



July 9, 2024

TRILLIUM HEALTH RESOURCES
NORTHERN REGIONAL ADVISORY BOARD MEETING

The Trillium Health Resources Northern Regional Advisory Board met face to face and by WebEx on Tuesday, July 9, 2024 at 4:00 p.m.

Members Present: Whitney P. Aydlett, Dr. Margaret Brake, Dr. Barbara Courtney, Dr. Regina Dickens, Dr. Kelvin Edwards, Charles Jordan, Sandra Layden, Dr. Michael McLain, Sheron Mosby, Wanda Piland, Chenoa Richardson-Davis, Brian Rountree, Dr. Denauvo Robinson, James Ward, and Dr. Patricia Wright-Wesson

Members Absent: Bertadine Baker, Dr. Alex Kehayes, Kevin McCord, William F. Mitchell, Jr., Ronnie Smith, and Emmie Taylor

Staff Present: Terrell Alston, Kristin Farmer, Sean Kenny, Bobbie Lowe, and Jacqueline M. Waller, Clerk

I. **CALL TO ORDER**

Dr. McLain called the meeting of the Northern Regional Advisory Board to order at 4:03 p.m.

II. **APPROVAL OF MAY 9, 2024 MINUTES (BOARD ACTION REQUIRED)**

Dr. McLain called for a motion to approve the May 9, 2024 Minutes. The motion was so moved by Dr. Robinson, seconded by Commissioner Jordan, and unanimously approved.

III. **PUBLIC COMMENTS**

There were no public comments.

IV. **ADOPTION OF AGENDA**

Dr. McLain called for a motion to adopt the agenda. The motion was so moved by Commissioner Jordan, seconded by Commissioner Rountree, and unanimously approved.

Member & Recipient Services — 1-877-685-2415

Provider Support Services — 1-855-250-1539

Administrative & Business Matters — 1-866-998-2597

TrilliumHealthResources.org 144 Community College Rd., Ahoskie, NC 27910-8047 Fax: 252-215-6876



V. BOARD COMMENTS/CONCERNS

Ms. Mosby shared that she has a member on the Northern Regional CFAC that is having some concerns about getting older. The member has parents who are aging and are his primary caregivers. The cap for this is 14 hours per day for service in the home. She asked the board whether or not they have or know of information that is available for him. Ms. Lowe will check on this for her to see if there are any more hours than the fourteen the state allows for this type of service.

VI. Election of Chair to the Northern Regional Advisory Board
Election of Vice-Chair to the Northern Regional Advisory Board

Ms. Lowe expressed that Dr. McLain is willing to serve another year as Chair to the Northern Regional Advisory Board. There are no other nominations. A motion was made to elect Dr. McLain for Chair of the Northern Regional Advisory Board. The motion was so moved by Commissioner Jordan, seconded by Ms. Piland, and unanimously approved.

Dr. McLain continues to be Chair of the Northern Regional Advisory Board.

Dr. McLain shared that Commissioner Jordan has been the Vice-Chair of the Northern Regional Advisory Board for a number of years and has expressed his willingness to continue to be Vice Chair of the Northern Regional Advisory Board. There were no other nominations. A motion was made to elect Commissioner Jordan as Vice Chair of the Northern Regional Advisory Board. The motion was so moved by Commissioner Rountree, seconded by Ms. Piland, and unanimously approved.

Commissioner Jordan continues to be Vice-Chair of the Northern Regional Advisory Board.

VII. GOVERNING BOARD REPORT

Commissioner Jordan shared that the 2024-2025 budget for Trillium was approved. The Governing Board had several meetings to make sure that people understood the budget. He added that Ms. Lowe will brief the Board on some of the things that are going on in her report.

VIII. REGIONAL VICE PRESIDENT REPORT

Ms. Lowe gave a detailed Power Point presentation on Tailored Plan. She will send the Power Point to Northern Regional Advisory Board members. In addition, she gave the following Regional Vice President's Report:

Tailored Plan Activities. Trillium and the other three public MCOs are scheduled to begin operating our Tailored Plans on July 1, 2024. Our teams have addressed the final open items identified by the Department during the Tailored Plan readiness reviews. The primary areas of focus for Tailored Plan launch has and will continue to include: Primary Care Provider (PCP) contracting and assignment Hospital and other Specialty Contracting; and non-emergency medical transportation. NC Medicaid and Trillium have mailed notifications to members

about Tailored Plan launch and the actions they may need to take. Some significant activities that have occurred for Tailored Plan launch in the last quarter are:

