



Transforming Lives. Building Community Well-Being.

## **SOUTH CENTRAL REGIONAL ADVISORY BOARD MEETING**

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

**Monday March 25<sup>th</sup> 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                            | Clerk Lisa Jarman    |
| II. Oath of Office                          | Clerk Lisa Jarman    |
| III. Chair/Vice-Chair Nominations/Elections | Clerk Lisa Jarman    |
| IV. Public Comments (5 minutes per comment) | Chair                |
| V. Adoption of the Agenda                   | Chair                |
| VI. Board Comments/Concerns                 | Chair                |
| VII. CFAC Report                            | CFAC Representative  |
| VIII. Governing Board Report                | Board Representative |
| IX. Regional Vice President Report          | Victoria Jackson     |
| X. Adjournment                              | Chair                |

**Next Meeting: Tentative May 28, 2024**

Member & Recipient Service Line - 877-685-2415

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## **SOUTH CENTRAL REGIONAL VICE PRESIDENT REPORT**

### **South Central Regional Advisory Board**

### **March 25, 2024**

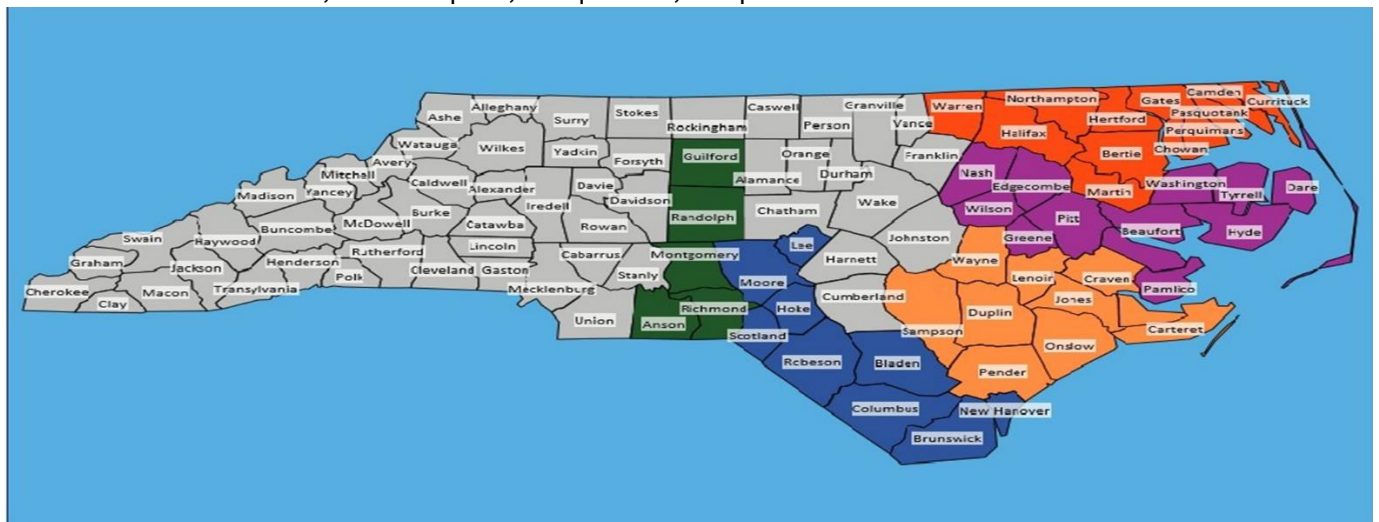
#### **A. Trillium Health Resources Consolidation Update**

- The Trillium Health Resources consolidation was effective January 1, 2024 for operations and was effective for members and providers on February 1, 2024. The consolidated entity includes:
  - 46 constituent counties
  - A combined population of 3,164,129
  - Tailored Plan population of 51,000
  - Medicaid Direct population of 163,000
  - Uninsured population of 287,000
- Legacy Eastpointe and Sandhills Centers Provider claims for dates of service on or before January 31, 2024, were to be submitted to Sandhills Center. Provider claims with dates of service on or after February 1, 2024, are to be submitted to Trillium Health Resources.
- An electronic file of former Eastpointe and Sandhills Center providers was uploaded to Trillium Health Resources in January 2024. Approximately 800 legacy Sandhills Center providers joined Trillium’s provider network during the consolidation with approximately 400 legacy Eastpointe providers joining because many of the EP providers were already in the Trillium network.
- To ease the transition for providers, Trillium offered daily Provider Office Hours, from 12:00 – 12:30, before and after the consolidation to address specific questions from providers on contracts, billing, utilization management and other operational aspects of working with Trillium.
- To ease the transition for members and families, Member Office Hours were held weekly on Mondays, from 4:00 – 4:30, to share information about the consolidation, introduce key staff and answer questions.
- Approximately 90,000 welcome packets were mailed to new members in our 18 new counties.

- All Eastpointe and Sandhills Center staff who were interested in joining the consolidated Trillium, and were in good standing, were offered an opportunity to transition to Trillium in comparable positions and no less than the rate of compensation provided to the employee on the date of the consolidation agreement. About 900 staff members of legacy Sandhills Center and Eastpointe were onboarded with Trillium on February 1, 2024. Trillium’s consolidated staff count is just over 1,400 individuals.
- New Employee Orientation occurred in late January and early February over the course of 2 ½ days, with an additional day of training for supervisory staff.

