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

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

**Tuesday May 28th 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 March 25, 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                | 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: July 23, 2024**

Member & Recipient Service Line - 877-685-2415

[TrilliumHealthResources.org](http://TrilliumHealthResources.org) 201 West First St, Greenville, NC 27858-1132 866-998-2597 Fax: 252-215-6881





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## SOUTH CENTRAL REGIONAL ADVISORY BOARD MEETING MINUTES

**Meeting Date:** March 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, <i>Wayne County</i>	X		
Holly Connor, <i>Onslow County</i>			X
June Cummings, <i>Lenoir County</i>	X		
Jessie Dowe, <i>Duplin County</i>			X
Charlie Dunn, Jr., <i>Jones County</i>	X		
Justin Edwards, <i>Duplin County</i>	X		
Jimmy Farrington, <i>Carteret County</i>		X	
Lynn Fields, <i>Sampson County</i>	X		
Shevel Hunt, <i>Craven County</i>	X		
Steve P. Keen, <i>Wayne County</i>	X		
Louis Miller, <i>Jones County</i>	X		
Janice Nichols, <i>Pender County</i>		X	
Suzanne Nix, <i>Lenoir County</i>	X		
Kari Sanders, <i>Onslow County</i>		X	
Walter Scott, <i>Onslow County</i>			X
JW Simmons, <i>Sampson County</i>		X	
Ruthie Sheets, <i>Craven County</i>	X		
Wes Stewart, <i>Pender County</i>		X	
Lea Wolf, <i>Carteret County</i>		X	

**Staff Present:**

Terrell Alston-Director of Community Engagement & Empowerment  
 Victoria Jackson-South Central Regional Vice President  
 Cecelia Peers-Southern Regional Vice President  
 Dave Peterson-North Central Regional Vice President  
 Lisa A. Jarman, Clerk

**Guests:**

Crystal Foster

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**Agenda:**

- I. Call to Order**
- II. Oath of Office**
- III. Chair/Vice-Chair Nominations/Elections**
- IV. Public Comment (5 minutes per comment)**
- V. Approve Agenda**
- VI. Board Comments/Concerns**
- VII. CFAC Report**
- VIII. Governing Board Report**
- IX. Regional Vice President Report**
- X. Adjournment**

**Minutes:**

<b>I. Call to Order &amp; Roll Call</b>	South Central Regional Advisory Board Clerk, Lisa A. Jarman called the meeting to order at 3:02pm. Members introduced themselves, provided background information and related expertise.
<b>Motion</b>	N/A
<b>II. Oath of Office</b>	The Oath of Office was administered to all members that are not under oath as a current Trillium Regional or Governing Board member by Lisa A. Jarman, Notary Public of Lenoir County and Board Clerk.
<b>Motion</b>	N/A
<b>III. Chair/Vice-Chair Nominations/Elections</b>	Ms. June Cummings nominated Mr. Steve P. Keen for the position of Chairperson. With no discussion and no further nominations, Mr. Keen was elected as Chairperson with a majority vote from the floor.
<b>Motion</b>	<b>Mr. Louis Miller made a motion to elect Mr. Steve P. Keen as Chairperson of the South Central Regional Advisory Board.</b> Ms. June Cummings made a second. The motion carried.
<b>Motion</b>	Chairperson Keen opened the floor for nominations for Vice-Chairperson. <b>Ms. Suzanne Nix made a motion to nominate Ms. June Cummings as Vice Chairperson.</b> Mr. JW Simmons made a second. <b>Ms. Ruthie Sheets made a motion to nominate Ms. Shevel Hunt as Vice Chairperson.</b> Mr. Charlie Dunn Jr. made a second. After a roll call and a raise of hand vote, Ms. Shevel Hunt was elected as Vice Chairperson with a majority vote from the floor.
<b>IV. Public Comments (5 minutes)</b>	As a CFAC member, Ms. Crystal Foster requested that CFAC continue to be a part of the governance of Trillium.

