

## PROVIDER COUNCIL MEETING MINUTES

**Date:** May 11, 2023

**Time:** 10:00 AM - 12:00 PM

<b>Meeting Called By</b>		Gary Bass, President of the Provider Council			
<b>Type of Meeting</b>		Virtual - Webex			
ATTENDEES (A-Z)					
NAME	Present	NAME	Present	NAME	Present
<b>Adrienne Beatty, MS, LCMHC</b> Director of Network Development Trillium Health Resources	<input type="checkbox"/>	<b>Amanda Morgan</b> Quality Management Coordinator Trillium Health Resources	<input checked="" type="checkbox"/>	<b>Brandon J. Golder MFT, MBA</b> VP of Operations/Business Development Walden, a Pyramid Healthcare Organization	<input type="checkbox"/>
<b>Brittany Jozefowicz, MA, LCMHC</b> Owner Open Gate Counseling Services, PLLC	<input type="checkbox"/>	<b>Carol S. Franklin, PhD, MSN Ed, BSN, RN</b> Director of Nursing – Behavioral Health Coastal Market Novant Health	<input checked="" type="checkbox"/>	<b>Charles (Chuck) Hill, LCMHC</b> BH Regional Director RHA Health Services	<input checked="" type="checkbox"/>
<b>Devon Cornett (Guest)</b> VP of Network Support Abound Health	<input checked="" type="checkbox"/>	<b>English Albertson, BS, QP</b> Chief Strategy Officer Primary Health Choice, Inc.	<input checked="" type="checkbox"/>	<b>Gary Bass, MSW, LCSW</b> CEO, Pride in North Carolina <i>President of the Provider Council</i>	<input checked="" type="checkbox"/>
<b>Greg Riley, RN</b> Program Director-Behavioral Health ECU Health Roanoke-Chowan Hospital	<input type="checkbox"/>	<b>Holly Cunningham</b> <b>MBA, M.Ed., LCMHCS</b> Director of Contracting & Value-Based Purchasing Trillium Health Resources	<input type="checkbox"/>	<b>Jackie Tadeo,</b> Training Director Trillium Health Resources	<input type="checkbox"/>
<b>Jason Swartz, RPh, MBA</b> Pharmacy Director Trillium Health Resources	<input checked="" type="checkbox"/>	<b>Jennifer Hardee, MS, LCAS, CCS</b> Clinical Services Manager PORT Health Services	<input type="checkbox"/>	<b>Julie Kokocha, M.Ed., BS, AHFI</b> Director of Network Accountability Trillium Health Resources	<input checked="" type="checkbox"/>
<b>Karen S. Kirk, PhD</b> Child/Adolescent Clinical Psychologist Owner/Manager Cape Fear Developmental Therapies	<input checked="" type="checkbox"/>	<b>Kayla Mikule</b> Head of Accreditation Trillium Health Resources	<input checked="" type="checkbox"/>	<b>Kerri Erb, QP, MPA</b> Chief Program Officer Autism Society of NC	<input type="checkbox"/>
<b>Kristine Brewington</b> <b>MS, LCMHCS, LCAS, CCS, CCJP</b> VP of Network Management Trillium Health Resources	<input type="checkbox"/>	<b>Kim Wagner, MBA</b> Provider Relations and Engagement Manager Trillium Health Resources	<input checked="" type="checkbox"/>	<b>Krissy Vestal</b> Quality Management Performance Improvement Manager Trillium Health Resources	<input checked="" type="checkbox"/>
<b>Linda McDaniel</b> <b>MSN, RN, CCM, CMCN</b> UR Nurse Crossroads Adult Mental Health	<input checked="" type="checkbox"/>	<b>Lisa Jackson, BSW (Guest)</b> LME-MCO System Performance Liaison Division of MH/DD/SAS NC Department of Health and Human Services	<input type="checkbox"/>	<b>Luz Terry, MA, PMP</b> VP Enterprise Training & Staff Development Trillium Health Resources	<input checked="" type="checkbox"/>
<b>Margaret Weller-Stargell, BA</b> CEO, Coastal Horizons Center <i>Vice President of the Provider Council</i>	<input checked="" type="checkbox"/>	<b>Meagan Evans</b> Hospital Provider Relations Consultant Trillium Health Resources	<input type="checkbox"/>	<b>Mike Owens, MA, QP, LSSYB (Guest)</b> Regional Director Covenant Case Management Services	<input type="checkbox"/>
<b>Natasha Holley</b> <b>LCSW, LCAS, CCS</b> Clinical Director Integrated Family Services	<input checked="" type="checkbox"/>	<b>Paul Garcia, MD, CHCQM</b> Associate Medical Director/Staff Physician Trillium Health Resources	<input checked="" type="checkbox"/>	<b>Patrice Bryant</b> <b>MS, LCMHC, QS, LCAS-A</b> CEO Yotaron Enrichment Resource Center	<input type="checkbox"/>
<b>Rasheedah Pittman</b> Administrative Assistant – Network Trillium Health Resources	<input checked="" type="checkbox"/>	<b>Rebecca Basden</b> Contracts Manager Trillium Health Resources	<input checked="" type="checkbox"/>	<b>Russell Herring</b> CEO AssistedCare at Home	<input type="checkbox"/>
<b>Sarah Willhite, M.Ed., M.S.A</b> Training Development Manager Trillium Health Resources	<input checked="" type="checkbox"/>	<b>Wes Rider, BSW (Guest)</b> Community Engagement Specialist Division of MH/DD/SAS NC Department of Health and Human Services	<input type="checkbox"/>		