## B. Trillium Health Resources Regional Model

- To ensure a strong local presence throughout the 46-county area, Trillium has established five regions, each with a Regional Vice President dedicated to serve the area. Each region has a Regional Advisory Board and a Regional Consumer and Family Advisory Committee. Additionally, each region is staffed with Community Liaison Coordinators who participate in local community meetings. The Regional Operations Department additionally includes two Directors of Community Engagement and Empowerment.
- The five regions include:
  - Mid-State Region – Anson, Guilford, Montgomery, Randolph and Richmond counties
  - Southern Region – Bladen, Brunswick, Columbus, Hoke, Lee, Moore, New Hanover, Robeson and Scotland counties
  - **South Central – Carteret, Craven, Duplin, Jones, Lenoir, Onslow, Pender, Sampson and Wayne counties**
  - North Central – Beaufort, Dare, Edgecombe, Greene, Hyde, Nash, Pamlico, Pitt, Tyrell, Washington and Wilson counties
  - Northern Region – Bertie, Camden, Chowan, Currituck, Gates, Halifax, Hertford, Martin, Northampton, Pasquotank, Perquimans and Warren counties



Legend	Region
<span style="color: green;">■</span>	Mid-state
<span style="color: blue;">■</span>	Southern
<span style="color: orange;">■</span>	South Central
<span style="color: purple;">■</span>	North Central
<span style="color: red;">■</span>	Northern

- The Regional Advisory Boards include two (2) members from each county, appointed by the Board of Commissioners, including:
  - County Commissioner or designee
  - Another appointee meeting the criteria in N.C.G.S. §122C-118.1 (including, among others, healthcare expertise, healthcare administration, financial expertise, insurance expertise, social services expertise, attorney, Secretary appointee)
- The Regional Advisory Boards typically meet every other month.
- South Central Regional Advisory Board appointments:

<b>Board Member</b>	<b>County</b>
Commissioner Jimmy Farrington Lea Wolf	Carteret
Commissioner Shevel “Sherry” Hunt Ruthie Sheets	Craven
TBD	Duplin
Commissioner Charles Dunn Jr. Louis Miller	Jones
Commissioner June Cummings Suzanne Nix	Lenoir
Commissioner Walter Scott Kari Sanders	Onslow
Holly Connor, CFAC Chair	Onslow
Janice Nichols Wes Stewart	Pender
James W. Simmons “JW” Lynn Fields	Sampson
Commissioner Barbara Aycock Steve Keen	Wayne

### **C. Tailored Plan Updates**

- NC Session Law 2023-134 § 9E.16 directs NC Department of Health and Human Services to launch the Behavioral Health Intellectual/Developmental Disabilities Tailored Plan no later than July 1, 2024.
- Statewide, Tailored Plans are projected to serve 180,000 Medicaid eligible members at launch, with 51,000 of those being Trillium Health Resources members. Eligibility is determined based on a member’s diagnosis and use of services, including whether a needed service is only available through the Tailored Plan or whether the member’s use of behavioral health crisis services, over a 24 month look back period, rises to the level of need addressed best by the Tailored Plan.

- As a reminder, Tailored Plans will manage physical health and behavioral health services for members, including pharmacy, long term support services and non-emergency medical transportation. Tailored Plan services include a service array not available through other Health Plans, including:
  - Child and Adolescent Day Treatment Services
  - Intensive In-Home Services
  - Multi-Systemic Therapy Services
  - Psychiatric Residential Treatment Facilities
  - Assertive Community Treatment Team
  - Community Support Team
  - Psychosocial Rehabilitation
  - Substance Abuse Non-Medical Community Residential Treatment
  - Substance Abuse Medically Monitored Residential Treatment
  - Intermediate Care Facilities
- LME-MCOs are in the required NC DHHS Readiness Review process to determine our level of preparation to take on the work required by NC DHHS and the federal Centers for Medicare and Medicaid Services (CMS). Trillium Readiness Review was conducted on 3/21/24-3/22/24.
- To meet the July 1, 2024, launch date set, enrollment in Tailored Plans is set to begin April 13, 2024. Other important milestones in the process include:
  - April 15, 2024 – May 15, 2024 - Member Choice period is open allowing members to select their Primary Care Provider (PCP).
  - May 16, 2024 - members who did not select a PCP will be assigned one.
  - May 23, 2024 - June 7, 2024 - Tailored Plans will mail Welcome Packets (Welcome Letter, Medicaid ID Cards, Member Handbook) to their members.
- Trillium received notice from NCQA on February 6, 2024, informing us that we have achieved Interim Health Plan accreditation effective 2-2-2024 through 8-2-2025. This is a major accomplishment and a Tailored Plan requirement. Our NCQA reviewers were very complimentary of the work Trillium submitted for review.

#### **D. Local Community Updates**

- We are in the process of conducting and scheduling time for newly appointed Regional Advisory Board members. The Orientation is best done in person and will likely last between 60 – 90 minutes. We will schedule a time to come to you for the orientation. The orientation will cover information on LME-MCOs in North Carolina, focusing on Trillium Health Resources, and how our departments are structured, details of the Governing Board, Regional Advisory Boards and the Consumer and Family Advisory Committee.
- Annually, Trillium’s Regional Vice Presidents present a program update to each county. Most presentations have already been scheduled via the Clerk of the Commissioners Board and have commenced this month.
- Participation in local community meetings continues through the Regional Vice President, Director of Community Engagement and Empowerment and Community

Liaison Coordinators. Recent examples include the Recovery Alliance Initiative Mid-Year Symposium, Opioid Community Collaboratives, Crisis Intervention Team Trainings, Youth and Adult Mental Health First Aid Trainings, and Recovery Court meeting and observation.

- The North Carolina Department of Health and Human Services announced on March 8<sup>th</sup> partnership with CHES Health and Trillium Health to support North Carolinians in recovery from substance use disorders. The eRecovery program includes the Connections app, offering access to peer recovery specialists, support groups, cognitive behavioral therapy programs, and recovery tools, all funded by NCDHHS and available for free to those who enroll with their provider.