

**Southern Regional Advisory Board (SRAB)
Meeting Minutes from December 5, 2024
Meeting: In Person 450 Country Club Road, Lumberton and
Virtual - WebEx**

Members Present

In Person: Chair Commissioner Rob Zapple, Marie Britt, Mary Ann Furniss, Commissioner Kirk Smith, Commissioner Wixie Stephens

Virtual: Commissioner Marty Cooke, Walter Ferguson, Carol McCall, Jackie McLean, Commissioner Nick Picerno, David Stanley, Julie Varnam

Members Absent: Commissioner Lavern Coleman, Commissioner Dr. Danny Ellis, Dr. Mollie Glenn, Steven Later, Commissioner James Leach, Jerome McMillian, Commissioner Duke Williams

Trillium Staff: Cecelia Peers-Regional Vice President (Southern), Kimball-Director Community Engagement and Empowerment, Catrina McKinnon-Network Development Director, Adrienne Beatty-AVP Network Development, Sandra Dunlap-Administrative Coordinator Southern Region (recorder)

NCDHHS Staff: None present.

Guests: None present.

Call to Order: Chair Commissioner Zapple called the meeting to order at 4:08 p.m. and welcomed members to the Southern Regional Advisory Board meeting and took roll call.

Adoption of the Agenda: Chair Commissioner Zapple asked for a motion to approve the September agenda. David Stanley motioned to accept the agenda. Mary Ann Furniss seconded the motion. The motion carried.

Approval of September minutes: Chair Commissioner Zapple asked for a motion to approve the September minutes. Commissioner Smith motioned to accept minutes as written. David Stanley seconded the motion. The motion carried.

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

Provider Support Services — 1-855-250-1539

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

[TrilliumHealthResources.org](https://www.TrilliumHealthResources.org) 450 Country Club Road, Lumberton, NC 28360



Public Comment: None

Trillium Network Presentation: Catrina McKinnon spoke on the following topics (presentation included in meeting materials handout):

- Trillium Health Resources commitment to developing and maintaining an adequate network of qualified providers.
- Network adequacy analysis.
- Open network for physical health services.
- Closed network for behavioral health, I/DD, SUD, and TBI services.
- Provider recruitment process.
- In-network providers service additions.
- Monitoring network adequacy.
- Member and Recipient Service Line, Behavioral Health Crisis Line, Provider Support Service Line.

Ms. McKinnon and Adrienne Beatty answered board members questions.

- Marie Britt asked about the monitoring of Carolina Complete Care.
 - Adrienne Beatty stated the board that Carolina Complete Care is regularly monitored, and their reports are tracked by the quality management department. Trillium does not delegate physical or behavioral health grievances or complaints and they are investigated directly. Per Trillium's delegation agreements, the Quality Management team works with the Population Health team and the Medical Director to monitor the quality of services that members receive. The state is managing provider credentialing to assure providers are meeting requirements. Trillium is NCQA accredited and is in the process of obtaining full health plan including physical and behavioral health.
- Chair Commissioner Zapple asked how Trillium factors in the threat of losing care to an individual raising concern regarding the quality of a service.
 - Ms. McKinnon stated that members and recipients can reach out to care managers with concerns if they are uncomfortable with their provider. Cecelia Peers also stated it is Trillium's responsibility to assure they are comfortable with their provider choice.

- Chair Commissioner Zapple asked if there was communication and interaction between Trillium and school systems.
 - Cecelia Peers discussed the school-based therapy process and referral process and specialized classrooms to support students. Ms. Peers offered to meet with schools to answer questions or address concerns.
- Chair Commissioner Zapple asked if Trillium has difficulty attaining providers in rural areas and the barriers of funding.
 - Ms. McKinnon stated that when the sustainability in rural areas is not there, then Trillium will try to fill the gaps by adding services onto a local provider if possible. Adrienne Beatty stated successes such as flexibilities established during COVID are now permanent and viable innovations such as telehealth, mobile clinics, to counteract funding challenges.
- Jackie McLean asked if conversations with the leadership would be possible regarding a day treatment facility for Hoke County.
 - Cecelia Peers stated she would be open to discussion and will confirm if there are adequate providers in Hoke County area.
- Walter Ferguson asked about day treatment facility options for Lee County.
 - Cecelia Peers
- Commissioner Smith asked the question if Trillium has an agreement with Fort Liberty.
 - Cecelia Peers stated Trillium serves people who receive Medicaid and most military families typically have privatized insurance and if they should ever become Medicaid eligible Trillium has a veterans contact, Richard Uranga throughout the catchment.
- Chair Commissioner Zapple asked if physical health members crossover to behavioral health.
 - Ms. McKinnon stated Trillium does have physical health providers that provide behavioral health services and have that option to add behavioral services if they are not currently offering it.
- Chair Commissioner Zapple asked what the distance requirement between physical health and behavioral service providers.
 - Cecelia Peers stated those on the Tailored Plan are eligible for transportation; members should be able to get to their appointments. Integrated care centers do offer both physical and behavioral services. David Stanley commented there are operating funding opportunities to bring the Federally Qualified Health Care Centers to our region.

