



Transforming Lives. Building Community Well-Being.

SOUTH CENTRAL REGIONAL ADVISORY BOARD MEETING

In Person: 514 E. Main Street, Beulaville, NC 28518

Tuesday July 23rd 3:00pm-4:30pm

Call-In Number for Virtual: 415-655-0001
Meeting number (access code): 2630 624 1228

Join from the meeting link

<https://room.webex.com/room/j.php?MTID=m259e74e06144855bc27a2916ea6b2360>

Agenda:

- | | |
|--|------------------------|
| I. Call to Order | Chair |
| II. Roll Call | Clerk |
| III. Approval of the May 28, 2024 Minutes | Chair |
| IV. Adoption of the Agenda | Chair |
| V. Public Comments (3 minutes per comment) | Chair |
| VI. CFAC Report | CFAC Representative |
| VII. Provider Network Council Comments | Council Representative |
| VIII. Regional Vice President Report | Victoria Jackson |
| IX. Regional Board Member Comments | Chair |
| X. Governing Board Member Comments | Chair |
| XI. Chairman Remarks | Chair |
| XII. Adjournment | Chair |

Next Meeting: September 24, 2024

SOUTH CENTRAL REGIONAL ADVISORY BOARD MEETING MINUTES

Meeting Date: May 25, 2024 **Meeting Time:** 3:00pm-4:30pm

Meeting Place: Hybrid (In-Person & Virtual 514 E. Main Street, Beulaville NC 28518

Board Members Attendance: (Noted present with an “x” mark)

Name	In-Person	Virtual	Absent
Barbara Aycock, Wayne County	X		
June Cummings, Lenoir County	X		
Jessie Dowe, Duplin County	X		
Charlie Dunn, Jr., Jones County		X	
Justin Edwards, Duplin County			X
Jimmy Farrington, Carteret County			X
Lynn Fields, Sampson County		X	
Crystal Foster, Carteret County		X	
Shevel Hunt, Craven County	X		
Steve P. Keen, Wayne County	X		
Janice Nichols, Pender County		X	
Suzanne Nix, Lenoir County	X		
Kari Sanders, Onslow County	X		
Walter Scott, Onslow County			X
JW Simmons, Sampson County		X	
Wes Stewart, Pender County		X	
Lea Wolf, Carteret County			X

Staff Present:

Terrell Alston, Director of Community Engagement & Empowerment
Victoria Jackson, South Central Regional Vice President
Lisa A. Jarman, Clerk

Guests:

Holly Connor, South Central CFAC Board Chair-virtual
Lisa Jackson, DHHS Liaison-virtual
Chris Jenkins, Hope Restorations, Lenoir County-virtual
Gary Bass, Christina Kelli, Jason Rutski, and Maurice Pressley (virtual), Pride in North Carolina

Agenda:

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- IV. Adoption of the Agenda
- V. Public Comment (3 minutes per comment)
- VI. CFAC Report
- VII. Provider Network Council
- VIII. Regional Vice President Report
- IX. Regional Board Member Comments
- X. Governing Board Member Comments
- XI. Chairman Remarks
- XII. Adjournment

Minutes:

I. Call to Order	South Central Regional Advisory Chairman, Steve P. Keen called the meeting to order at 3:03pm.
Motion	N/A
II. Roll Call	South Central Regional Advisory Clerk, Lisa A. Jarman performed the roll call and stated there was a quorum. Chairman Keen requested the clerk, Lisa A. Jarman, Notary Public of Lenoir County to administer the Oath of Office to Mr. Jesse Dowe and Ms. Crystal Foster. Mr. Dowe and Ms. Foster were sworn in.
Motion	N/A
III. Approval of the March 25, 2024 Minutes	The minutes from the March 25, 2024 were included in the meeting book and presented for approval with corrections. A roll call was performed, and the minutes were unanimously approved.
Motion	Ms. Barbara Aycok made a motion to approve the March 25, 2024 minutes with corrections. Mr. Charlie Dunn, Jr. made a second. The motion carried.
IV. Adoption of the Agenda	The agenda for the South Central Regional Advisory Board meeting of May 28, 2024 was presented for approval. A roll call was performed, and the adoption of the agenda was unanimously approved.
Motion	Ms. Shevel Hunt made a motion to adopt the agenda. Ms. Kari Sanders made a second. The motion carried.
V. Public Comment	Mr. Gary Bass, CEO of Pride in North Carolina, and President of the Trillium Provider Council introduced himself and his colleagues Christina Kelley

