



insight to innovation

i2iCENTER.org

SPRING CONFERENCE

Registration Brochure

JUNE 11-12, 2018
Hilton North Raleigh
Raleigh, NC

A large graphic of a stylized smile, composed of three overlapping curved lines in blue, yellow, and purple, framing the text below.

COLLABORATING *for*
CHANGE

Mental Health Intellectual & Developmental Disabilities Substance Use Mental Health Intellectual & Developmental Disabilities Substance Use Mental Health Intellectual & Developmental Disabilities Substance Use Mental Health Intellectual & Developmental Disabilities Substance Use

Conference in association with
Southern Regional AHEC

Southern Regional
AHEC | Area Health
Education Center

COLLABORATING *for* **CHANGE**

North Carolina is at the start of a process that will implement integrated care, private healthcare management and social determinants into the Medicaid system. While the 1115 Medicaid Waiver has been sent to the Centers for Medicare and Medicaid, it is possible final waiver approval is undetermined. The NC Department of Health and Human Services has done a good job of providing stakeholders their vision for the system, but the NC General Assembly still has some significant decisions to make before that vision can be fully adapted for North Carolina.

So what can we do to get prepared? What is being proposed for NC is not new, it has been done in many states, so we know now is the time to think about innovations, learn more about new services and systems that are being planned for, providers need to know what private MCOs want in a value based care setting, advocates and others may want to brush up on new strategies to get your voice heard. In addition there are changes at the federal level and resources that can help our system move forward we need to understand. All of these and more will be addressed in our Spring Conference - **Collaborating for Change**.

WHO SHOULD ATTEND

This conference offers training that supports all MH/I-DD/SUD stakeholders in the audience of: managed care organization leaders, LME/MCO CEOs, Managers and Management Team Members, Board Members, Clinicians, MH/I-DD/SUD Service Provider CEOs, and Management staff, Supervisors, Clinical Directors, Medical Directors, Hospital Leadership, DSS Leaders, Quality Improvement Staff, Counselors, Service Coordinators, Social Workers, Advocates, Consumers, Consumer and Family Advisory Committee Members, and others interested in our system.

CONTINUING EDUCATION AVAILABLE - TOTAL CONTACT HOURS 7.0

Substance Abuse - 7.0 hours of NAADAC Credit will be awarded to participants who attend 100% of the program. Southern Regional AHEC adheres to NAADAC Education Provider Guidelines Provider #843

Social Workers and others - 7.0 contact hours. **7.0 Contact hours for social workers are included in this program.** This program does not provide specific NBCC Credits. However, per LPC licensure guidelines, you may submit up to 15 contact hours of continuing education by attending programs by affiliates of the National Area Health Education Center Education (NAO). SR-AHEC is a member of the NAO.

Please note, there is a \$25 fee for SR-AHEC Credits and Contact Hours.

REGISTER ONLINE: i2icenter.org/events/spring

Monday, June 11, 2018

OPENING PLENARY SESSION

9:00 – 10:00 a.m.

The National Perspective on Integrated Care: North Carolina’s Opportunities and Challenges

A scan of the SAMHSA website offers over 1,400 articles on integrated care, with topics ranging from evidence-based best practices, to tools and resources, to financing and system integration. Given the continuing evolution of North Carolina’s entire healthcare landscape, ensuring that system efforts truly align with and support integration at all levels remains critically important. **Paolo del Vecchio**, Director of SAMSHA’s Center for Mental Health Services, will keynote the Opening Plenary to discuss the Federal vision for whole person care, how this perspective is influencing programs and services under Medicaid, and what this suggests in terms of opportunities and challenges for North Carolina’s Medicaid transformation. State leadership, consumers, service providers, plan managers, and stakeholders will all gain insight from this presentation.