<b>Motion</b>	N/A
<b>V. Approve Agenda</b>	
<b>Motion</b>	<b>Ms. Lynn Fields made a motion to approve the agenda.</b> Mr. Louis Miller made a second. The motion carried.
<b>VI. Board Comments Comments/Concerns</b>	
	<p>Vice Chairperson Hunt provided information on House Resolution 3649-the Veterans National Traumatic Brain Injury Treatment Act brought forth by Congressman Greg Murphy. Ms. Hunt encouraged all to support the resolution.</p> <p>Ms. June Cummings requested information on the South Central Regional Advisory Board Bylaws. Ms. Victoria Jackson stated that the current structure is for each region to have a set of Bylaws. One of the key factors for the Bylaws is to ensure that they follow the Bylaws of the Governing Board. The Governing Board Bylaws have not been finalized. After discussion, it was decided that the Bylaws of the other regions not be reviewed until the Governing Board Bylaws are finalized.</p> <p>It was suggested that after the Governing Board establishes their Bylaws, the South Central Regional Board receive copies of Bylaws from the other four regions.</p> <p>Mr. Dave Peterson provided background on how the various Trillium Boards communicate with each other. The Regional Advisory Board agenda typically includes a Governing Board update from the members that serve on both Boards.</p>
<b>Motion</b>	N/A
<b>VII. CFAC Report</b>	
	<p>Ms. Crystal Foster provided an update on Trillium's South Central Regional CFAC. The Chairperson and Vice Chairperson were elected during the last meeting, and Bylaws will need to be created. She stated that representation is needed from Duplin, Pender, and Sampson counties. She expressed concern that CFAC is not represented on the Governing Board.</p> <p>She also reported that due to their advocacy efforts, the State has tabled the edits to Chapter 122C.</p>
<b>Motion</b>	N/A
<b>VIII. Governing Board Report</b>	
	<p>Ms. Janice Nichols stated that the Governing Board is working diligently to become a cohesive group that represents citizens locally, regionally, and statewide.</p> <p>Ms. June Cummings stated that the Governing Board members are striving to become united and are committed to serving those in need.</p>
<b>Motion</b>	N/A

<p><b>IX. Regional Vice President Report</b></p>	<p>Ms. Victoria Jackson provided an update on the consolidation, a regional model outline, Tailored Plan update, and South Central Region activities.</p> <p>She stated that communication is critical during a consolidation of this nature and warm hand offs are still occurring between the regions.</p> <p>She reported provider and member office hours were held to share information about the consolidation with providers, members, and families.</p> <p>Ms. Jackson provided information on the Tailored Plan, Trillium will manage physical health and behavioral health services for members, including pharmacy, long term support services, and non-emergency medical transportation.</p> <p>To meet the July 1, 2024, launch date, enrollment in Tailored Plans is set to begin April 13, 2024. Other milestones will continue through May 23, 2024.</p> <p>She reported Trillium received notice of Interim Health Plan accreditation achievement from the National Committee for Quality Assurance (NCQA). This is a major accomplishment and Tailored Plan requirement.</p> <p>Ms. Jackson offered training on the Tailored Plan.</p> <p>Ms. Jackson reported the Regional Advisory Board has representation from all counties in the region.</p> <p>Ms. Jackson stated that orientation for Regional Advisory Board members has begun and will continue for the newly elected members.</p> <p>She reported Trillium's Regional Vice Presidents present a program update to each county annually. Most presentations have already been scheduled.</p> <p>Participation in local community meetings continues through the Regional Vice President, Directors of Community Engagement and Empowerment, and Community Liaison Coordinators. In the month of February, there were 288 community engagements across Trillium's forty six county catchment area with eighty occurring within the South Central Region.</p> <p>A detailed report was included in the Board book.</p>
<p><b>Motion</b></p>	<p>N/A</p>
<p><b>X. Adjournment</b></p>	<p>Mr. Keen asked for any further business to be brought before the Board. As there was none, he asked for a motion to adjourn.</p>
<p><b>Motion</b></p>	<p><b>Ms. June Cummings made a motion to adjourn the meeting.</b> Mr. Louis Miller made a second. The motion passed.</p> <p>The meeting adjourned at 4:43pm.</p>

Task items:

- Members to receive the member contact list and meeting information of the South Central CFAC meetings.

