Transforming Lives

Trillium
HEALTH RESOURCES

Provider Meeting Minutes

Date: May 18, 2017

Meeting Called By	Network Operations

AGENDA

1. **Agenda topic:** Welcome
   Presenter(s): Adrienne Beatty

2. **Agenda topic:** Committee Updates
   Presenter(s): Adrienne Beatty

Discussion	• Clinical Advisory Committee met in April; no major updates
	o Continuing to talk about use of Depression Ratings Scales
	■ PHQ9, QUIDS Rating Scale
	o Nurse Practitioner changes taking place July 1
	■ Waiting on final approval from DMH
	o 7 Day Access to Prescriber post Hospital Discharge
	■ The longer you wait for the 1st visit, the less likely the patient will come in
	• Provider Network Council
	o Met on May 11
	o No announcements

3. **Agenda topic:** Provider Spotlight – One to One Counseling & Consulting, PLLC
   Presenter(s): Tia Crooms, LMFT, Co-owner

Discussion	• 9 Contract employees, full-time and part-time
	• Work with seniors, LMFT, Social Workers, LCAS
	• www.onetoone-cc.com
	• Primary office – Morehead City

4. **Agenda topic:** Global Quality Improvement Committee presentation
   Presenter(s): Carmela Phillips (RHA), Brandy Burns (ACI Supports)

Discussion	• Committee of providers charged with ensuring quality service provision throughout Trillium catchment area
	• Seeking participation in committee
	• Mission: To serve as fair and impartial committee representing provider network in Trillium catchment area
	• Enable providers to achieve identified goals
	• Membership – based on disability and population
	• CFAC membership representative of catchment

5. **Agenda topic:** Community Partner: Rocking Horse Ranch Riding Program
   Presenter(s):

Discussion	• Presentation was given
	• See attachment

6. **Agenda topic:** Quality Management
   Presenter(s): Wylanda Jones

Discussion	Back-Up Staffing:
	a. Trillium Health Resources requires providers to submit Back-Up staffing forms for individuals receiving Innovation Waivers. It is mandatory that the Back-Up staffing forms be submitted bi-monthly. If you have questions, please contact Wylanda Jones or Julie McCall.
	Nash County Providers
	b. Effective July 1, 2017: Questions related to incident reporting, QM-11 waiver, and back up staffing should be submitted to incidentreporting@trilliumnc.org. You can also contact Wylanda Jones or Julie McCall at 866-998-2597. Questions related to Quality Improvement Project should be emailed to QMINFO@trilliumnc.org
	Quality Management fax line is 252-215-6880.
	Perception of Care Surveys
	c. During the months of May and June 2017, randomly selected providers will be contacted to assist the MCO in administering Perception of Care Surveys to enrollees. We appreciate you participation with this project.

7. **Agenda topic:** Quality Improvement Projects
   Presenter(s): Adrienne Beatty

Discussion	• State contracted providers are required to submit QIPS annually. Quality Improvement Projects are due July 30, 2017. Providers will need to submit QIPS to Krissy Vestal at QMINFO@trilliumnc.org.

8. **Agenda topic:** Network Operations Updates
   Presenter(s): Adrienne Beatty

Discussion	• Clinical Communication Bulletin # 9
	• Changes to NCI
	• Provider Directory Update
	• Nash County Realignment Update
	• Upcoming Events:
	○ CMS- Emergency Preparedness Workshops- May 30th, 2017: The workshops are to educate providers/LIPs on the CMS requirements/rules regarding Disaster Preparedness. If the provider is a PRTF, ICF-IDD, Community Mental Health Centers (according the information this would be providers with outpatient components). The workshops will offer training on the new CMS standards that providers need to be in compliance with by 11/17/17 or risk losing CMS reimbursement.
	○ Benchmarks' Partnering for Excellence Conference: August 17th & 18th, 2017

Meeting Adjourned

Next Meeting Date: July 20, 2017
(All meetings convene from 10:00am – 12:00pm)

Supporting Document/Attachment for Minutes: