



Transforming Lives. Building Community Well-Being.

SOUTH CENTRAL REGIONAL ADVISORY BOARD MEETING

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

Tuesday September 24th 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. | Oath of Office | Clerk |
| | ➤ Misty Byrd, Jones County | |
| | ➤ Carli Woolard, Craven County | |
| IV. | Approval of the July 23, 2024 Minutes | Chair |
| V. | Adoption of the Agenda | Chair |
| VI. | Public Comments (3 minutes per comment) | Chair |
| VII. | CFAC Report | CFAC Representative |
| VIII. | Provider Network Council Comments | Council Representative |
| IX. | Regional Vice President Report | Victoria Jackson |
| X. | Regional Board Member Comments | Chair |
| XI. | Governing Board Member Comments | Chair |
| XII. | Chairman Remarks | Chair |
| XIII. | Adjournment | Chair |

Next Meeting: November 26, 2024

Member & Recipient Service Line - 877-685-2415

Business & Administrative Matters-866.998.2597

TrilliumHealthResources.org





Transforming Lives. Building Community Well-Being.

SOUTH CENTRAL REGIONAL ADVISORY BOARD MEETING MINUTES

Meeting Date: July 23, 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, Wayne County			X
June Cummings, Lenoir County	X		
Jessie Dowe, Duplin County	X		
Charlie Dunn, Jr., Jones County		X	
Justin Edwards, Duplin County	X		
Jimmy Farrington, Carteret County			X
Lynn Fields, Sampson County			X
Crystal Foster, Carteret County		X	
Shevel Hunt, Craven County	X		
Steve P. Keen, Wayne County	X		
Janice Nichols, Pender County		X	
Suzanne Nix, Lenoir County	X		
Kari Sanders, Onslow County			X
Walter Scott, Onslow County			X
JW Simmons, Sampson County		X	
Wes Stewart, Pender County			X
Lea Wolf, Carteret County		X	

Staff Present:

Terrell Alston, Director of Community Engagement & Empowerment-virtual
Victoria Jackson, South Central Regional Vice President
Lisa A. Jarman, Clerk

Guests:

Lisa Jackson, DHHS Liaison-virtual
Gary Bass-virtual, Christina Kelli, Jason Rutski-in person, Pride in North Carolina
Frank Messina-South Central Regional CFAC member



Agenda:

- I. Call to Order
- II. Roll Call
- III. Approval of the May 28 2024 Minutes
- IV. Adoption of the Agenda
- V. Public Comment (3 minutes per comment)
- VI. CFAC Report
- VII. Provider Network Council
- VIII. Regional Vice President Report
- IX. Regional Board Member Comments
- X. Governing Board Member Comments
- XI. Chairman Remarks
- XII. Adjournment

Minutes:

I. Call to Order	South Central Regional Advisory Board Chairman, Steve P. Keen called the meeting to order at 3:03pm.
Motion	N/A
II. Roll Call	South Central Regional Advisory Board Clerk, Lisa A. Jarman performed the roll call and stated there was a quorum.
Motion	N/A
III. Approval of the May 28, 2024 Minutes	The minutes from the May 28, 2024 meeting were included in the meeting book and presented for approval.
Motion	Ms. Shevel Hunt made a motion to approve the May 28, 2024 minutes. Ms. June Cummings made a second. The motion carried.
IV. Adoption of the Agenda	The agenda for the South Central Regional Advisory Board meeting of July 23, 2024 was presented for approval.
Motion	Ms. June Cummings made a motion to adopt the agenda. Mr. Charlie Dunn, Jr. made a second. The motion carried.
V. Public Comment	None offered.
Motion	N/A
VI. CFAC Report	Ms. Crystal Foster provided an overview of recent regional CFAC activities. She stated that Ann Rodriguez, Executive Director of i2i Center for Integrative Health gave a presentation at last week's South Central CFAC meeting. The presentation outlined how competitive integrative employment with vocational rehab has been changed to the new division of employment services for people with disabilities. She stressed the

