

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 Provider Council</i>	<input checked="" type="checkbox"/>	Jennifer Hardee LCAS, CCS PORT Health Clinical Services Manager	<input checked="" type="checkbox"/>	Holly Cunningham Trillium, Head of Practice Management	<input checked="" type="checkbox"/>
Margaret Weller-Stargell, BA Coastal Horizons Center, CEO <i>Vice President of Provider Council</i>	<input type="checkbox"/>	Russell Herring, BSBA Assisted Care, CEO	<input checked="" type="checkbox"/>	Adrienne Beatty Trillium, Head of Network Development	<input checked="" type="checkbox"/>
English Albertson, BS QP Monarch Director Program Operations	<input checked="" type="checkbox"/>	Charles 'Chuck' Hill, M.Ed, LPC RHA Health Services BH Regional Director	<input checked="" type="checkbox"/>	Khristine Brewington Trillium, VP Network Management	<input type="checkbox"/>
Kerri Erb Autism Society of NC Chief Program Officer	<input checked="" type="checkbox"/>	Natasha Holley, LCSW Integrated Family Services Clinical Director	<input checked="" type="checkbox"/>	Miriam Godwin Trillium, Manager Network Training	<input checked="" type="checkbox"/>
Tracie Hanson Coastal Southeastern United Care QM Director	<input checked="" type="checkbox"/>	Greg Riley, RN Vidant Health Roanoke- Chowan, Program Director Behavioral Health	<input checked="" type="checkbox"/>	Julie Kokocha Trillium, Head of Network Accountability	<input checked="" type="checkbox"/>
Lisa Jackson, <i>guest</i> DMH/DHHS MCO Liaison	<input checked="" type="checkbox"/>	Mary B. Williams, BA, MBA NHRMC Behavioral Health	<input checked="" type="checkbox"/>	Lauren Swain Trillium, Head of Children and Youth Services	<input checked="" type="checkbox"/>
Patrice Bryant, LCMHC, LCAS-A Yotaron Enrichment Resource Center, CEO	<input checked="" type="checkbox"/>	Aimee Schulze, LCSW StillWaters Program Director	<input checked="" type="checkbox"/>	Krissy Vestal Trillium, QM Performance Manager	<input checked="" type="checkbox"/>
Brittany Jozefowicz, LCMHC Open Gate Counseling Services Owner	<input checked="" type="checkbox"/>	Karen Kirk, PhD Psychologist Cape Fear Developmental Therapies PLLC Owner/Manager	<input checked="" type="checkbox"/>	Josh Garrett Trillium, Associate General Counsel	<input checked="" type="checkbox"/>

AGENDA

1. Agenda topic: Approval of the Agenda

Presenter(s): Gary Bass

Discussion	<ul style="list-style-type: none"> Gary Bass asked for a motion to approve the meeting agenda. English Albertson made the motion to approve, and Chuck Hill seconded the motion. All members present approved. 		
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 9/30/2020 Provider Council Meeting Minutes

Presenter(s): Gary Bass

Discussion	<ul style="list-style-type: none"> Gary Bass asked if there were any corrections to the September 30 meeting minutes. Dr. Karen Kirk requested an explanation of "LIP" and an "At Large" member, which Gary Bass explained. Tracie Hanson was added to the member's list of the Provider Council Nomination Committee. Gary Bass made a correction on Agenda Item 10, Roundtable Discussion, in regard to the Tailored Plan RFA. A motion was requested by Chuck Hill to accept the minutes with corrections, and seconded by Russell Herring. All members present were 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 			

3. Agenda topic: Provider Satisfaction Survey Results

Presenter(s): Krissy Vestal

Discussion	<ul style="list-style-type: none"> The Provider Satisfaction Survey is conducted by the Division of Health Benefits (DHB) on an annual basis to assess provider satisfaction and the LME/MCO's ability in these three areas: <ol style="list-style-type: none"> Interacting with their network providers, Providing training and support to all of their providers, Providing Medicaid waiver materials to help providers strengthen their practices. Krissy Vestal reviewed the DHB's Provider Satisfaction Survey with the Trillium Provider Council. Active providers are surveyed for their opinions of satisfaction with Trillium, including questions related to all departments. An active provider is defined as a Medicaid provider that has at least five 1915(b)/(c) waiver encounters within the previous six months. The survey was administered over a six-week period (<i>October 7, 2019-November 22, 2019</i>) using a web based survey. Trillium provided 446 provider records/contact information for inclusion in the survey. Of those, 308 providers responded. This was a response rate of 72%-- which was a slight decrease from last year's response rate of 77.7%. DHB provides the raw data to Trillium for review and analysis. Trillium reviews the data in various internal and external committees for feedback and identification of any opportunities for improvement, as well as sharing with various units and departments to detect any deficiencies or potential concerns, such as making adjustments or improvements where scores are noted to be lower. The Trillium Provider Satisfaction Survey can be viewed on the Trillium website. Krissy reported that DHB has requested the LME/MCOs to provide feedback on how the data is used, what questions are most helpful, and any concerns about the questions or process. 		
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: Provider Council Members Outside Trillium Network