- Jackie McLean asked what Trillium's responsibility regarding equity in rural counties.
 - Ms. McKinnon stated Trillium has a Health Equity Council to address equitable factors in access and care. Cecelia Peers stated that Population Health has released a detailed report on preventable health issues. The Health Equity Council is recruiting members.

Governing Board Report: Mary Ann Furniss reported on the Governing Board.

- Audit of Trillium and Legacy Sandhills Center presented with no findings/concerns.
- The Board Finance Committee presented an executive summary and financial overview.
- CEO Joy Futrell reviewed Tailored Plan grievance areas of focus such as non-emergency medical transportation and higher than normal member and provider call volumes.
- Discussion regarding crisis response for those affected by Hurricane Helene included Hope for NC.
- Healthy Opportunities Pilot launched in May 2024 and have 1,385 members enrolled.
- Dr. LaDonna Battle has joined the executive leadership team as the Chief Population Health Officer.

CFAC Report: Mary Ann Furniss reported on the recent CFAC meeting.

- 12 Southern Region CFAC Members 1 Bladen, 3 Brunswick, 1 Hoke, 1 Lee, 3 Moore, 3 Robeson.
- Actively recruiting for Columbus, New Hanover, and Scotland counties.
- Marie Britt and JoAnne Branch joined the Southern Regional CFAC.
- Regional Operations meeting with Cindy Ehlers on October 30.
- Regional CFAC call was on November 13.
- Cecelia Peers, Anne Kimball, and Dena Hamilton presented Trillium operations and community engagements opportunities.
- Suzanne Thompson gave a report from NCDHHS.
- Monthly State to local CFAC call was held on November 20.
- Innovations waiver discussion and request for more transparency.

Director's Report: Cecelia Peers Regional Vice President (Southern) of Trillium, shared her report.

- Member and Recipient service line hit a high call volume around 17,000 in July and as of September 12,700. Trillium is adding more staff to accommodate callers. Business lines have an option to leave a message.
- The claims department is paying clean claims within 30 days.
- Working with non-emergency medical transportation vendor Motive Care to assure transportation that is best suited for members.
- Flexibilities are still in place related to Hurricane Helene and Tailored Plan launch.
- Trillium will partner with Hope for NC for post disaster response.
- External quality review (EQR) as a prepaid individual health plan providing whole person care was conducted October 29. Final report is expected in January.
- Mid-year updates for County Commissioners are currently in progress. The updates focus on the Medicaid system standard and tailored plans. New Hanover and Columbus have received the report. Brunswick, Bladen, Lee, and Moore counties are scheduled for December and January.
- Opioid settlement planning meetings that are implementing local zoning ordinances to reduce vape shops and keep those shops within a certain distance of school districts. Columbus County has an effort in progress to get an ordinance in place. Bladen County opioid settlement group received a presentation by the regional tobacco representative.
- Ribbon Cutting for an inclusive playground in Robeson County will be held January 8.
- Oxford House, a house to assist in substance use recovery, is opening a new location for women in New Hanover County, and the open house is scheduled for November 19. ABC funds are used to support Oxford House.
- I2i Winter Conference will be December 9-12 and Trillium will be receiving two innovations awards. One for technology for Ultimate Living Assistant Tool and another for Individual and Family Initiatives.
- Trillium hosting a Re-Entry Simulation during the i2i Conference.
- Childrens Community Option program is a funding opportunity available for children with complex needs. Support around independent living.
- Recruitment available for office-based outpatient treatment, office-based opioid treatment for all counties, medication management, psychological testing, and assessment for all counties. Recruitment is underway for TBI providers.
- Transition management service unique to the TCL program is recruiting for Hoke, Moore, and New Hanover.

- Opioid treatment program opportunity for Lee County closed on October 31. An award announcement is expected soon.
- Recent service awards for Coastal Horizons in New Hanover County and Eagle Healthcare in Brunswick County were approved for Psychosocial Rehabilitation.
- Scotland County Carolina Medical and Wellness was approved for office based opioid treatment, outpatient treatment evaluation and management. Affinity Therapy covering Cumberland, Hoke, Robeson, and Bladen counties was approved for research based behavioral health treatment (RB-BHT).
- Trillium was awarded best project by the Disparities Leadership Program. Trillium with six other health care organizations developed projects and systems to eliminate racial and ethnic disparities in healthcare. Award was presented at the Governing Board's last meeting
- Cindy Ehlers, Chief Operating Officer is retiring in the spring of 2025 and recruitment for her position is underway.

Board Comments/Concerns:

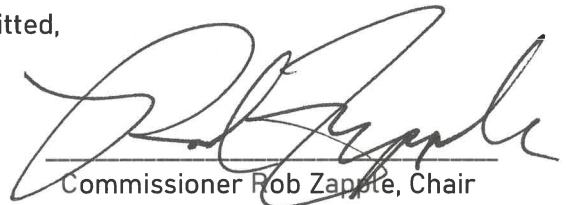
- Re-entry challenges with obtaining an ID prior to release.
- CIT training was successfully held in Lee County.
- Nitrous Oxide use and ease of purchase.

Adjournment: Commissioner Smith motioned to adjourn the meeting; Marie Britt seconded the motion. All in favor, none opposed. The meeting adjourned at 6:06 p.m.

Respectfully submitted,



Sandra Dunlap, Administrative Coordinator



Commissioner Rob Zapffe, Chair