	<p>importance of the counties being held accountable to ensure individuals have opportunities for competitive integrative employment.</p> <p>Ms. Foster shared concerns over the vendor responsible for Trillium’s non-emergency medical transportation (NEMT) services. She stated that it is a safety concern of the I/DD community as the vendor utilizes various independent transportation services. In addition, she was concerned that families were not informed that other options were available.</p> <p>Ms. Foster shared concerns over the lack of support for families of members in the emergency room and not providing a higher level of care.</p> <p>Ms. Foster expressed concerns that reports and information from other committees are not being shared with the regional CFACs as well as the lack of oversight for grievances.</p> <p>Ms. Foster shared that the 20th State CFAC Annual Report has been released.</p>
<p>Motion</p>	<p>N/A</p>
<p>VII. Provider Network Council</p>	<p>Mr. Gary Bass, CEO of Pride in North Carolina and Network Provider Council President stated that the Provider Network has officially completed the consolidation of the three MCOs and voted Luanne Welch onto the Provider Council.</p> <p>Mr. Bass will be retiring from Pride in North Carolina soon and Jason Rutski has been named as his replacement. Nominations for the roll of Network Provider Council President will be voted on at the next meeting.</p> <p>The Provider Council continues to build the network. They look forward to providing feedback from providers regarding the launch of Tailored Plan.</p> <p>Ms. Foster asked if providers have a clear path to resolve issues. Mr. Bass stated that Trillium offers provider liaisons that can be utilized for issues.</p> <p>Ms. Foster suggested the creation of a map or a listing of providers that offer home and community based services. Mr. Bass will follow up and will submit it to the Regional Advisory Board.</p> <p>Mr. Frank Messina, South Central Regional CFAC member, led the discussion about the lack of providers and qualified staff for specific services. Mr. Bass stated that the Division is aware of the worker shortage crisis and has offered solutions such as utilizing the community college system for students to earn certification and education to be eligible for employment.</p>

	<p>Ms. June Cummings stated that as a member of the Lenoir Community College Board of Trustees, she would address the issue with the board to offer solutions at the Lenoir Community College.</p> <p>Ms. Victoria Jackson reviewed the Trillium network adequacy analysis process that requires geographical locations and standards be followed as it relates to access to care. The Division mandates a thirty mile radius for urban areas and a forty five mile radius for rural areas in terms of services. Ms. Jackson encouraged the members to notify the team of any service that is not available so the network team can determine if the request for information process needs to be initiated.</p> <p>Mr. Keen led the discussion on providing a map showing what Community Colleges and University school systems in conjunction with the number of Medicaid recipients are within the thirty mile and forty five mile radius.</p> <p>The team discussed the challenges with Trillium’s Provider Network Directory on the website and suggested that it include a list of providers based on services provided.</p>
<p>Motion</p>	<p>N/A</p>
<p style="text-align: center;">Trillium Health Resources Administrative/Business Calls: 866.998.2597</p>	
<p>VIII. Regional Vice President Report</p>	<p>Ms. Victoria Jackson provided updates on Tailored Plan, the Healthy Opportunities Program, Local Community activities, Recovery Court Program, the Eastpointe consolidation review, and SB425 legislation.</p> <p><u>Tailored Plan Update</u></p> <p>Trillium launched the Behavioral Health I/DD Tailored Plan on July 1, 2024. Primary areas of focus include Primary Care Provider contracting, Hospital and other Specialty contracting, and NEMT. Ms. Jackson stated that the Call Center and Provider Services Support line experienced a high call volume, and that Trillium continues to work with the NEMT contractor to improve services and working with vendors historically connected to members on reimbursement for transportation. The goal is to ensure no interrupted services for members.</p> <p>Ms. Jackson reviewed the numerous flexibilities that have been implemented and stated that members now have until January 2025 to change their Primary Care Provider.</p> <p>Ms. Jackson highlighted Trillium Advantage, which covers services and settings not currently available to members in NC Medicaid. Information on the value-added services is on the Trillium website.</p>

Healthy Opportunities Program Update

The Healthy Opportunities Pilot program launched on May 15, 2024 in fifteen counties in Trillium's catchment area. The program is a whole person care approach that covers non-medical, evidenced-based services for high-risk health plan members. The services address housing, interpersonal safety, food, and transportation. Ms. Jackson reviewed data from the first month of operations.

Local Community Update

Participation in local community meetings continues through the Regional Vice President, Director of Community Engagement and Empowerment, and the Community Liaison Coordinators. In the month of June, there were approximately 294 community engagements across Trillium's forty six county catchment area with approximately sixty occurring within the South Central Region.

Annual presentations have been completed by Trillium's Regional Vice Presidents for the counties of Wayne, Carteret, Onslow, Jones, Sampson, and Duplin.

Recovery Court Program

The NC Department of MH/IDD/SAS will be providing funding to maintain the 8th Judicial District Recovery Court Program which covers Wayne, Lenoir, and Greene counties for fiscal year 2024-2025.

