

July 8, 2025

**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 8, 2025, at 4:00 p.m.

Members Present: Whitney P. Aydlett, Bertadean Baker, Dr. Regina Dickens, Dr. Kelvin Edwards, Charles Jordan, Dr. Michael McLain, Chenoa Richardson-Davis, Brian Rountree, Anthony Shaffer, Emmie Taylor, and Dr. Patricia Wright-Wesson

Members Absent: Dr. Margaret Brake, Dr. Barbara Courtney, Sandra Layden, William F. Mitchell, Jr., Sheron Mosby, Wanda Piland, Dr. Denauvo Robinson, Janet Rose, Ronnie Smith, Willie Smith, III, and James Ward

Staff Present: Terrell Alston, Bobbie Lowe, and Jacqueline M. Waller, Clerk

Guest Present: None

I. CALL TO ORDER

Dr. McLain called the meeting of the Northern Regional Advisory Board to order at 4:02 p.m.

II. APPROVAL OF MAY 13, 2025, MINUTES (BOARD ACTION REQUIRED)

Dr. McLain called for a motion to approve the May 13, 2025, Minutes. The motion was so moved by Commissioner Rountree, seconded by Emmie Taylor, and unanimously approved.

III. ADOPTION OF July 8, 2025, AGENDA (BOARD ACTION REQUIRED)

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.

IV. PRESENTATION ON CFAC

Terrell Alston, Associate Regional Vice President, Trillium Health Resources, gave a high-level overview of the CFACs and what they do. He went over the CFAC Annual report and high-lighted on the following:

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



- The Mission of CFAC.
- The responsibility of CFAC.
- The regions of the five CFACs and their monthly meetings.
- State CFAC Engagement.
- CFAC Leadership and Representation.
- CFAC Membership Recruitment Strategy.
- Regional Operations Staff Support.

Terrell will send by email the CFAC Annual Report to all Northern Regional Advisory Board Members.

V. PUBLIC COMMENTS

There were no public comments.

VI. BOARD COMMENTS/CONCERNS

There were none.

VII. GOVERNING BOARD REPORT

Dr. Robinson was absent, therefore, Bobbie Lowe included the report in with what she had to share.

VIII. REGIONAL VICE PRESIDENT REPORT

Bobbie Lowe reported on the following:

- Year as a Tailored Plan. July 1st was the one-year anniversary of the Tailored Plan. Here are a few data points to show how the Tailored Plan has been going this past year. You have heard us say time and time again the majority of the grievances are around transportation, but our members are accessing transportation services. Since July 1, 2024, over 8,000 members have safely arrived at more than 472,000 doctor appointments, thanks to Trillium's coordinated transportation services. Through the Tailored Plan, technology is transforming independence for our members. Tools like the Trillium Ultimate Living Assistant (TULA), Attend Behavior, CHESS, and smart home communities like Francis' Cove are empowering members to take control of their health. Today, nearly 100,000 members are receiving personalized support through Tailored Care Management—22,637 with Trillium's own TCM teams and 75,474 through our partners. Since the Tailored Plan began, over 1,000 community members have participated in our Re-entry Simulations, Our STAR team has served over 300 individuals returning home, connecting them to housing, benefits, treatment, and support. Thanks to this compassionate care, STAR participants have 40% lower recidivism rates.

- Since July 2024, 331 members have worked with Trillium's IPS-Supported Employment providers, and 181 individuals (nearly 58%) have secured or maintained competitive jobs.
- In just one year, Trillium has partnered with 169 Behavioral Health and 967 Physical Health providers.
- Every month, we actively participate in an average of 422 meetings and provide an average of 36 presentations to community agencies.
- From July 1, 2024, through May 31, 2025, we facilitated an astounding 5,861,496 claims, totaling over \$1.6 billion in vital support. This includes 2,411,396 claims dedicated to transformative behavioral health services, 2,086,324 for essential physical health care, and 1,363,776 for life-changing prescriptions.
- **Child and Family Specialty Plan.** The Children and Families Specialty Plan is a new single, statewide Medicaid Managed Care plan that will wrap Medicaid-enrolled children, youth, and their families currently and formerly served by the child welfare system with seamless, integrated and coordinated health care. The Plan will operate statewide, ensuring members can access the health care services they need, including mental health care, and continue to work with their doctors as placements may move them across the state. In August 2024, NC DHHS announced the contract to operate this new plan was awarded to Blue Cross Blue Shield of North Carolina (BCBS). In January 2025, it was announced that the planned launch date of The Children and Families is December 1, 2025. Children and families eligible for this plan that are currently served by Trillium Health Resources will transition to this new plan at launch. With the launch of the Child and Family Specialty Plan slated for December 1, 2025, Trillium has started working with BCBS to transition members over to their plan. To achieve this, a CFSP Transition Team comprised of cross-functional SMEs has been created.
- **Legislative Updates.** The Senate released their budget on April 14th, and it contained a \$30 million reduction to single stream funds. The proposed reduction is proportional to the unrestricted fund balance for each LME/MCO. This is the funding you will often hear referred to as state funds. These funds are primarily used to support individuals in our counties who are uninsured or under insured, access behavioral health services, including many services provided to individuals with intellectual Developmental Disabilities.
- **Regional Information.** Continuing to do annual reports to each board of county commissioners. Have completed: Pasquotank, Chowan, Gates, Martin, Bertie,

Herford, Halifax, remaining include Northampton, Camden, Currituck, Perquimans, and Warren. Our team is available to go to other agencies or organizations to provide information about behavioral health, Trillium etc., please reach out.

- Since last meeting we have had a Reentry Simulation in Gates County and a Supporting Children Early Simulation in Warren County. Held a Mental Health First Aid training with a faith-based group in Edenton.
- We have had several Poe Center sessions for adults and students and have several schools connecting to Sold Out Youth. Every county in the Northern Region has at least one of these programs.
- We are looking at a Reentry in Martin County in the fall.
- In March and April, Trillium staff participated in over 225 meetings or events for the counties in this region.
- One Community had over 100 outreach activities with health promotion in March and April in the Northern Region.
- Our November meeting falls on Veterans' Day, we will need to reschedule, being rescheduled for Nov 12. Jackie will send updated information.

IX. CFAC REPORT

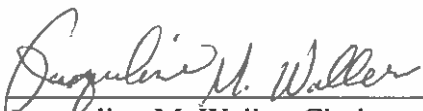
Sheron Mosby was absent, therefore, no CFAC report to share.

X. ADJOURNMENT

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

The meeting adjourned at 4:54 p.m.

Respectfully submitted,


Jacqueline M. Waller, Clerk


Com. Charles Jordan, Vice Chair