

## PROVIDER COUNCIL MEETING MINUTES

**Date:** September 14, 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>Ashley Hicks</b> Training Facilitation Manager Trillium Health Resources	<input checked="" 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>Dalsina Moore</b> Provider Relations & Engagement Specialist Trillium Health Resources	<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>Holly Cunningham</b> <b>MBA, M.Ed., LCMHCS</b> Director of Contracting & Value-Based Purchasing Trillium Health Resources	<input checked="" type="checkbox"/>	<b>Jennifer Mackethan</b> Communications Director Trillium Health Resources	<input checked="" type="checkbox"/>
<b>Jennifer Hardee, MS, LCAS, CCS</b> Clinical Services Manager PORT Health Services	<input checked="" 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, Ph.D.</b> Child/Adolescent Clinical Psychologist Owner/Manager Cape Fear Developmental Therapies	<input checked="" type="checkbox"/>
<b>Kerri Erb, QP, MPA</b> Chief Program Officer Autism Society of NC	<input checked="" type="checkbox"/>	<b>Khristine Brewington</b> <b>MS, LCMHCS, LCAS, CCS, CCJP</b> VP of Network Management Trillium Health Resources	<input checked="" type="checkbox"/>	<b>Kimberly Miller</b> Provider Relations & Engagement Specialist Trillium Health Resources	<input checked="" 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 checked="" type="checkbox"/>	<b>Luz Terry, MA, PMP</b> VP Enterprise Training & Staff Development Trillium Health Resources	<input checked="" type="checkbox"/>	<b>Mark Bupp</b> Provider Relations & Engagement Specialist 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 type="checkbox"/>	<b>Meagan Evans</b> Hospital Provider Relations Consultant Trillium Health Resources	<input checked="" type="checkbox"/>	<b>Meg Sanders, Ph.D., QP</b> Provider Data Management Manager Trillium Health Resources	<input checked="" type="checkbox"/>
<b>Natasha Holley</b> <b>LCSW, LCAS, CCS</b> Clinical Director Integrated Family Services	<input 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 checked="" type="checkbox"/>	<b>Sarah Willhite, M.Ed., M.S.A</b> Training Development Manager Trillium Health Resources	<input checked="" type="checkbox"/>
<b>Susan Eckert, MA</b> Program Coordinator - Training Trillium Health Resources	<input checked="" 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>• Chuck Hill made a motion to approve the agenda as written; Russell Herring 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: Approval of the July 13, 2023 Meeting Minutes

Presenter(s): Gary Bass

<b>Discussion</b>	<ul style="list-style-type: none"> <li>• The July 13, 2023 Meeting Minutes were sent to the Provider Council ahead of today's meeting for review; there were no needed additions or modifications.</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: Updates from Division of Mental Health, Developmental Disabilities and Substance Use Services (DMHDDSUS)

Presenter(s): Lisa Jackson

<b>Discussion</b>	<ul style="list-style-type: none"> <li>• Lisa has provided a copy of updates to Rasheedah to share with the Provider Council.</li> <li>• As it pertains to the Record Management and Documentation Manual, DMHDDSUS has received good feedback from providers and are taking the time to review each comment and suggestion.</li> <li>• The Compliance team at DMHDDSUS is leading this effort.</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: Re-Entry Simulation (September 26th)

Presenter(s): Susan Eckert

<b>Discussion</b>	<ul style="list-style-type: none"> <li>• Susan shared a flyer with the Provider Council; the link was shared for participant registration.</li> <li>• Trillium has increased the seating capacity to be able to accommodate more attendees.</li> <li>• The location of this event will be the Greenville Convention Center.</li> <li>• Susan also shared information for Trillium's Hispanic Summit, which will take place in October in Jacksonville.             <ul style="list-style-type: none"> <li>○ Registration is open.</li> <li>○ Susan shared the registration link with the Provider Council.</li> </ul> </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: NCTracks Re-Verifications

