



Chair: English Albertson, BS, QP | Chief Strategy Officer | Pride in North Carolina | President of the Provider Council

Date: May 14, 2026

Location: Virtual – Microsoft Teams

Time: 10:00 AM - 12:00 PM

Provider Council Members	Present
Angie Rouse, BS, QP CEO Riverbend Services, Inc.	☒
Ashley Sparks, MSW, LCSW Executive Director – Child & Adolescent Facility Based Crisis Program Alexander Youth Network	☒
Barry Dixon, MA CEO Dixon Social Interactive Services	☒
Chris Faulkner, LCSW Group Practice Owner Family Solutions, PLLC	☒
Cameron Elgin	☐
English Albertson, BS, QP Clinical Director Pride in North Carolina	☒
Eric Christian, MA Ed., LCMHC, NCC Director of Behavioral Health Integrations Community Care of North Carolina	☐
Jeannie King, MS Regional Vice President Pinnacle Family Services of NC, LLC	☒
Jennifer Moore, MA Operations Director A Caring Heart Case Management	☒
Jerry Earnhardt, MS, LCMHCS, LCMHC Regional Operations Director for Triad Area Daymark Recovery Services	☒
Joyce Barnes, QP, BS Program Manager Herbert Reid Home, Inc.	☒
Kerri Erb, QP, MPA Chief Program Officer Autism Society of NC	☒
Leann Henkel Mid-State CFAC Chairperson Precision Fabrication	☒
Luanne Welch, BS CEO/President Easter Seals UCP North Carolina & Virginia, Inc. & PORT Health Services, Inc	☒

Provider Council Members	Present
Margaret Weller-Stargell, BA President & CEO Coastal Horizons Center	☐
Melani Green, LCMHC, LCAS, CCS-I Owner & CEO The M.E. Green House	☐
Nancy Keith	☒
Patrice Bryant, MS, LCMHC, QS, LCAS-A CEO Yotaron Enrichment Resource Center	☐
Roger Jones VP of Operations, Eastern Region RHA	☒
Ron Rau, BA, MBA President & CEO Alcohol & Drug Services of Guilford, Inc.	☒
Russell Herring CEO AssistedCare at Home	☒
Seslie Roughton, BS, QP Chief Operations Officer - Eastern Region Skill Creations	☒
Steve Hess Chief Program Officer Family Service of the Piedmont, Inc.	☐
Tieka Martin-Green Outreach Coordinator and Consultant The Lighthouse Home	☐
Tonya Fuller-Johnson Owner/CEO Miss Daisy's & Associates/Miss Daisy's Gentlemen of the Future	☒
Victor Moore, PHD Business, MBA Director Progressive Care Services	☐

Trillium Representative Attendees (Present)
Chauncey Dameron Provider Relations and Engagement Manager
Casey Everett Network Administrative Assistant
Gregg Conover Network Auditing Manager
Khristine Brewington Senior Vice President of Network

1. Agenda Topic: Call of Meeting to Order and Reminder about Recording Software
Presenter(s): English Albertson

Discussion	English called the meeting to order and also reminded all meeting attendees that the use of Artificial Intelligence (AI) features including, but not limited to, programs and/or apps to assist with transcription and/or recording of this meeting is not permitted.		
Conclusions	N/A		
Action Items	Person(s) Responsible		Deadline
• N/A	N/A		N/A

2. Agenda Topic: Establish Quorum
Presenter(s): English Albertson

Discussion	Casey conducted a roll call to establish a quorum.		
Conclusions	A quorum was established.		
Action Items		Person(s) Responsible	Deadline
• N/A		N/A	N/A

3. Agenda Topic: Approval of Meeting Agenda
Presenter(s): English Albertson

Discussion	Angie Rouse made a motion to approve today's meeting agenda as written; Ron Rau seconded the motion. Today's meeting agenda was unanimously approved by the Provider Council.		
Conclusions	N/A		
Action Items		Person(s) Responsible	Deadline
• N/A		N/A	N/A

4. Agenda Topic: Final Vote of March 2026 Meeting Minutes
Presenter(s): English Albertson

Discussion	Luanne Welch made a motion to approve the March 12, 2026 meeting minutes; Barry Dixon second the motion.
Conclusions	March 2026 minutes were unanimously approved by the Provider Council.