Eastpointe MCO Consolidation Review

Prior to sharing the Eastpointe MCO Consolidation Review and the SB425 Legislation notifications, Ms. Jackson indicated to the board members that due to the sensitivities, litigation, and lack of definitive details at this time, she is unable to answer questions. However, she can take any comments and questions back to the internal team.

On June 27, 2024, the NC DHHS Office of the Internal Auditor released their review. Ms. Jackson summarized the review which included the scope of the engagement and the report recommendations.

SB425 Legislation


On June 27, 2024, the NC Senate considered a Proposed Conference Committee Substitute on Senate Bill 425, An Act Making Modifications to Laws Pertaining to Health and Human Services. The bill allows the CEO of Trillium Health Resources to submit for approval a new alternative board structure to the Secretary of DHHS. The Proposed Conference Committee Substitute has been approved by the NC Senate and House and subsequently signed by Governor Cooper.

	<p>Ms. Jackson stated that Trillium’s CEO submitted her alternative board structure to Secretary Kody Kinsley on July 19, 2024.</p> <p>Mr. Keen asked that the alternative board structure information be submitted to the regional board “right away” for their information as well.</p> <p>In response to this action, the Guilford County’s Attorney’s office filed a Complaint for Declaratory Judgement and Motion of Permanent Injunction. On July 11, 2024, the hearing was heard in Guilford County where the judge determined the case should not proceed in Guilford County, and that Wake County is the proper venue.</p> <p>A detailed Regional Vice President’s report was included in the Board book.</p>
Motion	N/A
IX. Regional Board Member Comments	<p>Ms. Suzanne Nix stated that in relation to the DHHS audit and as a former Eastpointe employee, she wants to ensure that the work done by staff is not overshadowed by the alleged actions of others.</p> <p>Ms. June Cummings stated that in relation to the DHHS audit, the Eastpointe board followed the direction of the board attorney, and that little time was given to finalize the consolidation.</p> <p>Craven County social workers and counselors have expressed concerns to Ms. Shevel Hunt over gaps in services for members because providers are no longer in the network. Ms. Hunt wants to ensure that Trillium is reaching out to providers to execute contracts.</p> <p>Ms. Foster requested a copy of the Trillium FY 2024-2025 budget and the TBI allocation.</p> <p>Ms. Foster led the discussion of how concerns mentioned in the Regional Advisory Board get brought to the attention of the Governing Board. Ms. Jackson and Mr. Keen explained that concerns are reviewed by the internal team from an operational standpoint and systemic issues can be shared by the Governing Board members represented on the Regional Advisory Board and may be shared via the CEO report to the Governing Board.</p>
Motion	N/A
X. Governing Board Member Comments	<p>Ms. Janice Nichols expressed her appreciation to Ms. Jackson for her report.</p>
Motion	N/A

XI. Chairman Remarks	Mr. Keen emphasized the importance of the Regional Boards and that they remain intact. He stressed the need for bylaws and encouraged board members to communicate with him, Ms. Hunt, and Ms. Jackson regarding any issues. He also encouraged the board members to stay focused on assisting members with the services they need.
Motion	N/A
XII. Adjournment	Mr. Keen asked for any further business to be brought before the Board. As there was none, he asked for a motion to adjourn.
Motion	Motion was made by Ms. June Cummings to adjourn the July 23, 2024 South Central Regional Advisory Board meeting. Ms. Shevel Hunt made a second. The motion carried. The meeting adjourned at 4:17pm.

Task items:

- Ms. Foster to provide a copy of the proposed changes to N.C.G.S. 122C-171. ✓
- Mr. Bass to provide a list of TBI providers.
- Mr. Keen requested the list of names for the alternative board that was submitted to Secretary Kinsley.
- Ms. Foster requested a copy of the Trillium FY 2024-2025 budget and the TBI allocation.