  
\_\_\_\_\_  
Steve P. Keen, South Central Advisory Board Chairperson

  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Lisa A. Jarman, Clerk to the Board

  
\_\_\_\_\_  
Date





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

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

### **May 28, 2024**

#### **A. Tailored Plan Update**

- The LME/MCOs have undergone readiness reviews to become BH/IDD Tailored Plan
- Auto-enrollment for Tailored Plan members is expected to begin on April 15th.
- The last day for a Tailored Plan member to choose their Primary Care Physician is May 15th and auto-assignment for the Primary Care Physician of a Tailored Plan member is expected to begin on May 16th.
- Packets and information are expected to go out to Tailored Plan members beginning on May 23rd.
- It is reported that 91-95% of the Tailored Plan members are able to stay with their current Primary Care Physician.

*See attached Tailored Plan Presentation*

#### **B. Healthy Opportunities Program Update**

Trillium Health Resources will launch 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 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.](#))

Member & Recipient Services — 1-877-685-2415  
Provider Support Services — 1-855-250-1539  
Administrative & Business Matters — 1-866-998-2597  
[TrilliumHealthResources.org](http://TrilliumHealthResources.org)



### C. Local Community Updates

- Town Halls in process or conducted for South Central Region.

County	Date	Time	Location	Building Name
Wayne	05/15/24	4:00pm-6:00pm	3000 Wayne Memorial Drive, Goldsboro, NC 27534	Wayne Community College Seminar Room-located in the Wayne Learning Center Building (WLC-161)
Lenoir	05/21/24	11:00am-12:30pm	1791 Hwy 11/55 Kinston, NC 28504	NC Cooperative Extension
Duplin	05/20/24	2:00pm-4:00pm	514 E. Main Street Beulaville, NC	Trillium Beulaville Location
Sampson	06/04/24	10:00am-12:00pm	DSS/Health Dept	Health & Human Services 360 County Complex Rd. #200. Bldg E Entrance is in the back of the building. It is the only 2 story building in the complex

- Annually, Trillium's Regional Vice Presidents present a program update to each county. Presentations completed: Wayne, Carteret, Onslow, and Duplin.
- Participation in local community meetings continues through the Regional Vice President, Director of Community Engagement and Empowerment and Community Liaison Coordinators. From April 1<sup>st</sup>-May 17<sup>th</sup>: 381 engagements completed across Trillium's 46 county catchment area with 89 completed within the South Central region.

### D. I2I Spring Conference (June 11-12) Raleigh, NC

A conference that connects critical state and national policies with program elements while providing a place for innovative care connections to happen that support the whole person care of North Carolina.

*If you are interested, please let Lisa Jarman know as soon as possible.*

### E. Governor Cooper's State Budget Recommendations

- Ensuring a Strong Medicaid Program
- 2. Addressing the Early Education and Childcare Crisis
- 3. Supporting and investing in NCDHHS workforce needs
- 4. Supporting Aging Populations and North Carolinians with Disabilities
- \$180 million to support Direct Support Professionals by funding wage increases to bring wages up to an average of \$18 an hour, along with \$5 million to create programs and improve retention rates.
- Funding for an additional 1,000 Innovations Waiver waitlist slots for next year, with regular investment in the coming years



