



Provider Network Council Meeting Minutes

Date November 9, 2017

Meeting Called By		Glenn Simpson, Chairperson			
Type of Meeting		Face to Face And WebEx			
ATTENDEES					
NAME	Present	NAME	Present	NAME	Present
Glenn Simpson, MBA MA NCC Vidant Health Medical Center Administrator-Behavioral Health	<input checked="" type="checkbox"/>	Margaret Stargell, BA Coastal Horizons Center CEO	<input type="checkbox"/>	Cindy Ehlers, MS LPC Trillium Health Resources VP Clinical Operations	<input checked="" type="checkbox"/>
Tom Savidge, MSW PORT Health, CEO	<input checked="" type="checkbox"/>	Jane St. John, MA LPA Delta Behavioral Owner & Clinical Director By phone	<input checked="" type="checkbox"/>	Deborah Raynor, M.Ed. Provider Network Director	<input checked="" type="checkbox"/>
English Albertson, BS QP Monarch, Director Program Operations	<input checked="" type="checkbox"/>	Garrett Taylor, MPA Uplift, Owner	<input type="checkbox"/>	Julie Brinson, M.Ed. Trillium Health Resources Network Operations Manager	<input checked="" type="checkbox"/>
Gary Bass, MSW LCSW Pride in NC, CEO	<input checked="" type="checkbox"/>	Debra Vuocolo, RN BSN RHA, VP of Operations	<input checked="" type="checkbox"/>	Kathy Mathis, LCAS Trillium Health Resources Network Services Manager	<input checked="" type="checkbox"/>
Paul Hackmann, MA Skill Creations, Inc., CEO	<input checked="" type="checkbox"/>	Mary B. Williams, BA NHRMC Administrator-Behavioral Health	<input checked="" type="checkbox"/>	Jason Rice Trillium Health Resources Network Contract Mgr.	<input checked="" type="checkbox"/>
Russell Herring, BSBA Assisted Care, CEO	<input type="checkbox"/>	Brandon Golder, <i>guest</i> RHA	<input checked="" type="checkbox"/>	Dennis Williams Trillium Health Resources Network Contract Mgr.	<input checked="" type="checkbox"/>
Amber Seneres, LPC Life Wellness Counseling, Owner	<input type="checkbox"/>	Lisa Jackson, <i>guest</i> DMH/DHHS MCO Liaison	<input checked="" type="checkbox"/>		<input type="checkbox"/>

AGENDA

The meeting was called to order by Glenn Simpson, Provider Council Chairperson, at 10:00 a.m.

1. Agenda topic: Approval of September 14, 2017 Meeting Minutes

Presenter(s): Glenn Simpson

Discussion	<ul style="list-style-type: none"> Glenn Simpson asked for approval of the September, 2017 meeting minutes of the Provider Council. The minutes were approved. The motion to accept was made by Deb Vuocolo, seconded by Tom Savidge.
-------------------	---

2. Agenda topic: Trillium Network Update and Reports

Presenter(s): Cindy Ehlers

Discussion	<ul style="list-style-type: none"> Cindy Ehlers announced the retirement of Susan Hanson, VP of Business Operations, which included the Network Department. The Network Department was reorganized as part of Clinical Operations. As VP of Clinical Operations, Cindy plans to be an active member of the Provider Network Council. Cindy reviewed several changes that were taking place and plans for Network.
-------------------	---



	<ul style="list-style-type: none"> ○ The change from on-site reviews to desk reviews was reviewed in more detail. ○ The implementation of the Network ticket system for providers to be entered by providers into the Trillium system, and answered by Trillium Network staff. Providers can enter questions, problems, and other issues directly, and will be contacted by designated Trillium staff for assistance. ○ Efforts to streamline the communications process with a Communication Bulletin from the Network Department is underway. ○ Kathy Mathis will be assuming a new role of taking on the credentialing, and is looking into a method to streamline/automate the process. She is working with vendors to find a program to fit our needs. ○ Trillium has partnered with Cansler Collaborative Resources, Inc., to provide Health Information Exchange (HIE) training for providers. This training helps to determine where the network is with HIE. Trillium will be scheduling more training in HIE. ○ <i>“Comparing ACTT Providers Report”</i> was reviewed and discussed as a tool for providers to improve data and clarify problems. Trillium would like to have a provider workgroup to analyze and refine these performance measures for the provider network and Trillium use. Deb Vucuolo of RHA volunteered as the ACTT provider. ○ <i>IIH Monthly Report</i>- goal of this report is to prepare data for performance (not a monitoring tool). Being able to review and make changes to benefit the provider network will be the determined goal. Gary Bass of Pride in NC volunteered to participate as the IIH provider. ○ Trillium Network Contract Managers, Jason Rice and Dennis Williams, were introduced as the new staff in these positions. Jason and Dennis will be working directly with providers, improving relationships, handling problems that arise, and streamlining communication. This will not include hospitals at this time.
--	--

3. Agenda topic: NC TRACKS

Presenter(s): Gary Bass

Discussion	<ul style="list-style-type: none"> ● Gary Bass discussed the problems providers are having with the NC TRACKS system. ● Trillium confirmed the question of approval to backdate to date of enrollment. ● Cindy Ehlers advised the Network Council to address this with State officials as it is a statewide issue, not a Trillium issue.
-------------------	---

4. Agenda topic: Community Care Physicians Network (CCPN)

Presenter(s): Tom Savidge

Discussion	<ul style="list-style-type: none"> ● Tom Savidge shared the Community Care Physicians Network (CCPN) as part of ACCESS EAST, being promoted by Mike Lancaster. They are seeking behavioral health agencies to become part of the CCPN. Gary Bass included that ACCESS EAST is looking for physicians (MDs), not LCSWs.
-------------------	---

5. Agenda topic: Provider Needs
Presenter(s): Glenn Simpson

Discussion	<ul style="list-style-type: none"> • Glenn Simpson clarified an earlier request from the last meeting, for Trillium to provide the Provider Council members a provider network distribution list with specialty for their area. The purpose is to allow PC members to be able to encourage their network list to submit items to be brought before the Provider Council. • Trillium staff present agreed to get the distribution lists to the PC members.
------------	---

6. Agenda topic: September Meeting Questions
Presenter(s): Glenn Simpson

Discussion	<ul style="list-style-type: none"> • <i>Trillium's Disaster Plan</i> - Cindy Ehlers explained the purpose of the disaster plan is to prepare ourselves and the network, while also learning from the planning experience. Trillium will provide training/instruction information on our portal. There is no role for the Provider Council expected in the Disaster Plan. • <i>Fund balance discussion</i> - The Trillium fund balance has been designated to fund services. • <i>Desk Reviews</i> - The Provider Council asked if Trillium would ever provide EHR system across the board for their network. Cindy Ehlers stated it would not be available at this time. Tom Savidge added that the HIE training will benefit the network on this request. • <i>PC Dashboard April-June 2017</i> - Upcoming changes in reporting accuracy as shared in item 2 above, will answer the PC questions on the Dashboard Report.
------------	--

7. Agenda topic: Next Provider Council Meeting
Presenter(s): Glenn Simpson

Discussion	<ul style="list-style-type: none"> • The next Provider Council Meeting is scheduled for January 11, 2018, 2:00-4:00 pm, at the 201 W. First Street office of Trillium.
------------	---

Meeting Adjourned