	<p>and Jason Rutski. Mr. Bass stated that Mr. Rutski will be replacing him upon his retirement.</p> <p>Mr. Bass offered his assistance and stated that he and his colleagues were available to assist in any way.</p>
Motion	N/A
VI. CFAC Report	<p>Ms. Crystal Foster provided an overview of recent regional CFAC activities.</p> <p>Ms. Foster stated that she is the State CFAC representative and that the State CFAC does not advise the LME/MCO, rather they advise DHHS and the General Assembly. The Regional CFAC advises the Regional Advisory Board.</p> <p>Ms. Foster led the discussion on how CFAC and the Advisory Board can collaborate in reference to N.C.G.S. 122C-171. After discussion, it was suggested that Ms. Foster report on items and issues of importance at each of the Advisory Board meetings.</p> <p>Ms. Foster referenced the proposed changes on N.C.G.S 122C that had been presented by Lisa Corbett of DHHS during a meeting on May 24, 2024. Mr. Keen requested a copy of the update.</p> <p>Ms. Holly Connor, South Central CFAC Chairperson, stated that the Bylaws of the former Southern Region CFAC have been adopted by the South Central region, and they are currently being modified. They are also reviewing and updating the Relational Agreement of the various entities that are supporting consumers. She reviewed the challenges of recruitment for CFAC membership. Representation is needed from Duplin, Pender, and Sampson counties.</p>
Motion	N/A
VII. Provider Network Council	<p>Mr. Keen stated that “Provider Network Council” and “CFAC Report” will remain on the South Central Regional Advisory Board agenda to ensure representation from the Council and from CFAC.</p> <p>Mr. Bass stated that he continues to advocate for a seat on the Governing Board. He stated that the Provider Council is open to the public and that they meet every other month. The next meeting is scheduled for July 11, 2024.</p> <p>Mr. Bass reviewed the challenges of representation due to the consolidation and stated that Eastpointe and Sandhills committee members did not lose representation on the Council. The Council allows member representation from six provider types. The Council will soon address how to honor representations guidelines across Trillium’s forty six counties without having fifty people on the council.</p>

	Ms. Foster asked for a list of TBI providers. Mr. Bass will request a list from the Provider Council.
Motion	N/A
VIII. Regional Vice President Report	<p>Ms. Victoria Jackson provided updates on Tailored Plan, the Healthy Opportunities Program, Local Community activities, the upcoming i2i Spring Conference, and Governor Cooper’s State Budget recommendations.</p> <p>The Healthy Opportunities Pilot program launched in fifteen of our counties on May 15, 2024. The program is a whole person care approach that covers non-medical, evidenced-based services for high-risk health plan members. The services address housing, interpersonal safety, food, and transportation.</p> <p>Participation in local community meetings continues through the Regional Vice President, Director of Community Engagement and Empowerment, and the Community Liaison Coordinators. From April 1-May 17, there were 381 community engagements across Trillium’s forty six county catchment area with eighty nine occurring within the South Central Region.</p> <p>Town Halls are in process or have been conducted for the eighteen new counties in Trillium’s catchment area.</p> <p>Annual presentations have been completed by Trillium’s Regional Vice Presidents for the counties of Wayne, Carteret, Onslow, and Duplin.</p> <p>The annual i2i Spring Conference is scheduled for June 11-12, 2024 in Raleigh.</p> <p>Ms. Jackson stated that Governor Cooper’s State budget recommendation include ensuring a strong Medicaid program by addressing the early education and childcare crisis, supporting and investing in NCDHHS workforce needs, and funding for an additional 1,000 Innovations Waiver waitlist slots for next year.</p> <p>Ms. Jackson gave a presentation on Tailored Plan. She reviewed the diverse types of Trillium members, Tailored Plan Services, Tailored Care Management and Transitions of Care. She also reviewed the Tailored Plan transition timeline leading up to the go-live date of July 1, 2024.</p> <p>Ms. Foster stated that it would be helpful if members understood that they could still receive services as an out of network option for providers that have not yet signed a contract with Trillium’s Tailored Plan.</p>