Presenter(s): Gary Bass

Discussion	<ul style="list-style-type: none"> Tarra Duford, member of the Trillium Provider Council, has notified the secretary to the Council, Ann Singleton, she is no longer employed with Pinnacle Family Services, and has relocated to Raleigh, NC. Tarra has requested to remain a member of the Trillium Provider Council.
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	<ul style="list-style-type: none"> A motion was made by English Albertson to terminate Tarra Duford's membership in the Trillium Provider Council as she no longer provides services in the Trillium Provider Network. Chuck Hill seconded the motion. All members present approved the motion. Gary Bass will notify Tarra Duford of the decision of the Provider Council. 				
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>Gary Bass</td> <td>immediate</td> </tr> </tbody> </table>	Person(s) Responsible	Deadline	Gary Bass	immediate
Person(s) Responsible	Deadline				
Gary Bass	immediate				

5. Agenda topic: Review and Approval of By-Laws & Term Limits
Presenter(s): Gary Bass & Josh Garrett

Discussion	<ul style="list-style-type: none"> Gary Bass reviewed the suggested edits in the Provider Council By-Laws. Josh Garrett reviewed the changes proposed for the Member Term Limits. He explained the concept of having Group 1, Group 2, and Group 3. This concept will avoid having all members finishing their terms at the same time. Once this term is completed, all slots for membership will have a three year term. The Council members will email their preference of Group 1, 2, or 3 to Ann Singleton immediately. Gary Bass requested to Josh Garrett that the Legal Department add to the By-Laws <i>Membership, Section 2. Membership in the Provider Council</i>, suggested wording as - <i>"Candidates for/Members of the Provider Council must be employed by a provider entity (Agency, LIP Group, LIP, Hospital, etc.) that is contracted with Trillium Health Resources and is actively serving Trillium members."</i> Ann Singleton will send a copy of the revised By-Laws to the Provider Council members to review. A vote to approve/disapprove will be taken at the next Provider Council meeting on January 14, 2021. 						
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>All</td> <td>immediate</td> </tr> <tr> <td>All</td> <td>Before next meeting 1/14/21</td> </tr> </tbody> </table>	Person(s) Responsible	Deadline	All	immediate	All	Before next meeting 1/14/21
Person(s) Responsible	Deadline						
All	immediate						
All	Before next meeting 1/14/21						

6. Agenda topic: Trillium Updates
Presenter(s): Trillium Staff

Discussion	<ul style="list-style-type: none"> Adrienne Beatty, Head of Network Development, reviewed the RFPs on the Trillium website, as well as the RFI for Statewide Provider Recruitment for Hurricane Shelter Response. Lauren Swain, Head of Children and Youth Services, reminded the group of Network Communication Bulletin #123, sent out in October. The bulletin highlighted how Trillium is responding to Provider feedback in relation to the Provider Satisfaction Questionnaire, specific to experience with the Network Department. This questionnaire went out December 2019, and the results presented to the Provider Council in March 2019. COVID-19 postponed our more detailed response internally to respond to feedback. 				
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>All</td> <td></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline	All	
Person(s) Responsible	Deadline				
All					

7. Agenda topic: Roundtable Discussion

Presenter(s): Gary Bass

Discussion	<ul style="list-style-type: none"> Electronic Visit Verification (EVV) mandates by the NCDHHS as required by the CURES Act for Personal Care Services (target 1/1/2019) and for Home Health Care Services (target 1/1/2023). EVV offers a measure of accountability to help ensure that individuals who are authorized to receive services in fact receive them. 		
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: Meeting Adjourned

Presenter(s): Gary Bass

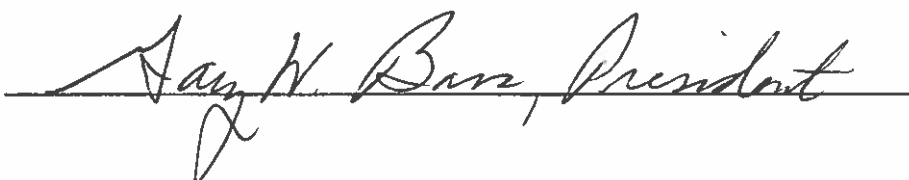
Discussion	<ul style="list-style-type: none"> Gary Bass reminded all that the next meeting will be January 14, 2021, 10:00 am - 12:00 pm. Chuck Hill made a motion to adjourn the meeting. Russell Herring seconded the motion. All members present approved. 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> N/A 			

Meeting Adjourned 11:25 am

Next Meeting Date: January 14, 2021
 (All meetings convene from 10:00am - 12:00pm)

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

Respectfully Submitted by
Ann Singleton, Secretary to the Provider Council

Accepted by:  President