



Transforming Lives. Building Community Well-Being.

PROVIDER COUNCIL MEETING MINUTES

Chair: Gary Bass, MSW, LCSW (CEO, Pride in North Carolina) | President of the Provider Council

Date: September 12, 2024

Location: Virtual – Webex

Time: 10:00 AM - 12:00 PM

Provider Council Members	Present
Angie Rouse, BS, QP CEO Riverbend Services, Inc.	<input checked="" type="checkbox"/>
Ashley Sparks, MSW, LCSW Executive Director – Child & Adolescent Facility Based Crisis Program Alexander Youth Network	<input checked="" type="checkbox"/>
Barry Dixon, MA CEO Dixon Social Interactive Services	<input checked="" type="checkbox"/>
Brittany Jozefowicz, MA, LCMHC Owner Open Gate Counseling Services, PLLC	<input type="checkbox"/>
Candice Brinkley, BA, QP Area Director I/DD Eastern NC Home Care Management Corp.	<input type="checkbox"/>
Carol S. Franklin, PhD, MSN Ed, BSN, RN Director of Nursing – Behavioral Health Coastal Market Novant Health	<input type="checkbox"/>
Chris Faulkner, LCSW Group Practice Owner Family Solutions, PLLC	<input checked="" type="checkbox"/>
Debbie Lee Stehling, BS, QP VP of Operations, Long Term Supports and Services Monarch	<input type="checkbox"/>
Diane Henry, MSN, BSN, RN-BC Clinical Director of Behavioral Services First Health of the Carolinas, Inc. Behavioral Services	<input type="checkbox"/>
English Albertson, BS, QP Chief Strategy Officer Primary Health Choice, Inc.	<input checked="" type="checkbox"/>
Eric Christian, MA Ed., LCMHC, NCC Director of Behavioral Health Integrations Community Care of North Carolina	<input checked="" type="checkbox"/>
Gary Bass, MSW, LCSW CEO Pride in North Carolina	<input checked="" type="checkbox"/>
Jeannie King, MS Regional Vice President Pinnacle Family Services of NC, LLC	<input checked="" type="checkbox"/>
Jennifer Moore, MA Operations Director A Caring Heart Case Management	<input checked="" type="checkbox"/>
Jerry Earnhardt, MS, LCMHCS, LCMHC Regional Operations Director for Triad Area Daymark Recovery Services	<input checked="" type="checkbox"/>
Joyce Barnes, QP, BS Program Manager Herbert Reid Home, Inc.	<input checked="" type="checkbox"/>
Kelvin Barnhill CEO Better Days Ahead	<input type="checkbox"/>
Kerri Erb, QP, MPA Chief Program Officer Autism Society of NC	<input checked="" type="checkbox"/>
Leann Henkel Mid-State CFAC Chairperson Precision Fabrication	<input checked="" type="checkbox"/>
Linda McDaniel, MSN, RN, CCM, CMCN Utilization Review Nurse Crossroads Behavioral Health Unit - Carolina East Medical Center	<input checked="" type="checkbox"/>
Luanne Welch, BS CEO/President Easter Seals UCP North Carolina & Virginia, Inc. & PORT Health Services, Inc	<input type="checkbox"/>
Margaret Weller-Stargell, BA President & CEO Coastal Horizons Center	<input checked="" type="checkbox"/>
Melani Green, LCMHC, LCAS, CCS-I Owner & CEO The M.E. Green House	<input checked="" type="checkbox"/>
Melody Campbell, MA CEO & Director Carolinas Home Care Agency	<input type="checkbox"/>
Natasha Holley, LCSW, LCAS, CCS CEO Integrated Family Services	<input type="checkbox"/>
Patrice Bryant, MS, LCMHC, QS, LCAS-A CEO Yotaron Enrichment Resource Center	<input checked="" type="checkbox"/>
Roger Jones VP of Operations, Eastern Region RHA	<input checked="" type="checkbox"/>
Ron Rau, BA, MBA President & CEO Alcohol & Drug Services of Guilford, Inc.	<input checked="" type="checkbox"/>
Russell Herring CEO AssistedCare at Home	<input type="checkbox"/>
Seslie Roughton, BS, QP Chief Operations Officer - Eastern Region Skill Creations	<input checked="" type="checkbox"/>
Steve Hess Chief Program Officer Family Service of the Piedmont, Inc.	<input checked="" type="checkbox"/>
Tieka Martin-Green Outreach Coordinator and Consultant The Lighthouse Home	<input checked="" type="checkbox"/>
Tonya Fuller-Johnson Owner/CEO Miss Daisy's & Associates/Miss Daisy's Gentlemen of the Future	<input checked="" type="checkbox"/>
Victor Moore, PHD Business, MBA Director Progressive Care Services	<input checked="" type="checkbox"/>
Trillium Representative Attendees (Present)	
Amanda Outlaw Associate Vice President of Network Accreditation and Policies	
Ashley Hicks Training Facilitation Manager	
Brooke Mickelson Director of Training & Community Relations	
Holly Cunningham Associate Vice President of Contracting & Value Based Purchasing	
Jamie Robertson Administrative Assistant	
Katie Hewitt Head of Practice Management	
Kristine Brewington Vice President of Network Management	
Kimberly Wagner Provider Relations and Engagement Manager	
Krissy Vestal Head of Performance Improvement	
Linda Isbell Associate Vice President of Provider Relations and Engagement and Provider Support Services	
Luz Terry Vice President of Enterprise Training and Staff Development	
Meagan Evans Hospital Consultant	
Meg Sanders Provider Data Management Manager	
Miriam Godwin TCM Provider Network Development Manager	
Rasheedah Pittman Administrative Assistant	
Sarah Willhite Senior Training Development Manager	



