



## Provider Meeting Minutes

Date: November 16, 2017

<b>Meeting Called By</b>	Julie Brinson Network Monitoring Manager				
<b>Type of Meeting- Provider Meeting</b>	Meeting held at 112 Health Drive, Greenville NC 27834				
ATTENDEES					
NAME	Present	NAME	Present	NAME	Present
Deborah Raynor- Network Director	<input checked="" type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
Kathy Mathis- Network Services Manager	<input checked="" type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
Jason Rice- Network Contracts Manager	<input checked="" type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
Dennis Williams- Network Contracts Manager	<input checked="" type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>

### Provider Forum Agenda

I. Welcome Remarks

II. Introduction of new staff

a. **Deborah Raynor- Network Director-** *Deborah has 25 years of experience in increasingly responsible roles within Administrative Operations for State, Local, & Private Medicaid Agencies & Authorities. In Deborah’s most recent position, as Chief Executive Officer, she managed Medicaid Operations for Evergreen Healthcare Services. Inc., for Support Coordination, Non-Medical Transportation Services, Senior Care In-Home, IDD/DD Residential & In-Home, MH Supports, SA Therapy Treatment (contracted), Palliative Care for HIV/AIDS, FQHC Services for Homeless Services, Hospital Staffing for local counties.*

*Deborah’s experience is enhanced by her Bachelor’s degree in Special Education (K-5) with minor in Human Services, and Master’s degree in Education Administration for Districts.*

*As the Network Director, Deborah’s is responsible for the overall leadership of the Provider Network pool and departmental staff. Deborah reports to Cindy Ehlers, VP for Services/Programs.*

*Specifically, Deborah will lead the Network Department efforts in these areas:*

- *Researching and evaluating new opportunities for community demand for specific Network Providers, customer needs and insights.*
- *Overall strategy and execution of plans for existing services & protocol.*
- *Working with development teams to manage new & improved operations.*
- *Managing campaigns for Network operations.*



- *Managing distribution channels for the Network.*
- *Ensuring effective communication & efficiency for the Network.*
- *Measurement and analysis of effective performance for department metrics.*
- *Work closely Trillium departments to enhance overall development.*

*Deborah enjoys running in 10k & 1/2 marathons in any weather, hiking & fitness, cooking & reading. Deborah is a wife, mother & grandmother to her 1<sup>st</sup> grandchild. Deborah is honored to be a part of the Network Team & the Trillium family.*

- b. **Jason Rice- Network Contract Manager-***Jason came to ECBH in 2011 after working in the Mental Health system as a provider for about 7 years in North Carolina and Tennessee. Jason worked as a Network Liaison for ECBH until 2013 when he moved to the Contracts Department as the Contracts Manager.*
- c. **Dennis Williams- Network Contract Manager-***Dennis has over 35 years of experience in the human services field. Dennis started his career at Murdock Center as a Psychological Assistant and Unit Manager. Heworked at Easter Seals UCP for over 27 years in a variety of roles. My most recent employment was with the Division of MH/DD/SAS as a Project Manager and Liaison for Eastpointe, Sandhills Center and Trillium Health Resources. My current role is one of the two new Network Contract Managers. I live in Dunn, NC and Emerald Isle, NC.*

### III. Network Dept. Redesign

- a. The new ways the Network dept. is communicating
- i. Network Liaison roles have been replaced by Communication Bulletins & Network Services Ticket System.
  - ii. **Network Communication Bulletins are replacing Network Newsbriefs and Newsbreaks-***If you don't already subscribe to receive these communications, please go to the Trillium website and subscribe to receive all communications. If you have any questions around how to subscribe to be on our mailing list please submit a Network Services ticket to [NetworkServicesSupport@trilliumnc.org](mailto:NetworkServicesSupport@trilliumnc.org).*
  - iii. We are changing the role & function of these Network provider meetings as we continue to communicate in writing. The future look of Provider Meetings: *Moving forward these meetings will change in their look and scope. We are going to be ending the way we currently conduct Network provider meetings as we continue to communicate in writing. However we plan to shift and offer more provider trainings on various topics. These new meetings will be focused and center around training regarding changes in the system etc.....like the HIE training we hosted in October.*