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# Tailored Plan

## What does it actually mean?

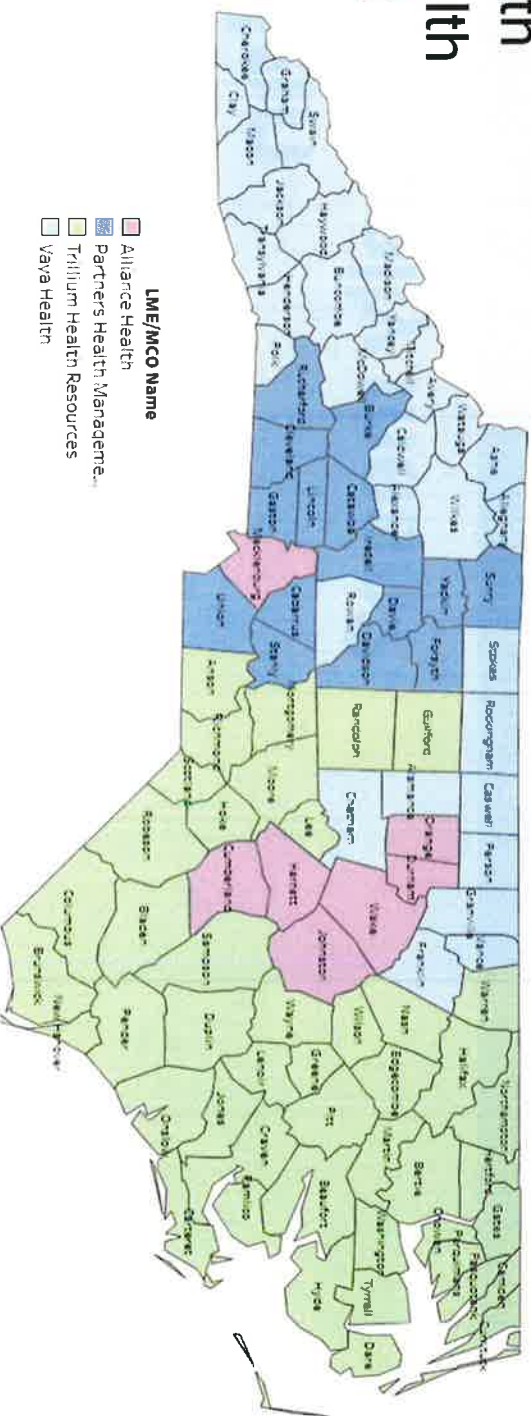


# Tailored Plan



## NC's BH and IDD Tailored Plans

- Trillium Health Resources
- Alliance Health
- Partners Health Management
- Vaya Health



# Trillium Members

## ❖ Medicaid who are Tailored Plan Eligible

- Receiving certain services that are available under Tailored Plan
- Certain diagnosis for serious persistent mental illness, substance use disorders, intellectual developmental disabilities, or traumatic brain injury
- Innovations Waiver participants
- Transition to Community Living participants

## ❖ Medicaid Direct

- Dual enrolled in Medicaid/ Medicare
- Certain carve out populations

## ❖ Individuals who receive state funded services:

- Have no insurance
- Receive a state funded service

# Tailored Plan Services

- Tailored Plans covers doctor visits, prescription drugs, behavioral health services, non-emergency medical transportation, and vision
- Other services available under Tailored Plans include, but are not limited to:
  - Child and adolescent day treatment services
  - Community living and supports\*
  - Intensive in-home services
  - Multi-systemic therapy services
  - Psychosocial rehabilitation
  - Residential treatment facility services
  - Respite\*
  - Substance abuse intensive outpatient program (SAIOP)
  - Supported employment\*
  - State-Funded behavioral health, I/DD and TBI services
  - Innovations Waiver services
  - Traumatic Brain Injury (TBI) Waiver services
  - Access to a Tailored Care Manager (Tailored Care Management)



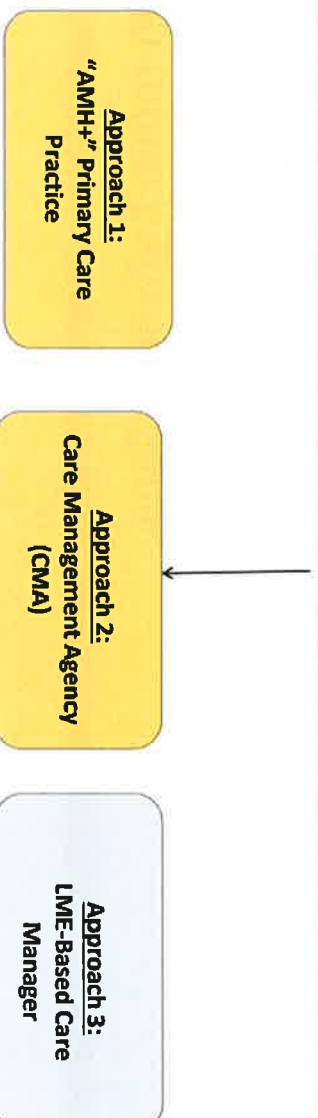
# Tailored Care Management (TCM)



**Tailored Care Management** is a service available to people on a Tailored Plan. A Tailored Care Manager can help a member get the medical or specialized care needed. They can help schedule medical appointments, arrange transportation and more.