Action Items		Person(s) Responsible	Deadline
• N/A		N/A	N/A

5. Agenda Topic: Public Comments

Presenter(s): English Albertson

Discussion	No public comments were made.		
Conclusions	N/A		
Action Items	Person(s) Responsible	Deadline	
• N/A	N/A	N/A	

6. Agenda Topic: Trillium Provider Council Comments/Concerns

Presenter(s): Provider Council Members

Discussion	Chris Faulkner and Angie Rouse had inquiries regarding accreditation timelines. Khristine Brewington provided links for members to refer to which included a webinar link in which providers can submit questions and receive responses.		
Conclusions	Khristine Brewington provided the following links for reference: Behavioral Health National Accreditation Updates Webinar Behavioral Health National Accreditation Requirements Provider Update Trillium Health Resources Network Communication Bulletin #466 NC DHHS Selects NC ROOTS Hub Leads to Strengthen Rural Health Care Across America		
Action Items	Person(s) Responsible	Deadline	
N/A	N/A	N/A	

7. Agenda Topic: Board Meeting Updates

Presenter(s): English Albertson

Discussion	English Albertson was unable to attend Trillium's last board meeting. Leanne Henkel attended the meeting and provided the following updates:
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	○ THRIVE location luncheons were considered a success. ○ TULA has gone statewide and other MCO's are becoming interested. TULA has gotten ○ An operations report was given on property realignment regarding Trillium's properties. ○ NC Roots hub was approved in two regions 2and 5 ○ The portfolio for TBI initiatives continued to advance by better supporting individuals. Recent developments of a TBI screening tool and an initiative of giving out bicycle helmets in efforts to prevent TBIs. ○ The joint Legislative committee focused on research based behavioral health treatment and the increase and amount being prescribed in those treatments. Governor's round table that took place on April 8th, and focused on challenges across the state. A concern regarding TULA was brought forth. Jennifer Moore reported that the state indicated that TULAs are not allowed to be in bedrooms of consumers within a group home. Jennifer Moore to send contact information of whom she has been in contact with regarding the concern to Khristine and Chauncey. Khristine will connect Jennifer with Cindy Ehlers and Hayley Sink to escalate.	
Conclusions	Khristine Brewington provided the following link for reference: <u>TULA Technology for Members</u>	
Action Items	Person(s) Responsible	Deadline
Khristine Brewington to connect Jennifer Moore with Cindy Ehlers and Hayley Sink to escalate concern regarding TULA.	Khristine Brewington	N/A

8. Agenda Topic: Provider Monitoring Trends**Presenter(s): Gregg Conover**

Discussion	Gregg Conover presented material regarding second quarter (October-December 2025) provider monitoring trends. The presentation was based off data from the compliance tool that displayed the most out of compliance and systemic issues identified. The following trends were identified: • Staff qualifications and issues related to missing or invalid diplomas. 56% of providers were out of compliance in this area. • Criminal disclosure or no evidence they were disclosing criminal disclosure. 51% of providers were out of compliance in this area. • No supervision plans were located or supervision plans were not individualized. 44% of providers were out of compliance in this area. • No valid service note was found of note did not meet the electric note requirements notes, notes were not signed, notes missed grid requirements, or notes were completed outside of 7-day rule. 38% of providers were out of compliance in this area. • No valid treatment plan was in place, date extended beyond a year, plans not signed by members or legally responsible person, plans including services were not order or recommended in the Clinical Comprehensive Assessment. 26% of providers were out of compliance in this area. • Individual informed of their rights or legally responsible person has been informed of their rights. 26% of providers were out of compliance in this area. • Consent to release information was missing or consisted of a blank consent. 26% of providers were out of compliance in this area. • Valid consent for treatment or consents missing permission to seek emergency treatment, expired
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	consents, and consents not signed or dated. 25% of providers were out of compliance in this area. Health care registry checks not completed. 25% of providers were out of compliance in this area.		
Conclusions	Khristine Brewington provided the following link for reference: Behavioral Health Provider Monitoring		
Action Items	Person(s) Responsible	Deadline	
N/A	N/A	N/A	