LEARNING OBJECTIVES

- Describe true integration and how it is more than just data sharing and/or co-mingling of funds
- Discuss how collaboration amongst health and human service agencies is the key to whole person care and improving outcomes
- Identify SAMHSA whole person care initiatives focused on assisting MH/I-DD/SUD consumers and how NC can take advantage of these initiatives when implementing Medicaid transformation

SPEAKER:

PAOLO DEL VECCHIO, MSW,

Director of SAMHSA’s Center for Mental Health Services



He provides executive leadership for federal efforts to improve the nation’s mental health service systems. A self-identified mental health consumer, trauma survivor, and person in recovery from addictions, Paolo has over 40 years in behavioral health as a consumer, family member, provider, advocate, and policy maker. He has been involved in numerous SAMHSA precedent-setting programs to reduce stigma, advance consumer participation, education, care integration, trauma and social determinants of health.

OPENING PLENARY SPONSOR:



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Monday, June 11, 2018

MORNING CONCURRENT SESSIONS

10:30 a.m. – 12:00 p.m.

Centerpiece of Medicaid Transformation: Care Management

Care management is a pivotal function within a managed care structure and in the NC Medicaid Transformation Plan. Care management is the “hub” function that will assist consumers in navigating the plan and service array. NC DHHS is proposing that the care management and Advanced Medical Home concept be based on the existing Carolina Access primary care case management program. This timely session will offer participants a view from various perspectives on how the care management piece can be used to the greatest extent to provide a seamless service system for consumers. Not only will participants hear the latest information on the NC DHHS vision for the care management role, you will also learn about the Carolina Access model and how it can align with the future Medicaid structure. The session will wrap up with a lively panel discussion that focuses on the coordination of care management amongst Prepaid Health Plans and care managers.

LEARNING OBJECTIVES

- Review the vision for the care management role in the Medicaid Transformation Plan
- Identify the components of the Carolina Access model
- Review the role of care managers for individuals with mild-to-moderate and more intensive BH/I-DD needs
- Describe the perspective of plan managers on interfacing with care managers to assist consumers

SPEAKERS:

ANDREW CLENDENIN,

Director of Behavioral Health Integration, Community Care of North Carolina

KELLY CROSBIE,

MSW, LCSW, Senior Program Manager, Health Transformation, Division of Health Benefits, NC DHHS

DANIKA MILLS, MSW, MPS,

LCSW, LCAT, CCM, Director of Care Management, Community Care of North Carolina

PANELISTS:

COURTNEY CANTRELL, PH.D,

Senior Vice President of Clinical Operations, Alliance Behavioral Healthcare

JODI FENNER,

Senior Director, LTSS, Specialty Organization, Business Development, Government Business Division

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Monday, June 11, 2018

MORNING CONCURRENT SESSIONS

10:30 a.m. – 12:00 p.m.

Ensuring a Whole Person Approach into the Emerging System of I-DD Services

Sponsored by NC Council on Developmental Disabilities

For individuals with I-DD using both Home and Community Based Services (HCBS), behavioral and physical health care services, the structure of the system - stakeholder engagement, provider support & capacity building and overall expectations and processes are critical to reaching quality individual outcomes. This session will begin with an overview of must-have components as the system as we know it evolves, such as self-advocacy and a holistic, person-centered approach. It will also include a review of other states that have restructured their service delivery system to better achieve whole person care in I-DD. The discussion will be interactive and dynamic as participants work with the speakers to develop value propositions, and guiding principles in achieving whole person care for individuals with intellectual and/or developmental disabilities. The recommendations developed during the session will then be shared with key decision makers such as NC DHHS and the NC Council on Developmental Disabilities as the state begins transforming the service delivery system into a fully integrated, whole-person model of support.



SPEAKERS:

JOSHUA BOYNTON,
Managing Director,
Vertess

Josh is a healthcare entrepreneur, executive and consultant with over 20 years of successful national leadership in I/DD services, behavioral healthcare, child welfare, and managed care. He began his career by founding LifeShare, an innovative organization that continues to support people of all abilities.



KAREN LUKEN,
Disability and Health
Consultant

LEARNING OBJECTIVES

- Identify the approaches other states have taken to addressing whole person care for consumers of I-DD services and the pros and cons of those approaches
- Discuss the value propositions that must be a part of the NC restructure of Medicaid and the public health and human services system in order to achieve whole person care
- Discuss recommended policy and process changes that will move our state closer to a whole person care approach that is best for the consumer

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Monday, June 11, 2018

MORNING CONCURRENT SESSIONS

10:30 a.m. – 12:00 p.m.