## AGENDA

### 1. Agenda Topic: Approval of the Meeting Agenda

Presenter(s): Gary Bass

<b>Discussion</b>	<ul style="list-style-type: none"> <li>● We will add a discussion about Network Communication Bulletin (NCB) #299 to today's Provider Council Meeting Agenda.</li> <li>● Chuck Hill made a motion to approve the agenda with this addition; Margaret Weller-Stargell seconded.</li> <li>● Today's agenda has been unanimously approved by the Provider Council.</li> </ul>
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>● N/A</li> </ul>
<b>Action Items</b>	<b>Person(s) Responsible</b> <b>Deadline</b>
<ul style="list-style-type: none"> <li>● N/A</li> </ul>	

### 2. Agenda Topic: APM HEDIS Measure / Performance Improvement Presentation

Presenter(s): Dr. Paul Garcia / Jason Swartz

<b>Discussion</b>	<ul style="list-style-type: none"> <li>● Trillium will be implementing a HEDIS measure for Medicaid Direct called APM (Metabolic Monitoring for Children and Adolescents on Anti-Psychotics). <ul style="list-style-type: none"> <li>○ This measure will ensure that Children being placed on Anti-Psychotics are having their blood glucose, lipid panels checked.</li> </ul> </li> <li>● There will be a second HEDIS measure (APP), which is for monitoring kids prescribed Anti-Psychotics, to ensure they receive psychosocial care at the time or before being prescribed Anti-Psychotics for the first time.</li> </ul>
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>● N/A</li> </ul>
<b>Action Items</b>	<b>Person(s) Responsible</b> <b>Deadline</b>
<ul style="list-style-type: none"> <li>● N/A</li> </ul>	

### 3. Agenda Topic: Approval of the March 9, 2023 Meeting Minutes

Presenter(s): Gary Bass

<b>Discussion</b>	<ul style="list-style-type: none"> <li>● The March 9, 2023 Meeting Minutes were sent to the Provider Council ahead of today's meeting for review; there were no needed additions or modifications.</li> <li>● Margaret Weller-Stargell made a motion to approve the Meeting Minutes as written; Carol Franklin seconded.</li> <li>● The Meeting Minutes have been unanimously approved by the Provider Council.</li> </ul>
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>● N/A</li> </ul>
<b>Action Items</b>	<b>Person(s) Responsible</b> <b>Deadline</b>
<ul style="list-style-type: none"> <li>● N/A</li> </ul>	