	A detailed Regional Vice President's report was included in the Board book.
Motion	N/A
IX. Regional Board Member Comments	<p>Ms. Suzanne Nix led the discussion of navigating the system and the different plans. Victoria encouraged the use of Trillium's Member Recipient line. Trained professionals are available to assist callers Monday-Saturday.</p> <p>Ms. Foster inquired about enhanced rates on the Tailored Plan side and asked who is overseeing prior authorizations. Ms. Jackson explained the Medicaid rate floor and value-based purchasing.</p> <p>Ms. Foster asked if Trillium has determined State TBI funds for the upcoming fiscal year, and how they will be utilized. Mr. Keen stated that the budget for fiscal year 2024/2025 has not been finalized and that it will be reviewed at the Governing Board budget workshop meeting on May 30, 2024.</p> <p>Ms. Shevel Hunt led the discussion of the issue of respite care, gaps between treatment, and the lack of higher level care providers in Craven County.</p>
Motion	N/A
X. Governing Board Member Comments	<p>Ms. Janice Nichols stated that some of the issues today are due to the State dismantling the Level 3 care facilities. She suggested an ad hoc committee be formed with Trillium, DSS, Foster Care to suggest solutions.</p> <p>Ms. June Cummings stated that the Governing Board meeting scheduled for May 30 will be devoted to reviewing the complex fiscal year 2024/2025 budget and that it will be voted on during the June 27, 2024 meeting.</p>
Motion	N/A
XI. Chairman Remarks	<p>Mr. Keen shared that Ms. Ruthie Sheets is no longer working at the law firm in Craven County, therefore the Craven County Commissioners will appoint her replacement. Also, Mr. Louis Miller has resigned due to health issues. The Jones County Commissioners will be appointing his replacement.</p> <p>Mr. Keen expressed his appreciation to Ms. Jackson and Mr. Terrell Alston for their hard work and dedication. He encouraged all to let him know of any issues that need his attention.</p>
Motion	N/A

XII.Adjournment	Mr. Keen asked for any further business to be brought before the Board. As there was none, he asked for a motion to adjourn
Motion	<p>Motion was made by Ms. June Cummings to adjourn the May 28, 2024 South Central Regional Advisory Board meeting. Ms. Shevel Hunt made a second. The motion carried.</p> <p>The meeting adjourned at 4:57pm.</p>

Task items:

- Ms. Foster to provide a copy of the proposed changes to N.C.G.S. 122C-171.
- Mr. Bass to provide a list of TBI providers.
- Ms. Jackson to send information on the Nursing and Pharmacy line. ✓
- Ms. Jackson to send information about the number of Federally Qualified Healthcare agencies contracted with Trillium. ✓


 Steve P. Keen, South Central Advisory Board Chairperson

7-23-24
 Date


 Lisa A. Jarman, Clerk to the Board

7-23-2024
 Date



Transforming Lives. Building Community Well-Being.

SOUTH CENTRAL REGIONAL VICE PRESIDENT REPORT

South Central Regional Advisory Board

July 23, 2024

A. Tailored Plan Update

- Trillium launched the Behavioral Health I/DD Tailored Plan on July 1, 2024
- Primary Areas of focus include:
 - Primary Care Provider (PCP) contracting and assignment
 - Hospital and other Specialty contracting
 - Non-Emergency Medical Transportation
- To ensure uninterrupted care for beneficiaries. The following flexibilities were implemented:
 - Medical Prior Authorizations (PAs): No service denials for late or retroactive PAs from July 1 to Sept. 30, 2024. Existing PAs honored for 91 days.
 - Pharmacy PAs: Existing PAs honored from July 1 to Sept. 30, 2024.
 - Out-of-Network Rates: Paid at in-network rates from July 1 to Sept. 30, 2024. Reduced to 90% from Oct. 1, 2024.
 - PA Rules: Out-of-network providers follow in-network PA rules until Jan. 31, 2025.
 - PCP Changes: Members can change PCPs until Jan. 31, 2025.
 - Providers are expected to continue care and finalize contracts.
- Trillium Advantage (Value-Added Services): Trillium Advantage covers services and settings not currently available to members in NC Medicaid. These options are better suited to meet the individual needs of Trillium members that may not be covered by typical services. Examples include cell phones and gym memberships. ([Trillium Advantage | Trillium Health Resources](#))
- Prior and Post Member Town Halls completed (June 20, 2024 at 6:00pm and July 11, 2024 at 6:00pm).

B. Healthy Opportunities Program Update

Trillium Health Resources launched the [Healthy Opportunities Pilot program](#) in 15 of our counties on May 15, 2024. The pilot will cover a select set of non-medical, evidence-based services for high-risk health plan members. Services address housing, interpersonal safety, food, and transportation

Member & Recipient Services — 1-877-685-2415
Provider Support Services — 1-855-250-1539
Administrative & Business Matters — 1-866-998-2597
TrilliumHealthResources.org



to improve the health and well-being of members. The Pilot program, launched by NCDHHS, will leverage findings to integrate interventions that improve health outcomes into the NC Medicaid program statewide. Pilot services are only available to certain health plan members.