Will North Carolina’s System of Care Principles Survive Medicaid Transformation?

In this session, Dr. Bob Atkins, Senior Medical Director, Aetna Medicaid, will describe the scope and range of a system of care approach to serving people from the perspective of a private managed care company. Dr. Atkins and his colleagues will address efforts to operationalize SOC principles across healthcare populations—including people with complex needs—to expand beyond more traditional approaches and to enhance work related to social determinants of health. Dr. Atkins will also speak to the business-side benefits of value-based contracting to strengthen the System of Care.

Ample time will be provided for dialogue among participants and presenters. This will be an interactional opportunity for all involved to challenge ideas, offer suggestions, and learn from one another, with a plan to document items for future discussion and action by Aetna.



SPEAKERS:

ROBERT M. ATKINS, M.D., MPH, Aetna Medicaid Senior Medical Director

Aetna Provider Network and Value Based Care Team Members to be named.

LEARNING OBJECTIVES

- Describe the scope and range of system of care approaches used for Medicaid
- Review how one program is operationalizing system of care principles across healthcare populations and for those with complex needs
- Discuss the relationship between value based contracting and strengthening system of care
- Identify and offer input into how managed care organizations can implement system of care principles within an integrated Medicaid program

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Monday, June 11, 2018

MORNING CONCURRENT SESSIONS

10:30 a.m. – 12:00 p.m.

Consolidate 2 Integrate

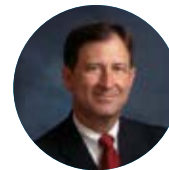
Throughout healthcare we see many changes in both the service and business sectors. One such change is the increase in mergers and acquisitions in order for providers to integrate care and stay competitive in a changing market. North Carolina will soon be undergoing new additional changes. To help providers better understand the landscape, we will hear from expert Tom Schramski, PhD, the Managing Partner of VERTESS. VERTESS is a national firm that facilitates mergers and acquisitions in the healthcare sector, including I-DD and behavioral health entities. Schramski primarily helps healthcare business owners position themselves for a merger or acquisition while maximizing their proceeds in a transaction. He also works as a strategic consultant to various healthcare entities, including nonprofits, as they look for creative ways to thrive in the healthcare new normal. Tom will describe the national landscape of mergers, affiliations, and consolidations in healthcare and behavioral health. He will provide concrete ideas for establishing or building the value of your agency and offer guidance on how to pursue your company’s desired long term outcomes. In addition, Lanier Cansler, President of Cansler Collaborative Resources, a provider of consultation and implementation guidance in financial management, clinical policy development and program administration in health and human services agencies will discuss some of the motivations of healthcare providers in North Carolina to pursue consolidation opportunities.



SPEAKERS:

TOM SCHRAMSKI, PH.D.,

CMAA, Founder,
Managing Partner,
VERTESS



**LANIER
CANSLER,**

CEO of Cansler
Collaborative Resources

LEARNING OBJECTIVES

- Identify trends in North Carolina that are motivating providers to consider new approaches for consolidation
- Discuss how to build the value of your agency in order to improve opportunities for consolidation
- Review new approaches for finding “the right match” for your agency’s consolidation goals

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Monday, June 11, 2018

LUNCHEON

12:00 p.m. - 1:30 p.m.



Join us for a relaxing luncheon and enjoy some extra time to network with your colleagues!

LUNCH SPONSORS:

Advancing NC Whole Health Coalition

Alexander Youth Network

AmeriHealth Caritas

Autism Learning Partners

Carolina Complete Health

Children's Hope Alliance

Community Based Care LLC

Community Choices

Developmental Disabilities Resources

The Echo Group

Frye Regional Medical Center

GHA Autism

Holly Hill Hospital

LifeSpan

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Monarch

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Monday, June 11, 2018

AFTERNOON CONCURRENT SESSIONS

1:30 p.m. – 3:00 p.m.