#### b. Network Services- role & function

- i. **Network Ticket System-***The Network Services Ticket System has been designed to give providers a more structured and systematic approach in getting answers to your questions. This ticket system also enables Trillium to track and trend requests coming into the Network department and effectively manage those inquiries more efficiently. The ticket system has replaced the liaisons as the sole point of contact and opens access to a larger group of staff eligible to assist with your needs. Providers should continue to submit tickets to the following email address: [NetworkServicesSupoort@trilliumnc.org](mailto:NetworkServicesSupoort@trilliumnc.org).*

*The ticket system is not to be used for credentialing communication. All Credentialing communication should continue to be directed to our Credentialing email address at: [Credentialing@trilliumnc.org](mailto:Credentialing@trilliumnc.org).*

- ii. Automated Credentialing- *Trillium is excited to announce that we are automating the Credentialing process. The goal is to have one central location where applicants will complete their credentialing application and upload all supporting documentation. We believe that this will streamline the credentialing process and make it more efficient for both providers and Trilliums Credentialing Team. Please watch for more information as it becomes available.*
- c. Network Development has moved out of Network to Trillium's Community Resource and Development department. All of the processes have remained the same.
- d. Network Monitoring- role & function

- i. **Automated Network Monitoring-** *all monitoring reviews and post payment reviews will now be conducted as a desk review by Trillium Network Monitoring staff at our Trillium Staff offices. Provider staff **will not** be required to be present for the reviews, but **will need to be available by phone** should the Network Monitoring Staff need to contact them with any questions about submitted documentation. Once you receive your notification letter that your review is scheduled, you will choose from one of the options below and email the assigned lead which option you have selected. Those options include:*

Option 1:

*Providers can give Trillium staff read-only access to their EHR portal and Trillium staff will review the information directly on the portal.*

Option 2:

*Providers can upload all the required documents to Trillium Health Resources secure FTP site. In order to do so, providers must have the following:*

1. A computer with an Internet connection.
2. FTP (File Transfer Protocol) software (Filezilla, WS-FTP are two examples that are either free or inexpensive options)
3. Ability to create ZIP files

*If you need assistance with creating the zip file please see the following links:*

*All systems - <http://www.wikihow.com/Make-a-Zip-File>*

*PC / Windows - <https://www.lifewire.com/how-to-zip-files-in-windows-3507020>*

*Mac- <http://www.macinstruct.com/node/159>*

*Follow these steps to upload the files to Trillium Health Resources secure site:*

1. *Combine all documents into a single file using a ZIP method.*
2. *Save the zip file using the provider's name as the file name. (example: the name of the provider is ABC123 then the file name will be ABC123.ZIP)*
3. *Configure the FTP software with the following settings:*
  - a. *Host Name: sftp1.trilliumnc.org*
  - b. *User Name: networkprovider*
  - c. *User Password: thrncUPLOAD! (case sensitive)*
  - d. *Transfer protocol: SFTP*
  - e. *Port: 22*
4. *Upload the file to the "networkprovider" folder on the Trillium secure FTP site*

*For Reference:*

*Here is a screenshot of the Connection setup utilizing FileZilla FTP client*

**Option 3:**

Scan the documents ***in the order listed on the Monitoring Tool Checklist*** that you will receive and email them to [NetworkMonitoring@trilliumnc.org](mailto:NetworkMonitoring@trilliumnc.org). Please make sure the documentation you provide is for the date range indicated on the sample for the identified member(s).

Be aware that many email systems have strict restrictions on file sizes so you may have to break up your emails in order to get around file size limitations. Remember any information containing PHI must be sent using a secure encrypted email service.

For questions regarding the ftp process, send an email to [FTPquestions@trillimnc.org](mailto:FTPquestions@trillimnc.org). In the body of the email, please include the provider's name, a contact name and telephone number.

- e. Network Contract Managers- role & function- *The Network Contract managers are accountable for negotiating, developing and analyzing contract performance activities across the enterprise for assigned providers. The Network Contract Managers will be responsible for communications, and the facilitation and implementation of each agreement through any internal reviews. The Network Contract Managers will assist and work collaboratively with all stakeholders internally and externally.*