / Adrienne Beatty**

Discussion	<ul style="list-style-type: none"> The Provider Council has pointed out that Credentialing has been happening at a faster speed. Trillium's Credentialing inbox is still active; however, is no longer handling the credentialing process directly. Providers are still able to email Credentialing@TrilliumNC.org with any questions/concerns pertaining to credentialing. 				
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: Urgent Notification for Providers (06/01/22) - Medicaid Transformation Update**Presenter(s): Gary Bass**

Discussion	<ul style="list-style-type: none"> Trillium providers are encouraged to review this Urgent Notification about Medicaid Transformation. It can be accessed on Trillium's website or by clicking the below link: https://www.trilliumhealthresources.org/sites/default/files/docs/Urgent-Notification/060122-UN-Medicaid-Updated.pdf 				
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		
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<ul style="list-style-type: none"> N/A 					

9. Agenda Topic: Network Communication Bulletin #229 (Special Bulletin COVID-19: Ending of NC State of Emergency Flexibilities for both Medicaid AND State Providers)**Presenter(s): Gary Bass**

Discussion	<ul style="list-style-type: none"> Trillium providers are encouraged to review Network Communication Bulletin #229. It can be accessed on Trillium's website or by clicking the below link: https://www.trilliumhealthresources.org/sites/default/files/docs/Network-Communication-Bulletin/229-Network-Communication-Bulletin.pdf 				
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 					

Meeting Adjourned

Next Meeting Date: September 8, 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*