### 4. Agenda Topic: Update on Trillium's Quality Improvement Activities (QIAs)

Presenter(s): Amanda Morgan

<b>Discussion</b>	<ul style="list-style-type: none"> <li>● Amanda shared a presentation that was focused on Trillium's DHB and DMH Mental Health/Substance Use 1-7 Day Follow up Quality Improvement Activities (QIAs).</li> <li>● More information will be shared with the Provider Council at a later date.</li> </ul>
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>● N/A</li> </ul>
<b>Action Items</b>	<b>Person(s) Responsible</b> <b>Deadline</b>
<ul style="list-style-type: none"> <li>● N/A</li> </ul>	

### 5. Agenda Topic: Trillium's Website (For Providers Webpage)

Presenter(s): Kim Wagner

<b>Discussion</b>	<ul style="list-style-type: none"> <li>● Kim Wagner has been managing Trillium's Provider Support Service Line, which is a phone line providers can contact for assistance with various needs.</li> <li>● Over the past 6-9 months, Kim and her team have been reviewing provider feedback. <ul style="list-style-type: none"> <li>○ Providers have given feedback that they are not using Trillium's Provider webpage for its intended purpose, and/or there are some areas of the page that would function better with some reorganization.</li> </ul> </li> <li>● Kim is requesting feedback from Provider Council members and has asked for volunteers from the Provider Council to join a sub-group to improve Trillium's Provider webpage.</li> </ul>
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>● N/A</li> </ul>
<b>Action Items</b>	<b>Person(s) Responsible</b> <b>Deadline</b>
<ul style="list-style-type: none"> <li>● N/A</li> </ul>	

**6. Agenda Topic: New Access to Trillium's Provider Manuals****Presenter(s): Julie Kokocha**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Trillium has made the decision to return the LME/MCO Provider Manual and TP Medicaid Direct Provider Manual to the Trillium website.</li> <li>The provider manuals can be accessed on Trillium's website at the following location: <a href="https://www.trilliumhealthresources.org/for-providers">https://www.trilliumhealthresources.org/for-providers</a></li> </ul>				
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>				
<b>Action Items</b>	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline		
Person(s) Responsible	Deadline				
<ul style="list-style-type: none"> <li>N/A</li> </ul>					

**7. Agenda Topic: Update about Trillium's Local Business Plan****Presenter(s): Julie Kokocha**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Trillium has reviewed the Provider Council By-Laws for any necessary revisions.</li> <li>The By-Laws state that the Provider Council will review Trillium's Local Business Plan; however, the state suspended Local Business Plan requirements in 2020 due to the COVID-19 pandemic and has not reinstated the need.</li> <li>The Provider Council will vote on removing the Local Business Plan review requirement from the By-Laws until further notice. <ul style="list-style-type: none"> <li>Voting will take place during the 07/13/23 Provider Council meeting.</li> </ul> </li> </ul>				
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>				
<b>Action Items</b>	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td>Rasheedah</td> <td></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline	Rasheedah	
Person(s) Responsible	Deadline				
Rasheedah					
<ul style="list-style-type: none"> <li>N/A</li> </ul>					

**8. Agenda Topic: Annual Provider Training Needs Assessment****Presenter(s): Sarah Willhite**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Trillium's Training Department is requesting for Provider Council members to complete a Training Needs Assessment. <ul style="list-style-type: none"> <li>It can be accessed via a link in Network Communication Bulletin #299 or from the <i>For Providers</i> page on Trillium's website.</li> </ul> </li> <li>The assessment will take approximately 5 minutes to complete, and feedback will be kept confidential.</li> <li>Trillium will utilize the metrics to develop training for Trillium's providers.</li> </ul>				
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>				
<b>Action Items</b>	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline		
Person(s) Responsible	Deadline				
<ul style="list-style-type: none"> <li>N/A</li> </ul>					