Member & Recipient Service Line - 877-685-2415
 Business & Administrative Matters - 866-998-2597

TrilliumHealthResources.org

1. Agenda Topic: Approval of Meeting Agenda**Presenter(s): Gary Bass**

Discussion	<ul style="list-style-type: none"> Angie Rouse made a motion to approve today's meeting agenda as written; Ashley Sparks seconded. Today's meeting agenda was unanimously approved by the Provider Council. 						
Conclusions	<ul style="list-style-type: none"> N/A 						
Action Items	<table border="1"> <thead> <tr> <th></th> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> N/A </td> <td>N/A</td> <td>N/A</td> </tr> </tbody> </table>		Person(s) Responsible	Deadline	<ul style="list-style-type: none"> N/A 	N/A	N/A
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<ul style="list-style-type: none"> N/A 	N/A	N/A					

2. Agenda Topic: Approval of the July 11, 2024 Meeting Minutes**Presenter(s): Gary Bass**

Discussion	<ul style="list-style-type: none"> The electronic voting for approval of the July Meeting Minutes went well. <ul style="list-style-type: none"> Debbie Stehling made a motion to approve the Meeting Minutes as written; Ron Rau seconded the motion. The secretary will use the names of the first two members to email their approval, for the motion and second of the motion to approve the minutes. Meeting Minutes will be uploaded to the Provider Council web page on the Trillium website. All past Meeting Minutes can be located on the Provider Council webpage of Trillium's website. 						
Conclusions	<ul style="list-style-type: none"> N/A 						
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3. Agenda Topic: CFAC Updates**Presenter(s): LeAnn Henkel**

Discussion	<ul style="list-style-type: none"> The Verbal De-escalation class was postponed to 10/12/24. It will be held from 9:00am - 3:00pm at the Asheboro Trillium office. This event is open to the public. 						
Conclusions	<ul style="list-style-type: none"> N/A 						
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4. Agenda Topic: Tailored Care Management (TCM) Outcomes Incentives**Presenter(s): Katie Hewitt, Head of Practice Management, Trillium Health Resources**

Discussion	<ul style="list-style-type: none"> Katie Hewitt oversees the Value-Based Payment Models at Trillium. A brief overview about a TCM Provider Based Health Outcomes Incentive Program was presented. Katie is requesting for the Provider Council to identify (3) TCM entities to participate in the workgroup. (1 BH, 1 I/DD and 1 AMH+) The projected launch date of the workgroup will be 07/01/25. Katie will gather participation interest from the providers in Trillium's Network. Providers that are interested in participating should email their interest to Rasheedah Pittman. 						
Conclusions	<ul style="list-style-type: none"> N/A 						
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5. Agenda Topic: Feedback from Provider Council Members on Successes and Challenges of Tailored Plan Launch**Presenter(s): Gary Bass**

Discussion	<p><u>Tailored Care Management (TCM):</u></p> <ul style="list-style-type: none"> Some providers have found it challenging to connect to a Tailored Care Manager. A provider has asked to have time allotted in the future to focus on TCM with Trillium TCM staff and TCM providers in attendance. Khristine Brewington, VP of Network Management, shared on this call that providers can use the Provider Support Service Line to find out who the TCM providers are, and use the Member and Recipient line if a member is needing TCM. <ul style="list-style-type: none"> Khristine also shared that Trillium has hosted training and informational sessions that provided guidance as to how one can connect to TCM services. This information is also on the Trillium website. Khristine requests for Provider Council members to share TCM questions they have so that she can provide these questions to the TCM subject matter experts within Trillium for a response. 						
Conclusions	<ul style="list-style-type: none"> N/A 						
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<ul style="list-style-type: none"> Provider Council members to share TCM questions they have so that she can provide these questions to the TCM subject matter experts within Trillium for a response. 	Any Provider Council Member / Meeting Attendee	11/14/24
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6. Agenda Topic: Introduction of Yvonne French