Presenter(s): Rebecca Basden

<b>Discussion</b>	<ul style="list-style-type: none"> <li>• Because provider credentialing and re-credentialing is completed outside of Trillium, Trillium is required to rely solely on the information that providers give within NCTracks as a part of provider enrollment.</li> <li>• For this reason, providers are encouraged to routinely check their NCTracks inbox and promptly respond to all notifications.</li> <li>• The Centers for Medicare and Medicaid Services require that every provider and clinician enrolled in Medicaid be re-credentialed (<i>In-State is every five years / Out-of-State is every year</i>).             <ul style="list-style-type: none"> <li>○ This process is commonly referred to as re-verification.</li> </ul> </li> <li>• Providers are given 70 days to complete the re-verification.</li> <li>• If not completed within 70 days, the provider will receive a notice of suspension by postal service mail and in their NCTracks inbox; the provider's status will be changed to suspended within NCTracks during this time.</li> <li>• Once suspended, the provider has 50 days to submit the re-verification application, and any provider that does not complete this process will become terminated.</li> <li>• Once a provider is terminated, they are no longer permitted to complete re-verification, and must instead re-enroll by following the NCTracks enrollment process.</li> <li>• Re-enrolling does not guarantee a retro effective date, and a gap in the enrollment could occur.</li> </ul>
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	<ul style="list-style-type: none"> <li>Any claims for dates of service that a provider was not active in NCTracks will deny.</li> <li>Trillium's Provider Data Management Unit will proactively make efforts by email and phone to contact any provider/clinician that is at risk of being suspended, and will do so on a weekly basis.</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: Provider Insider Newsletter

Presenter(s): Kim Wagner

<b>Discussion</b>	<ul style="list-style-type: none"> <li>The Provider Insider Newsletter is a new communication method that was created by Trillium for providers.</li> <li>The first edition was launched on 08/01/23.</li> <li>The Provider Insider Newsletter is separate from Trillium's Network Communication Bulletin.</li> <li>The focus of the Provider Insider is provider happenings; what is going on within the catchment and/or community that providers are involved with or interested in.</li> <li>The newsletter will include upcoming events that Trillium is involved in, or endorses.</li> <li>Training information and/or links for providers will be included in the newsletter.</li> <li>Trillium is requesting input from the Provider Council about anything they believe will be beneficial for Trillium's network to be aware of.</li> <li>Recommendations have been made for the following to be included: <ul style="list-style-type: none"> <li>A section to highlight/spotlight Trillium providers, pilot projects as well as to list new providers that have joined Trillium's provider network.</li> <li>List resources, providers or programs for adolescents and/or adolescents that need treatment for substance use.</li> </ul> </li> <li>Trillium has requested for the Provider Council to share information with Trillium about any projects, pilot or additional services that they would like included in the Provider Insider.</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>	

#### 7. Agenda Topic: Provider Stories

Presenter(s): Jennifer Mackethan

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Trillium is interested in provider and/or member spotlights.</li> <li>Jennifer shared some member spotlight examples with the Provider Council.</li> <li>If providers have a positive story to share with Trillium (and provider/member permission to share them), pictures and stories can be emailed to <a href="mailto:info@TrilliumNC.org">info@TrilliumNC.org</a>.</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>	

#### 8. Agenda Topic: Update Regarding Provider Council Memberships

Presenter(s): Gary Bass

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Two Provider Council members have departed from the Provider Council. <ul style="list-style-type: none"> <li>One member retired, and the another is no longer employed by the agency that they were working for during their time on the Provider Council.</li> </ul> </li> <li>A motion was made to formally remove these members by Chuck Hill; and was seconded by Karen Kirk.</li> <li>The motion to remove these members was 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>	

#### 9. Agenda Topic: Medicaid Expansion Not Launching on October 1<sup>st</sup> Due to a Budget Delay

Presenter(s): Gary Bass

<b>Discussion</b>	<ul style="list-style-type: none"> <li>The Tailored Plan will no longer launch on 10/01/23 due to a delay in budget.</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>	

**10. Agenda Topic: Clinical Communication Bulletin #038 (Prior-Authorization Changes to Medicaid B Services)****Presenter(s): Gary Bass**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>On 08/31/23, Clinical Communication Bulletin #038 was sent out by Trillium to providers registered to receive these bulletins.</li> <li>Gary made the Provider Council meeting attendees aware of the content of this bulletin during today's Provider Council meeting.</li> </ul> <p><b>Link to Clinical Communication Bulletin #038:</b>  <a href="https://www.trilliumhealthresources.org/sites/default/files/docs/Clinical-Communications-Bulletin/Clinical-Communication-Bulletin-038.pdf">https://www.trilliumhealthresources.org/sites/default/files/docs/Clinical-Communications-Bulletin/Clinical-Communication-Bulletin-038.pdf</a></p>		
<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>			

**11. 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; Jennifer Hardee 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>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
<ul style="list-style-type: none"> <li>N/A</li> </ul>			

Meeting Adjourned

Next Meeting Date: November 09, 2023

(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*