

## Mid-State Regional Advisory Board November 26, 2024

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The Trillium Health Resources Mid-State Regional Advisory Board met in person at the Asheboro Office, 938 New Century Drive, Asheboro, NC, and via Web-Ex at 6:00 p.m.

**Members Present:** Chair Commissioner David Allen, Vice Chair Commissioner Carlvena Foster, Kishia Dunlap, Commissioner Mary Hassell, Leann Henkel, Commissioner Priscilla Little-Reid, Ann Shaw and Commissioner Rick Watkins

**Members Absent:** Commissioner Skip Alston and Dr. Tommy Jarrell

**Staff Present:** Anthony Ward, Anne Kimball, and Sherry Bynum (recorder)

- I. **Call to Order**  
Chair David Allen called the meeting to order and welcomed everyone.
- II. **Certification of Quorum**  
Sherry Bynum certified a quorum.
- III. **Adoption of Agenda**  
Chair Allen called for a motion to adopt the agenda. Commissioner Rick Watkins made a motion to adopt the agenda. Commissioner Carlvena Foster seconded the motion. The motion was unanimously approved.
- IV. **Approval of September 24, 2024 Meeting Minutes**  
Chair Allen called for a motion to approve the September 24, 2024 meeting minutes. Commissioner Carlvena Foster made a motion to approve the minutes as written. Leann Henkel seconded the motion. The motion was unanimously approved.
- V. **Public Comments**  
There were no public comments.
- VI. **Regional Vice President Report**  
Anthony Ward, Regional Vice President, reported on the following:
  - A. **Hurricane Helene Response**
    - Trillium Health Resources worked closely with North Carolina Department of Health and Human Services (NC DHHS), State and local Emergency Operation Centers and peer Local Management Entities/Managed Care Organizations (LME/MCOs) to mobilize resources.
    - While this storm more heavily impacted the western part of the state, Trillium has members who live across the state. Care Management teams conducted outreach to the 295 Trillium members who live in the more heavily impacted counties.

- Early work also included Provider Network outreach to providers with sites, staff or operations in the impacted counties. Staff made contact to those providers, gathering operations status information, and sharing that information with staff and members.
- Temporary Medicaid flexibilities were implemented in the aftermath of the storm, including waiver of Prior Authorization for medically necessary services, drugs, services and supplies, through December 31, 2024. This waiver includes payment for out of state providers who are enrolled as NC Medicaid providers.
- NC DHHS announced modified Clinical Coverage Policies, including expansion of telehealth and telephonic delivery of services, waiver of service requirements including prior approval, to better enable care to Medicaid beneficiaries impacted by the storm.
- Trillium's Head of Community Crisis and Disaster Response, Audrey Hart, managed the recovery plan for Trillium and provided technical assistance to peer LME/MCOs to help them manage their recovery work. Trillium is using lessons learned from the storm to update the Business Continuity Plan, including areas added following Tailored Plan launch in July.

## **B. Town Hall Response**

Mr. Ward discussed the steps taken to address questions/concerns proposed at the recent Town Hall meetings. Several themes emerged from the Town Hall meetings, including greater direct provider access to staff for issue resolution, increased communication with providers, streamlined process for claims resolution, requests for providers to expand services or join the Provider Network and increased direct communication with members and families.

- Steps taken to address those concerns, included the release of Network Communication Bulletins covering:
  - An additional Provider Relations resource for providers to connect individually with their Provider Relations and Engagement Coordinator by publishing a list of provider assignments to staff along with staff contact information
  - Direct Support Professional (DSP) Recruitment and Retention Provider Grant Initiative to strengthen the DSP workforce
  - Open enrollment for interested providers certified to offer Trauma Intensive Comprehensive Clinical Assessments (TiCCA)
  - Reminder of the role of Day Supports service, including transportation to and from the member's home
  - Reminder of member care survey, upcoming trainings and Summit opportunities
  - Consolidation rate strategy for recognizing the historical rates paid by each legacy entity
  - Hardship payment request process, including Provider Hardship Payment Request Form and email address for form submission to be considered by the Financial Hardship team
  - Shared the Provider Network Services ticket process to have provider concerns reviewed by Subject Matter Experts and shared the recent response time of 1 business day for tickets submitted
  - How to find Tailored Care Management Agencies in NC TRACKS
- Expansion of Transition of Care flexibilities through January 31, 2025 to ease administrative requirements for providers.
- Released Urgent Notification for Providers announcing a new single, streamlined avenue for provider claims questions for review and response by Trillium staff.
- Held initial Quarterly Operations Team meeting with Consumer and Family Advisory Committee (CFAC) to have more direct communication between members, families and operations team lead staff.

- Hosted Regional Crisis Collaborative meeting to strengthen the coordination of crisis providers and stakeholders involved in the Involuntary Commitment process.
- Planning for the next round of Town Hall opportunities to hear from providers, members, families and stakeholders after additional time has passed from the changes of the past year, including Medicaid Expansion, transition of newly Medicaid eligible member to Medicaid services from other services earlier received, consolidation and Tailored Plan launch.
- Planning for member and family Town Hall opportunities to more specifically focus on issues and questions related to their specific questions and concerns.