 Steve P. Keen, South Central Advisory Board Chairperson

9-24-24
 Date



 Lisa A. Jarman, Clerk to the Board

9-24-2024
 Date



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SOUTH CENTRAL REGIONAL VICE PRESIDENT REPORT

South Central Regional Advisory Board September 24, 2024

A. Tailored Plan Launch Update

- On July 1, 2024, North Carolina Department of Health and Human Services (NC DHHS) in collaboration with the Local Management Entities / Managed Care Organizations, launched the Behavioral Health Intellectual/Developmental Disabilities Tailored Plan as directed by NC Session Law 2023-134 § 9E.16.
- As a reminder, the Tailored Plans continue to manage services to meet the behavioral health and intellectual/developmental disability needs of members but, with Tailored Plan launch, add the management of physical health services, pharmacy benefits, Non-Emergency Medical Transportation and other benefits for members.
- One of the challenges experienced with Tailored Plan launch is the high call volume on the Member & Recipient Services line. For the month of July 2024, 17,031 calls were received on this line, which represents a 4 fold increase from the average monthly volume of calls received on that line from the previous 12 months.
- While the Blockage and Abandonment Rate for the line were within the required performance measures, the Average Speed to Answer was not. To address this need, staff from other departments have been temporarily reassigned to assist along with temporary external staff being hired to assist. We will continue to monitor these measures and adjust as needed to meet the demand.
- The other Trillium Health Resources call lines, including Behavioral Health Crisis, Provider Services Support, Nurse Help, Pharmacy and Non-Emergency Transportation, met the required performance thresholds.
- To assist members and providers through this Tailored Plan transition, we have offered Provider Informational Sessions, a series of Tailored Plan trainings. Each of these are available on our website. Additionally, we have offered Provider Office Hours, a one hour

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

Provider Support Services — 1-855-250-1539

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

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185 Grant Street, West End, NC 27376



block of time for providers to virtually meet with Trillium leadership to ask questions and learn of resources and supports to help navigate the Tailored Plan process.

B. 1915 (i) Services and Ending of 1915(b)(3) services

- 1915(i) services are home and community-based services (HCBS) which provide opportunities for Medicaid beneficiaries to receive services in their own home or community settings instead of institutional settings.
- NC Medicaid 1915(i) services include:
 - Community Living and Support
 - Community Transition
 - Individual and Transitional Support
 - Respite
 - Individual Placement and Support
 - Supported Employment
- Over the last year, we have worked to transition members receiving 1915(b)(3) services under the 1915(b) waiver authority to services under the 1915(i) HCBS State Plan Option in anticipation of the Tailored Plan launch. Tailored Plans operate under an 1115 Demonstration Waiver authority and 1915(b)(3) services are not available under this waiver.
- Effective January 1, 2025, 1915(b)(3) services will no longer be available to NC Medicaid members.
- To ensure members do not experience a disruption in services, our Care Managers/Care Coordinators are working with providers of 1915(i) and 1915(b)(3) services to have members who receive 1915(b)(3) services assessed for 1915(i) services and update their Care Plan/ISP.
- Tailored Plans were notified in June 2024 that they had until August 30, 2024, to engage identified members and for their provider to complete an assessment or risk their members losing access to 1915(i) services. Members impacted received a letter with similar information.
- Providers should be working with the Tailored Plans to complete assessments for these individuals.
- Members who remain in NC Medicaid Direct and are currently receiving 1915(b)(3) services have until November 30, 2024, to transition to 1915(i) services to avoid any disruption in services.

C. School-Based Therapy Services Update

- On April 17, 2024, Trillium published a Request for Information (RFI) for School-Based Therapy Services. School-Based Therapy Services offers Outpatient Therapy for children

experiencing mental health issues, intellectual or developmental disabilities or substance use disorders in each designated school district. Providers selected in the RFI will provide services to Medicaid members, including both NC Medicaid Direct or Trillium Tailored Plan members.

- There was a substantial response from providers to this RFI. Given the significant interest and the necessity for a thorough evaluation, we issued an additional Request for Proposals (RFP).
- The RFP was issued on August 2, 2024 with proposals being due by August 16, 2024. Priority was given to providers with whom schools already had established relationships.
- South Central Regional School Base Therapy (SBT) Coverage Status:

County	Status
Carteret	SBT is currently being provided. Providers: Integrated Family Services, Access Family Services, and Integrated Care of Greater Hickory
Craven	SBT is currently being provided. Provider: Heartworks Children Medical Home Mission DBS Still Waters
Duplin	SBT is currently being provided. Provider: Tar Heel Human Services, P.C.
Jones	SBT is currently being provided. Provider: Pride in NC
Lenoir	SBT is currently being provided. Provider: Pride in NC
Onslow	SBT is currently being provided. Provider: Pride in NC
Pender	SBT is currently being provided. Provider: Coastal Horizons
Sampson	No RFP Applicants. Continued outreach to occur.
Wayne	SBT is currently being provided. Providers: Pride in NC, Waynesboro Family, Blue Rose

