



Transforming Lives. Building Community Well-Being.

SOUTH CENTRAL REGIONAL ADVISORY BOARD MEETING MINUTES

Meeting Date: May 27, 2025

Meeting Time: 3:00pm-4:30pm

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

Board Members Attendance:

Name	In-Person	Virtual	Absent
Barbara Aycock, Wayne County			X
June Cummings, Lenoir County	X		
Jesse Dowe, Duplin County	X		
Charlie Dunn, Jr., Jones County		X	
Justin Edwards, Duplin County	X		
Crystal Foster, Carteret County		X	
Shevel Hunt, Craven County	X		
Steve P. Keen, Wayne County	X		
Robin Knapp, Onslow County			X
Lethia Lee, Sampson County			X
Janice Nichols, Pender County			X
Suzanne Nix, Lenoir County		X	
Kari Sanders, Onslow County			X
JW Simmons, Sampson County		X	
Kyle Smith, Jones County	X		
Marianne Waldrop, Carteret County		X	
Lea Wolf, Carteret County		X	
Carli Woolard, Craven County		X	

Staff:

Victoria Jackson, South Central Regional Vice President

Terrell Alston, Associate Regional Vice President

Lisa A. Jarman, Clerk

Anna North, Chief Regulatory Officer

Melissa Reese, Community Liaison Coordinator

Kateisha Jones, Community Liaison Coordinator

Guests:

Holly Connor, South Central CFAC Chair

John Sotirkys, Jamie Tripp, Hope Mission of Coastal Carolina

Member & Recipient Service Line - 877-685-2415

TrilliumHealthResources.org 514 E. Main Street, Beulaville, NC 28518866-998-2597 Fax: 252-215-6881



Agenda:

- I. Call to Order**
- II. Roll Call**
- III. Oath of Office**
 - Aimee Watson Green
 - Robin Knapp
 - Lethia Lee
 - Kyle Smith
- IV. Approval of the March 25, 2025, Minutes**
- V. Adoption of the Agenda**
- VI. Public Comment (3 minutes per comment)**
- VII. Grievance Presentation**
- VIII. RAB Bylaws**
- IX. CFAC Report**
- X. Provider Network Council Comments**
- XI. CFAC Report**
 - 2024 CFAC Annual Report
- XII. Regional Vice President Report**
- XIII. Regional Board Member Comments**
- XIV. Governing Board Member Comments**
- XV. Chairman Remarks**
- XVI. Closed Session**
- XVII. Adjournment**

Minutes:

<i>Prior to the meeting, the members gathered for a meal to commemorate the end of the fiscal year.</i>	
I. Call to Order	South Central Regional Advisory Board Chairman, Steve P. Keen called the meeting to order at 3:01pm.
Motion	N/A
II. Roll Call	South Central Regional Advisory Board Clerk, Lisa A. Jarman performed the roll call. Quorum was verified.
Motion	N/A
III. Oath of Office	Regional Advisory Board Clerk, Lisa A. Jarman, Notary Public of Lenoir County, administered the Oath of Office to Kyle Smith. The Oath of Office was not administered to Robin Knapp, Aimee Watson-Green, and Lethia Lee as they were not present.
IV. Approval of the March 25, 2025 Minutes	The March 25, 2025, meeting minutes were included in the meeting book and presented for approval.

Motion	Commissioner Shevel Hunt made a motion to approve the March 25, 2025, minutes. Commissioner June Cummings made a second. The motion carried.
V. Adoption of the Agenda	The agenda for the South Central Regional Advisory Board meeting of May 27, 2025, was presented for approval.
Motion	Commissioner June Cummings made a motion to adopt the May 27, 2025, agenda. Commissioner Shevel Hunt made a second. The motion carried.
VI. Public Comment	None presented.
Motion	N/A
VII. Grievance Presentation	<p>Anna North, Chief Regulatory Officer at Trillium, delivered a presentation on the Grievance & Complaints Department.</p> <p>Ms. North reviewed the purpose of the Grievance & Complaints Department, the organizational structure, the function of the department as it relates to member support, and how the department has internal and external interdependencies.</p> <p>Ms. North also provided information on how to file a grievance or complaint. Any Trillium staff can file a complaint or grievance on behalf of someone. A complaint or grievance can be filed online, called in, or it can be done by mail to the Trillium office in Greenville.</p> <p>If the individual does not agree with the outcome of a grievance or complaint, they can file an appeal.</p> <p>Ms. North stated that the majority of grievances have been concerning transportation and Tailored Care Management. The transportation issues have improved as members continue to learn the process with the new vendor.</p> <p>Crystal Foster led the discussion regarding data specific information that is distributed to DHHS and how that information can be shared with the Advisory Board. Ms. Victoria Jackson stated that additional grievance information is now included in her Tailored Plan Operations Report.</p>
VIII. RAB Bylaws	Commissioner Shevel Hunt reviewed the changes that the sub committee recommended. As there were no questions, comments, or concerns she requested a motion to approve the South Central Regional Advisory Board Bylaws.