- **4/13:** Tailored Plan (TP) Auto Enrollment- members are enrolled in the Trillium Tailored plan.
- **4/15-5/15:** TP Primary Care Provider (PCP) Choice Period- members select their Primary care Provider.
- **4/17:** Enrollment Broker began mailing transition notices NC Medicaid started mailing out transition notices to members who may be moving to the Trillium Tailored Plan. Sample notices are available at www.trilliumhealthresources.org/tailored-plans-information-members.
- **5/16:** Members began scheduling Non-Emergency Medical Transportation by calling 1-877-685-2415 and choosing “need help with transportation” available Monday-Saturday 7:00 a.m.- 6:00 p.m.
- **5/16:** PCP Auto Assignment Began- members that did not choose a Primary Care Provider were automatically assigned to one near them.
- **5/23:** Tailored Care Management (TCM) Auto Assignment.
5/29-6/13: Member ID Cards and Welcome Packets mailed to our members.
- **6/1:** Nurse and Pharmacy Call Lines Go Live: This line is 24/7 and the number is 1-877-685-2415 (TTY 711). Members can get advice as to where to go to their primary care provider and ask questions about symptoms and medication. The pharmacy line for questions about prescriptions or issues at the pharmacy – 1-855-662-0277.
- **6/1:** Nurse, and Pharmacy Call Lines Go Live - Nurse Line is 1-877-685-2415 (TTY 711) twenty-four hours a day seven days a week every day of the year. Members can get advice on when to go to their primary care provider or ask questions about symptoms or medications. Pharmacy Line is 1-855-662-0277 for questions about prescriptions or issues at the pharmacy.

Other Activities. NC Healthy Opportunities Pilot (HOP) launched in 15 of our counties on Wednesday, May 15th. The pilot includes 27 services that fall within Housing, Transportation, Food, Interpersonal Safety and Toxic Stress domains for eligible members. Here are some data points from our first month of operations: 1) 342 members enrolled in HOP; 2) 322 members have been referred to HOP services; and 3) 474 unique authorization requests for HOP Services
Most requested services are Housing navigation and support followed by food boxes.

Consolidation. As of the date of this June report, we have completed 10 of the planned 18 town hall events. We will complete the final 8 by the end of July. The purpose of these events is to meet the community members, providers and members in addition to any input or concern they may have about our specific populations we manage in their community. I am also in the process of scheduling meetings with each Regional Advisory Board and Regional CFAC group. I have met with 2 of the CFACs and 1 of the Regional Advisory Boards.

NC General Assembly. NC Lawmakers have reconvened for the short session. As you may know, on Monday June 17th the House released their "Plan B" budget. The Senate has signaled they are unlikely to take up this version of the budget anytime soon. There is concern from NC DHHS on the proposed amount for Medicaid Rebase (approximately \$100 million) and the lack of funding critical for Medicaid Transformation funds for programs such as the Child and Family Specialty Plan and addressing the coverage for duals. There is also additional funding needed to meet the demand for NC HOP and for continued planning to expand this program statewide. We will continue to advocate along with our lobbyist team for additional slots for Innovations members and for state single stream and other funding required to provide services for our population.

Ribbon cuttings and other local events. On June 18th, Trillium hosted our 4th Health Summit. This summit was in Greensboro and was titled "Take Pride in your Health" and our keynote speaker was NC DHHS Secretary Kody Kinsley.

Our Executive Team and other staff have participated in many presentations and conferences including but not limited to Smart Start Conference, NC Child Treatment Team Program, I2I Spring Policy Forum and the NC Provider's Council.

Trillium will be hosting the following Re-entry simulation events:

- June 25th in Hamlet (target Richmond, Anson, Montgomery, Moore, Lee, Hoke and Scotland counties)
- July 16th in Snow Hill (target Craven, Greene, Lenoir and Wayne counties)
- August 20th in Ahoskie (target Hertford, Northampton, Bertie and Gates counties)
- September 10th in Beaufort (target Carteret County)
- September 24th in Bolivia (target Brunswick County)

Personnel Changes/Other
No changes or updates.

IX. CFAC Report

Ms. Mosby reported that the Northern CFAC is actively seeking members. They are still recruiting and if any Board member know of anyone who would like to become a member of Northern CFAC they are still recruiting. The Northern CFAC is looking to expand more activities in the community and pairing up with other entities that are

online, possibly the YMCA, or anywhere that CFAC can get the word out about who they are and the gaps and needs in the community. They will also start to look at what their subcommittees will be. Information on how to reach Ms. Mosby by email is sheron.mosby@gmail.com

X. Regional Vice President's Evaluation (Board Action Required)

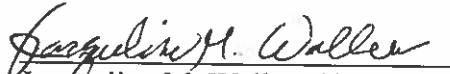
At this point, Ms. Lowe and Ms. Waller left the room.

XI. Adjournment

With there being no other business, Dr. McLain called for a motion to adjourn the meeting. Commissioner Jordan so moved, Commissioner Rountree seconded the motion, which was unanimously approved.

The meeting adjourned at 4:48 p.m.

Respectfully submitted,


Jacqueline M. Waller, Clerk


Dr. P. Michael McLain, Chair