9. Agenda Topic: Trillium Training Updates

Presenter(s): Brooke Mickleson, Director of Program Coordination

Discussion	Brooke Mickelson was unable to attend meeting but provided training updates via email. Jamie Robertson to share updates to members via email.		
Conclusions	N/A		
Action Items	Person(s) Responsible	Deadline	
Jamie Robertson to share Brooke Mickelson's updates via email.	Jamie Robertson	N/A	

10. Agenda Topic: Subcommittee Reports

Presenter(s): English Albertson, President

Discussion	English Albertson announced that there will be ten subcommittee members rolling off in 2026, and ten subcommittee members rolling off in 2027. English Albertson or Jamie Robertson will be emailing members to notify whether they are rolling off in 2026 or not. If rolling off, an application will be attached to email if you would like to re-apply. Everyone will be eligible to re-apply, and the opportunity will be available to anyone within the Trillium provider region. All applications will be due by May 31, 2026. The nominations committee, which		
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	consists of Seslie, Barry, Ashley, Jeannie, and Tonya will make recommendations to the council based off process.	
Conclusions	N/A	
Action Items	Person(s) Responsible	Deadline
N/A	N/A	N/A

11. Agenda Topic: Local and State Agency Updates

Presenter(s): IDD: Kerri Erb, Council Member

Benchmarks: Angie Rouse, Council Member

Discussion	Kerri Erb was unable to attend the meeting today but provided an update via email. The update will be sent to all members by 05/22/26 via email. Angela Rouse shared that updates from Benchmarks include focusing on eliminating fraud/waste and eligibility abuse to ensure those eligible for Medicaid are the ones receiving services. Benchmarks will be providing free trainings on Kinship Care. For residential providers, Benchmarks is working on improvement on fingerprint requirements for employees. Benchmarks' next meeting, which is open to the public, will take place on June 19th, 10:30 am.	
Conclusions	N/A	
Action Items	Person(s) Responsible	Deadline
English Albertson/Jamie Robertson will send information via email.	English Albertson/Jamie Robertson	05/22/26

12. Agenda Topic: Trillium Network Updates

Presenter(s): Chauncey Dameron | Associate Vice President of Provider Engagement and Satisfaction

Discussion	Chauncey Dameron announced that effective October 1, 2026, Trillium will transition to a unified claims system for Tailored Plan operations only. All providers of behavioral health, physical health, and long-term services and supports (LTSS) will submit claims through a single portal.	
Conclusions	N/A	
Action Items	Person(s) Responsible	Deadline
N/A	N/A	N/A

13. Agenda Topic: Next Provider Meeting

Presenter(s): English Albertson | President

Discussion	The next provider council meeting will take place on July 9, 2026, 10:00am-12:00pm.	
Conclusions	N/A	
Action Items	Person(s) Responsible	Deadline
N/A	N/A	N/A

14. Agenda Topic: Agenda Topics

Presenter(s): English Albertson | President

Discussion	Angie proposed that the Provider Monitoring Tool be an agenda topic. Please send any other agenda topics for the next meeting to English Albertson or Jamie Robertson.	
Conclusions	N/A	
Action Items	Person(s) Responsible	Deadline
Jamie Robertson to add Provider Monitoring Tool to the July agenda.	Jamie Robertson	N/A

15. Agenda Topic: Meeting Adjournment**Presenter(s): English Albertson | President**

Discussion	Roger Jones made a motion to adjourn the meeting; Luanne Welch seconded the motion. The motion was unanimously approved by the Provider Council.	
Conclusions	N/A	
Action Items	Person(s) Responsible	Deadline
N/A	N/A	N/A

NEXT MEETING DATE: JUL 9, 2026

(Meetings are held from 10:00 AM - 12:00 PM)

Supporting documents are proprietary and can be requested by contacting the Provider Council Secretary. Please send any topics you would like to discuss at upcoming meetings to Jamie.

Respectfully Submitted by:

Jamie Robertson (Administrative Assistant) / Secretary to the Trillium Provider Council