The following counties in Trillium's region are included in the pilot:

- Bladen, Columbus, Brunswick, New Hanover, Pender, and Onslow (services coordinated by [Community Care of the Lower Cape Fear](#))
- Beaufort, Bertie, Chowan, Edgecombe, Halifax, Hertford, Martin, Northampton, and Pitt (services coordinated by [Access East, Inc.](#))

Data points from our first month of operations:

- 342 members enrolled in HOP
- 322 members have been referred to HOP services
- 474 unique authorization requests for HOP Services
- Most requested services are Housing navigation and support followed by food boxes

C. Local Community Updates

- The 18 Consolidation Town Halls are nearly complete. The last scheduled Town Hall will be in Guilford County on July 30, 2024 at 10:00am.
- Annually, Trillium's Regional Vice Presidents present a program update to each county. Six of Nine presentations completed for the South Central Region: Wayne, Carteret, Onslow, Jones, Sampson, and Duplin.
- Participation in local community meetings continues through the Regional Vice President, Director of Community Engagement and Empowerment and Community Liaison Coordinators. Month of June: approximately 294 engagements completed across Trillium's 46 county catchment area with 60 completed within the South Central region.
- The Trillium Family Weekend at Victory Junction has new dates posted if you know of any members or families that are interested ([Victory Junction Family Weekends | Trillium Health Resources](#))

D. Recovery Court Program

NC Department of MH/IDD/SAS will be providing funding to maintain the 8th Judicial District Recovery Court Program for FY 24-25. 8th Judicial District covers Wayne, Lenoir and Greene Counties.

E. LME/MCO Consolidation Review-Eastpointe

- On June 27, 2024, NC DHHS' Office of the Internal Auditor released their independent review of:
 - Severance payments made by Eastpointe Health Services (Eastpointe) to executive staff, and,
 - Financial transactions between Eastpointe and its general counsel
- The scope of the engagement included Eastpointe's activities during and leading up to its consolidation with Trillium Health Resources

The Office of Internal Auditor included a summary of 11 findings about severance payments made, bonus payments made, benefits received, revised and newly created employment agreements, contract changes, payments for retroactive dates, backdated contracts, deletion of emails that constitute public records and failing to provide public notice of Board meetings and failing to properly keep minutes as required by State law.

The report included three recommendations:

- Trillium should seek recoupment of \$707,480 paid to the Eastpointe CEO and \$383,110 paid to the Eastpointe Chief Business Office
- NC DHHS should implement mandatory annual training for all LME/MCO Board members
- In order to prevent abuse and/or wasteful contracts, during any future period where the NC DHHS Secretary has issued a consolidation directive, relevant parties should be prohibited from modifying or entering into new contractual agreements without receiving written approval from the NC DHHS Secretary

F. SB425 Legislation

- On June 27, 2024, the NC Senate considered a Proposed Conference Committee Substitute on Senate Bill 425, An Act Making Modifications to Laws Pertaining to Health and Human Services. The Proposed Substitute included, among other adjustments, the following language:
 - **PART XVI. AREA AUTHORITY ALTERNATIVE BOARD STRUCTURE**
SECTION 16.(a) No later than 14 days after this act becomes law, the area director of Trillium Health Resources shall submit for approval a new alternative board structure to the Secretary of the Department of Health and Human Services. With regard to this submission, the Secretary may approve the new alternative board structure and appoint the initial board members without each county in the catchment area adopting a resolution approving the board structure or appointing the board members, notwithstanding the requirement in G.S. 122C-118.1(a).
 - **SECTION 16.(b)** This Part is effective when this act becomes law.
- The Proposed Conference Committee Substitute was approved by the NC Senate that morning and forwarded to the NC House for review. It was reviewed and approved by the NC House that afternoon and forwarded to the NC Governor for review and signature. The NC Governor signed the legislation on July 8, 2024.
- On Wednesday, July 10, 2024, Guilford County's Attorney's Office filed a Complaint for Declaratory Judgement and Motion Permanent Injunction against the State of North Carolina, Sen. Phil Berger, Speaker Tim Moore, Kody Kinsley, Trillium Health Resources and Joy Futrell in her professional capacity, requesting:
 - A permanent injunction enjoining the advancement, directive, operation, or enforcement of Part XVI, § 16.(a) and (b) of SB425 such that the status quo is restored effective July 7, 2024

- The Court determine that Part XVI, § 16.(a) and (b) of SB425 is unconstitutional and is facially invalid and strike its advancement, directive, operation, or enforcement
 - The Court determine that Part XVI, § 16.(a) and (b) of SB425 is unconstitutional and deprives Guilford County of exercising its constitutional right for health related matters pursuant to NC Constitution Article II § 24, Article XIV § 3 and strike its advancement, directive, operation, or enforcement
- The hearing on Guilford County's Motion for Temporary Restraining Order was heard in Guilford County on Thursday, July 11, 2024 and the Judge determined the case should not proceed in Guilford County, and that Wake County is instead the proper venue.