Presenter(s): Rasheedah Pittman

Discussion	<ul style="list-style-type: none"> Lisa Jackson had retired from the NC Department of Health and Human Services and Yvonne French is standing in for Lisa until a replacement had been hired. Yvonne will join Trillium Provider Council meetings when her schedule permits doing so. Any updates from the Division of MH/DD/SUS will be shared with the Provider Council by Yvonne. 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items		Person(s) Responsible	Deadline
<ul style="list-style-type: none"> N/A 		N/A	N/A

7. Agenda Topic: Notification to Trillium of Provider Council Nominee Form

Presenter(s): Gary Bass

Discussion	<ul style="list-style-type: none"> Gary, with assistance from Trillium, has created a form that will be added as a second page to the Provider Council membership application for providers to attest to meeting all necessary criteria to join the Provider Council. 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items		Person(s) Responsible	Deadline
<ul style="list-style-type: none"> N/A 		N/A	N/A

8. Agenda Topic: By-Laws Updates

Presenter(s): Gary Bass

Discussion	<ul style="list-style-type: none"> Gary asked for a motion to review the By-Laws to cover updates that had been made. Jeannie King made a motion to review the By-Laws; Roger Jones seconded. The Provider Council reviewed updates that had been made. By 09/30/24, Rasheedah Pittman will request for email votes to approve the changes that were made to the Provider Council By-Laws. There may be future discussions as to if Provider Council membership will be based upon application from an “provider (individual)”, or by the “provider (organization)”. The Provider Council Secretary will announce when Provider Council membership vacancies are available and will list the Provider Type needed. <ul style="list-style-type: none"> This information will be published by way of: <ul style="list-style-type: none"> Network Communication Bulletins Trillium’s Provider Council webpage Emails to the Provider Council 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items		Person(s) Responsible	Deadline
<ul style="list-style-type: none"> N/A 		N/A	N/A

9. Agenda Topic: Vote for the Next President of the Provider Council

Presenter(s): Gary Bass

Discussion	<ul style="list-style-type: none"> Gary Bass, Provider Council President, will be retiring on 10/04/24. All Provider Council members that were interested in applying to become the Provider Council President, were to email Gary Bass and Rasheedah Pittman by 09/06/24. English Albertson was voted in as the new President of the Provider Council. <ul style="list-style-type: none"> Jeannie King made a motion to approve English Albertson as the President of the Provider Council; Tieka Martin-Green seconded the motion. English will be taking over as the President of the Provider Council for the 11/14/24 Provider Council meeting. Gary Bass still plans to attend the meetings as a guest. 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items		Person(s) Responsible	Deadline
<ul style="list-style-type: none"> N/A 		N/A	N/A

10. Agenda Topic: Provider Spotlight

Presenter(s): Eric Christian, Director of Behavioral Health Integrations, Community Care of North Carolina

Discussion	<ul style="list-style-type: none"> This provider organization is a Clinically Integrated Network (CIN); and consists of many independent providers. 		
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	<ul style="list-style-type: none"> • These providers work together to achieve improved experience, patient experience, provider experience, lower costs, and better outcomes for patients and providers. • Providers are accountable for each another's performance, must be interested in quality improvement work, as well as reviewing performance data. • The vision of the group is to remain Physician-led, innovative, high-performing across all NC, and in support of continuous quality improvement. 						
Conclusions	<ul style="list-style-type: none"> • N/A 						
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11. Agenda Topic: Meeting Adjournment

Presenter(s): Gary Bass

Discussion	<ul style="list-style-type: none"> • Roger Jones made a motion to adjourn today's Provider Council meeting; Ron Rau seconded. • Today's Provider Council meeting has been unanimously adjourned by the Provider Council. 						
Conclusions	<ul style="list-style-type: none"> • N/A 						
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Next Meeting Date: November 14, 2024

(Meetings convene from 10:00 AM - 12:00 PM)

Supporting documents are proprietary and can be requested by contacting Rasheedah.Pittman@TrilliumNC.org or Jamie.Robertson@TrilliumNC.org.

Respectfully Submitted by: Rasheedah Pittman (Administrative Assistant) / Secretary to the Trillium Provider Council