D. SB425

- On June 27, 2024, the NC Senate considered a Proposed Conference Committee Substitute on Senate Bill 425, An Act Making Modifications to Laws Pertaining to Health and Human Services. The Proposed Substitute included, among other adjustments, language directing the Trillium Health Resources CEO to submit a new alternative Board structure to the NC DHHS Secretary for review and approval with the NC DHHS Secretary appointing the initial Board members for the new Board.
- The Proposed Conference Committee Substitute was approved by the NC Senate that morning and forwarded to the NC House for review. It was reviewed and approved by the NC House that afternoon and forwarded to the NC Governor for review and signature. The NC Governor signed the legislation on July 8, 2024.

- Guilford County's Attorney's Office filed a Complaint for Declaratory Judgement and Motion Permanent Injunction to maintain the status quo and block the implementation of the new law.
- A hearing on Guilford County's Amended Motion for Temporary Restraining Order and Preliminary Injunction was heard in Wake County Superior Court on Wednesday, August 21, 2024 and the Three-Judge panel denied the Motion. The case is still pending in Wake County Superior Court. No other court dates have been scheduled as of this report. The next step is hearing a Motion to Dismiss as requested by the Counsel for Trillium Health Resources. Each party must file their response to that Motion over the next two months.
- In accordance with the mandate of the legislation, on Friday, July 19, 2024, Joy Futrell submitted to NC DHHS Secretary Kinsley Trillium's proposed alternative Board structure. That proposal includes:
 - One member appointed by each of the five Regional Advisory Boards from across the catchment area
 - One member appointed by each of the five Consumer and Family Advisory Committees (CFACs)
 - Five at-large members appointed by the Governing Board
 - Two (non-voting) members that are healthcare providers
 - One (non-voting) member appointed by the Health Equity Committee
- The next step outlined in the legislation is approval of the new alternative Board structure from Secretary Kinsley and his appointment of initial Board members.

E. Children and Families Specialty Plan

- On Thursday August 15, 2024, NC DHHS announced Blue Cross Blue Shield NC was selected as the health plan to offer the Children and Families Specialty Plan.
- The Children and Families Specialty Plan is a single, statewide health plan designed to support Medicaid-enrolled children, youth and families currently and formerly served by the child welfare system in receiving seamless, integrated, and coordinated health care.
- The Children and Families Specialty Plan will cover a comprehensive array of physical health, behavioral health, pharmacy, long term services and supports and Intellectual/ Developmental Disability (I/DD) services and will address unmet health-related resource needs.
- Benefits include all basic services offered by NC Medicaid and most services covered by Behavioral Health I/DD Tailored Plans, including 1915(i) home and community-based services.
- According to NCDHHS press release ([NCDHHS Announces NC Medicaid Managed Care Children and Families Specialty Plan | NCDHHS](#)), they are currently working on estimating this population size, and service to family members will be available no sooner than July 2026.

F. Local Community Updates

- For the 18 counties realigning with Trillium Health Resources in the consolidation, Trillium has hosted in-person Town Halls to hear about each community, introduce staff and answer questions from the attendees. During each Town Hall, a member of Trillium's Executive Leadership Team was available along with other staff to share information about Trillium and receive feedback from attendees. The last Town Hall occurred in Guilford County on September 10, 2024. Now that we have completed all 18 Town Halls for the realigning Trillium Health Resources counties, a summary will be developed identifying common themes that emerged from the events.
- Annually, Trillium's Regional Vice Presidents present a Trillium update to each county. Eight of Nine presentations are completed for the South Central Region: Wayne, Carteret, Onslow, Jones, Sampson, and Duplin. Lenoir County is scheduled to be completed at the October 7th Commissioner's meeting.
- NCDMHDDSUS and Trillium Health acknowledged and presented funding to the 9th and 20th Judicial District Recovery Courts at the Recovery Together ENC 2024 Conference at Lenoir Community College on September 13, 2024.
- The Trillium Family Weekend at Victory Junction has new dates posted if you know of any members or families that are interested ([Victory Junction Family Weekends | Trillium Health Resources](#))
- The North Carolina Department of Health and Human Services announced the release of a new report, [Transforming North Carolina's Behavioral Health System: Investing in a System That Delivers Whole-Person Care When and Where People Need It](#). The report outlines the state's expansive and strategic efforts to transform the public behavioral health system to deliver high-quality, equitable, accessible care that meets people where they are in their communities.