Motion	Commissioner June Cummings made a motion to approve the proposed South Central Regional Advisory Board Bylaws. Commissioner Jesse Dowe made a second. The motion carried.
IX. Provider Network Council Comments	Ms. Victoria Jackson shared that she had been in communication with English Albertson, Provider Council President. For future South Central Regional Advisory (SC RAB) Board meetings, when possible, Ms. Albertson will provide an update on the Provider Council meetings. However, the minutes from the Provider Council meetings will now be incorporated into the SC RAB meeting book.
Motion	N/A
X. CFAC Report	<p>Ms. Crystal Foster shared that at the May 20th South Central CFAC meeting, Anna North delivered a presentation on Grievances & Complaints and Katy Eads delivered a presentation on Tailored Care Management.</p> <p>Ms. Foster led the discussion regarding Kratom, an unregulated substance easily found in local stores and in over the counter products.</p> <p>Ms. Holly Connor shared that Trillium's Senior Pharmacy Director, Jason Swartz, delivered a presentation to the Governing Board during the March 13th meeting. She shared that Dare County passed a resolution for more oversight of the substance and that Trillium's Governing Board has passed a resolution as well.</p> <p>2024 CFAC Annual Report Mr. Terrell Alston thanked South Central CFAC members, Crystal Foster and Holly Connor for their support and advocacy. Mr. Alston reviewed the 2024 CFAC Annual Report and highlighted the CFAC-Trillium Operations partnership, the development of a gaps and needs/recommendation form, the CFAC member recruitment strategy, and the numerous events that were represented by CFAC and Trillium.</p> <p>The annual report has been submitted to the State CFAC and was also included in the SC RAB meeting materials.</p>
Motion	N/A
IX. Regional Vice President Report	Ms. Victoria Jackson provided updates on Tailored Plan, Medicaid Enrollment Data, Mental Health Parity and Addiction Equity Act of 2008 (MHPAEA), Children and Families Specialty Plan, SB425, Local Community Updates, and a South Central Region Year in Review.

Tailored Plan Update

The Tailored Plan Operations Report includes data on the Call Center, Quality Management, Claims, Utilization Management, and the Network Departments. It now includes data from the Grievance Department. The report also highlights the meetings, events, and trainings that Trillium staff attended in the month of March.

Medicaid Enrollment Data

Ms. Jackson stated that the Medicaid Enrollment Data Report shows minimal fluctuation from month to month and can be a resource for board members.

Mental Health Parity and Addiction Equity Act of 2008 (MHPAEA)

A brief recap of the MHPAEA was provided. In addition, it was shared that effective April 1, 2025, a subset of Trillium's Mental Health and Addiction services will be opened for providers for behavioral health services. There is discussion around MHPAEA at the General Assembly and more information will be shared as it develops.

Children and Families Specialty Plan

In January 2025, it was announced that the planned launch date of The Children and Families Specialty Plan is December 1, 2025. Children and families eligible for this plan that are currently served by Trillium Health Resources will transition to this new plan under Blue Cross Blue Shield. Trillium is working closely with Blue Cross Blue Shield to ensure a smooth transition for members.

Mr. Keen requested Foster Care data on a county basis.

SB425

Ms. Jackson stated that the Guilford County lawsuit is still occurring and that the defendant's motion to dismiss hearing will go before a three judge panel in June 2025. The report details the Scheduling Order deadlines.

Local Community

Participation in local community meetings continues through the Regional Vice President, Associate Regional Vice President, and the Community Liaison Coordinators. For the month of March, approximately 871 engagements were completed across Trillium's 46-county catchment area and approximately 237 engagements were completed in the South Central Region.

	<p>The South Central Region Trainings/Events report details past events as well as upcoming events in the region and was included in the meeting book.</p> <p>Ms. Jackson stated that a check presentation ceremony was held in the Beulaville facility earlier today. Funds in the amount of \$250,000.00 were presented to Jones, Sampson, and Wayne counties to build an all-inclusive playground in their county. All counties in the South Central region except for Lenoir County, have or are in the process of building an all inclusive playground. Lenoir County will have an opportunity to apply for grant funds soon.</p> <p>Annually, Trillium's Regional Vice Presidents deliver a presentation to provide an annual report to each county. Ms. Jackson stated that all presentations have been completed or are scheduled.</p> <p><u>South Central Year in Review</u></p> <p>Ms. Jackson highlighted the work that has occurred in the South Central Region over the past year with a Year in Review Summary report.</p> <p>A detailed Regional Vice President's report was included in the board meeting materials.</p>
Motion	N/A
XII. Regional Board Member Comments	<p>Commissioner Shevel Hunt expressed her appreciation to Ms. Jackson for her detailed report and stated that it contained useful information.</p> <p>Mr. Kyle Smith expressed his appreciation to the Advisory Board members and stated he was pleased to be a new member.</p>
Motion	N/A
XIII. Governing Board Member Comments	<p>Ms. Holly Connor provided an update on the April 24th meeting of the Governing Board where Ms. Cindy Ehlers delivered a presentation on Trillium's strategic plan. She also shared that Ms. Joy Futrell delivered a presentation on all the Trillium owned real estate and included suggestions for future plans for the buildings.</p> <p>Ms. Connor stated that the Governing Board will conduct a FY25-26 Budget Work Session in June.</p>
Motion	N/A

XIV. Chairman Remarks	Chairman Keen expressed his appreciation to the work Ms. Victoria Jackson performs and the network of staff required to navigate Medicaid for the members Trillium serves.
Motion	N/A
XV. Closed Session	Chairman Keen entertained a motion to enter into closed session, pursuant to North Carolina General Statute 143-318.11 (a)(6). The Advisory Board entered into closed session at 4:40pm.
Motion	Commissioner Shevel Hunt made a motion to enter into closed session. Commissioner Jesse Dowe made a second. The motion carried.
	The Advisory Board returned to open session at 4:50pm with no action taken in closed session.
XVI. Adjournment	Chairman Keen asked for further business to be brought before the board. As there was none, the meeting adjourned at 4:50pm


 Steve P. Keen, South Central Advisory Board Chairperson

7-22-2025
 Date


 Lisa A. Jarman, Clerk to the Board

July 22, 2025
 Date