**9. Agenda Topic: Investing in Behavioral Health and Resilience Report****Presenter(s): Dr. Karen Kirk**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Dr. Kirk has shared a document which states that North Carolina is ranked last in the country for children to access mental health care.</li> <li>Dr. Kirk plans to work together with Trillium to help increase the LIP presence in the Provider Network.</li> </ul>				
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>				
<b>Action Items</b>	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline		
Person(s) Responsible	Deadline				
<ul style="list-style-type: none"> <li>N/A</li> </ul>					

**10. Agenda Topic: COVID Rates and Flexibilities Ending 05/11/23****Presenter(s): Gary Bass**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>The COVID flexibilities and rates will end as of 05/11/23.</li> <li>Providers are encouraged to let their staff know flexibilities are ending and that rates will need to be adjusted accordingly for their service lines.</li> </ul>				
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>				
<b>Action Items</b>	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline		
Person(s) Responsible	Deadline				
<ul style="list-style-type: none"> <li>N/A</li> </ul>					

### 11. Agenda Topic: Network Communication Bulletin #298 (Temporary Rate Increase for Specific State-Funded Services)

Presenter(s): Gary Bass

<b>Discussion</b>	<ul style="list-style-type: none"> <li>This bulletin was released on 05/04/23 and is about temporary rate increases for State-funded Services.</li> <li>The services, for which rates will be increased, are listed on page 2 of the bulletin.</li> <li>The rate schedule can be found on Trillium's website.</li> </ul>				
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>				
<b>Action Items</b>	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline		
Person(s) Responsible	Deadline				
<ul style="list-style-type: none"> <li>N/A</li> </ul>					

### 12. Agenda Topic: Network Communication Bulletin #299

Presenter(s): Gary Bass

<b>Discussion</b>	<ul style="list-style-type: none"> <li>This bulletin was released on 05/05/23.</li> <li>Trillium has put out a notice looking for interested providers to fill some service gaps for current Behavioral Health service needs.</li> <li>Providers are encouraged to share this information with their leadership team.</li> <li>The deadline to submit an application for any of these services will be 06/30/23.</li> </ul>				
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>				
<b>Action Items</b>	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline		
Person(s) Responsible	Deadline				
<ul style="list-style-type: none"> <li>N/A</li> </ul>					

### 13. Agenda Topic: Update on NCQA Accreditation

Presenter(s): Kayla Mikule

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Kayla shared a presentation with the Provider Council about Trillium's transition to health plan accreditation and how it affects Trillium's Members.</li> <li>A brief outline of the health plan accreditation requirements were communicated to the Provider Council members, as well as the timeline.</li> </ul>				
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>				
<b>Action Items</b>	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline		
Person(s) Responsible	Deadline				
<ul style="list-style-type: none"> <li>N/A</li> </ul>					

### 14. Agenda Topic: Meeting Adjournment

Presenter(s): Gary Bass

<b>Discussion</b>	<ul style="list-style-type: none"> <li>English Albertson made a motion to adjourn the Provider Council meeting; Chuck Hill seconded.</li> <li>Today's Provider Council meeting has been unanimously adjourned by the Provider Council.</li> </ul>				
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>				
<b>Action Items</b>	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline		
Person(s) Responsible	Deadline				
<ul style="list-style-type: none"> <li>N/A</li> </ul>					

Meeting Adjourned

Next Meeting Date: July 13, 2023

(All meetings convene from 10:00 AM - 12:00 PM)

Supporting documents are proprietary and can be requested by contacting Rasheedah Pittman at: [Rasheedah.Pittman@TrilliumNC.org](mailto:Rasheedah.Pittman@TrilliumNC.org)

*Respectfully Submitted by:*

*Rasheedah Pittman, Administrative Assistant*

*Secretary to the Provider Council*