**C. Tailored Plan Flexibilities Extended**

To continue to allow for implementation of the Tailored Plan while ensuring members remain connected to services, and to ensure providers are paid in a timely manner, an extension of the transition of care flexibilities for services that require authorization has been extended through January 31, 2025.

**D. SB425**

Mr. Ward provided an update on SB425, noting that a proposed alternative Governing Board structure was submitted per the mandate. The next step is the approval of the new alternative structure from Secretary Kinsley and his appointment of the initial Board members.

Guilford County's request for Declaratory Judgement that was filed in July is pending in Wake County Superior Court before a three-judge panel. In October, briefs in support of Trillium Health Resources motion to dismiss were submitted with Guilford County's brief in opposition to the motion to dismiss being filed in November. Trillium's response was filed later in November. The three-judge panel decision is pending.

**E. Request for Proposals: Transition Management Services (TMS)**

Trillium has posted a Request for Proposals (RFP) to invite service providers to submit a proposal for the implementation of TMS, which is provided to individuals who participate in the Transition to Community Living (TCL) initiative. TMS is a rehabilitation service intended to increase and restore an individual's ability to live successfully in the community by maintaining tenancy. Providers have until November 30 to submit their proposals.

**F. Staff Transition**

Pamela Munger will be transitioning from the Regional Operations Department to the Health Equity and Innovation Department, effective December 1. In her new role, Ms. Munger will develop and launch Community Opportunity Centers. These Community Opportunity Centers will be community hubs for innovation in the provider network allowing providers to work more closely with one another in support of the communities and member served.

**G. Operations Report**

Mr. Ward provided an overview of the Operations Report which covered August and September, noting several benchmarks continue to not be met. Three (3) new providers were added in the Mid-State Region in September. A total of 512 meetings and events were attended by Trillium staff in September.

**VII. Governing Board Report**

Governing Board member, Commissioner Priscilla Little-Reid, highlighted items from the Governing Board report:

- ▲ The Governing Board met October 24 in Greenville.

- Heard a presentation from the external auditors who conducted the Trillium FY 2024 audit, and the Sandhills Center and Eastpointe audits for July 1, 2023 – January 31, 2024.
- Received notification that Trillium was selected for Best Overall Project award in the 2023-24 Disparities Leadership Program.
- The CEO report and a Financial Summary were shared with the Governing Board during the meeting.
- The next meeting is scheduled for Thursday, December 26, starting at 4:00 p.m.

**VIII. Consumer and Family Advisory Committee (CFAC) Report**

Leann Henkel, CFAC Chairperson, provided a Mid-State Consumer and Family Advisory (CFAC) report, highlighting:

- ▲ Meetings – are held the 3<sup>rd</sup> Tuesday of each month. Reports are provided by staff.
- ▲ Membership – currently have 11 members. Anson and Montgomery County representatives are still needed.
- ▲ Activities –
  - All 5 Trillium CFAC's participated in a meeting with Trillium's Leadership. The next meeting will be held in January.
  - Reviewed Trillium's website with the Communications Director and provided feedback.
  - Hosted a Verbal De-escalation Skill training for the community with 15 participants.
  - Participated in the quarterly meeting of the five (5) Trillium CFAC Chair and Vice Chairs.
  - Attended internal and external committee meetings.

**IX. New Business:**

Chair Allen presented the Mid-State Regional Advisory Board meeting schedule for calendar year 2025 for review and approval. A motion was made by Commissioner Rick Watkins to approve the meeting schedule for calendar year 2025. Commissioner Mary Hassell seconded the motion. The motion was unanimously approved.

**X. Regional Advisory Board Comments**

Chair Allen stated that plans are to review the Mid-State Regional Advisory Board By-laws once the Governing Board has completed review of their By-Laws.

Chair Allen reported that at the recent North Carolina Association of County Commissioners Legislative Goals Conference, one of the top priority goals approved is to seek legislation expanding state funding to provide essential medical, mental health, substance use disorder and social services to persons incarcerated in local detention facilities. There was also discussion regarding the opioid settlement fund.

**XI. Other Material**

- ▲ Chief Executive Officer Report
- ▲ Financial Report
- ▲ Operations Report
- ▲ Tailored Plan Operations Report PowerPoint

**XII. Adjournment**

With there being no other business, Chair Allen called for a motion to adjourn the meeting. Commissioner Mary Hassell made a motion to adjourn the meeting. Commissioner Carlvena Foster seconded the motion. The motion unanimously approved. The meeting adjourned at 6:51 p.m.

The next meeting is scheduled for Tuesday, January 28, 2025, starting at 6:00 p.m. at the Asheboro Office, 938 New Century Drive, Asheboro, NC.

David L Allen  
David Allen, Chairperson

1/28/2025  
Date

Sherry Bynum  
Sherry Bynum, Clerk

1-28-2025  
Date

Packet Material:

- Tuesday, November 26, 2024 agenda
- Draft September 24, 2024 minutes
- Mid-State Regional Vice President Report
- Mid-State Regional Governing Board Report
- Mid-State CFAC Report
- Trillium Chief Executive Officer Report
- Trillium Financial Report
- Operations Report
- Tailored Plan Operations Report PowerPoint