## Who Can Provide Tailored Care Management?

Tailored Care Management is provided by 3 types of entities.



Learn more about TCM: <https://medicaid.ncdhhs.gov/tailored-care-management>

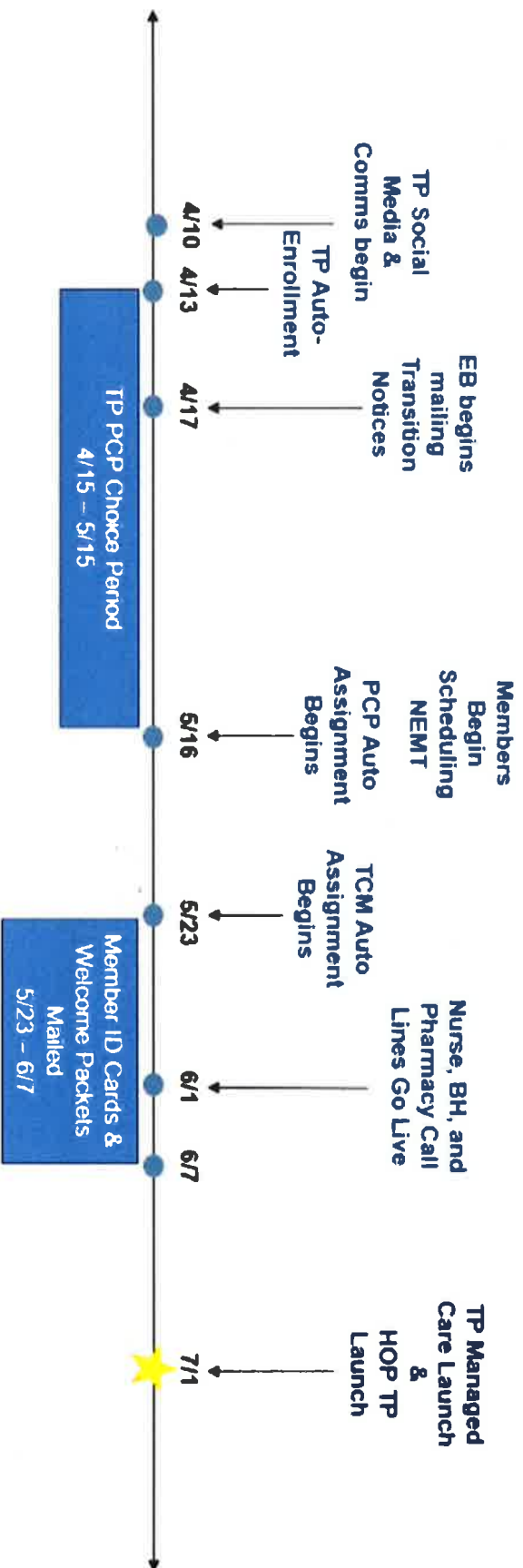
# Transitions of Care

- ▲ **Members can move between plans**
  - Standard plan members have change in need and need to be served under TP
  - Can have life changes that require additional support
  - Moving to Innovations Waiver or TCL
- ▲ **Process to switch plans:**
  - Form can be submitted by member or care manager
  - Form can be submitted by provider who is recommending service that requires TP enrollment along with a service authorization request

# Before July 1st Go-Live



## TAILORED PLAN TRANSITION TIMELINE





# What do you need to know?



- ▲ Members still have access to the same physical health services, following the same guidelines
- ▲ The Preferred Drug List does not change, we all follow the same one as required by the state.
- ▲ Every person with Medicaid is no longer on a Trillium plan, individuals do need to reference their Medicaid card to locate their plan if they are not sure
- ▲ Third Party Liability: we must ensure that if individuals have other coverage, those other plans pay their part
- ▲ Mobile Crisis is still available to everyone
- ▲ Still manage state funds
- ▲ Trillium is still the local presence in the community for things such as CIT, MHFA, etc.



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# Questions?