Value Based Reimbursement that Supports Whole Person Care

As we've seen over the past few years, strategically navigating the road to value-based reimbursement is complex – for both provider organizations and health plans. We know the transition to value-based care isn't slowing down, so how can health plans and provider organizations work together to overcome these challenges? In this session, Carole Matyas, Vice President of Behavioral Health Operations for Wellcare Health Plans, will discuss Wellcare's development of different value-based care strategies, integrated delivery networks, and whole-person care models that integrate medical and behavioral health in different markets throughout the country. She will also discuss payer expectations in terms of provider organization performance and the challenges of working with provider organizations to develop new partnerships in an integrated, value-based market.



SPEAKER:
CAROLE MATYAS,

Vice President
Behavioral Health
Operations, WellCare
Health Plans, Inc.

Matyas oversees enterprise wide behavioral health activities; a key focus being to provide support for new business development and new business implementation as well as to assure that WellCare develops a fully integrated medical/behavioral program that is centered in whole person attention and care.

LEARNING OBJECTIVES

- Discuss Health Plan strategies to advance value based payments with behavioral health providers
- Identify key elements needed to progress to value based payments
- Review the stages of value based payments and identify where your organization stands
- Identify the current outcome measurements being used
- Review the challenges and obstacles to implementing value based payments and tips to overcome them

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Monday, June 11, 2018

AFTERNOON CONCURRENT SESSIONS

1:30 p.m. – 3:00 p.m.

Out-of-the-Box Services: Promoting Innovation in Managed Care

Managed care today offers a hope of embedding innovation and creativity into service delivery. The concept of “waiving” standard Medicaid rules allows states to go outside of boxed services and create services that directly address the needs of consumers in that state. The BH/I-DD public system in North Carolina has a leg up on this creativity through the 1915(b)(c) Medicaid waiver. This session offers participants more information on what is already being done to build innovative services tailored to Medicaid and uninsured beneficiaries. Participants will also dig a little deeper to learn how out-of-the-box services fit into the vision of integrating physical and BH/I-DD services. Providers, State and local funders play key roles in identifying service gaps and determining ways to fill those service gaps. Alternative, in lieu of and b(3) services are also mechanisms to fill service gaps. This session will include segments about how providers, State and LME/MCOs are pulling together to build the service array through innovation.

LEARNING OBJECTIVES

- Discuss the vision of NC DHHS to restructure the public health and human service system to build innovation
- Define alternative, in lieu of and b(3) services and examples that are currently offered around the State
- Review the work of the Division of Medical Assistance to build consistency and sharing in development of alternative, in lieu of and b(3) services
- Discuss and evaluate an NC example of a local funder and provider partnership to create out-of-the-box services and how it can apply to your organization

SPEAKERS:

TERI HERRMANN, MA,

CEO, SPARC Services and Programs

ANDREA MISENHEIMER, MA,

Director of Regulatory Affairs, Cardinal Innovations Healthcare

RENEE RADER, MA,

Quality Manager, Division of Medical Assistance, Behavioral Health, North Carolina Department of Health and Human Services

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Monday, June 11, 2018

AFTERNOON CONCURRENT SESSIONS

1:30 p.m. – 3:00 p.m.

Importance of Effective Customer Services and its Impact on Clinical Care

People who use behavioral health care services wear two hats: one of a patient and one of a customer. Attending to both results in improved public perception but more importantly, it results in better clinical care, but most providers are not aware of how this works and what to do about it. In this session, we will explore why this is true and describe how providers can change their service delivery to start treating individuals as customers and in doing so provide better clinical care.



SPEAKER:

**DENNIS
MORRISON
PH.D.,**

Chief Clinical Advisor,
Netsmart

LEARNING OBJECTIVES

- Describe why behavioral healthcare is a service business
- Identify the importance of customer expectations for behavioral healthcare
- Review the relationship between customer satisfaction and adherence to clinical regimens
- Describe ways cyber-satisfaction can affect behavioral health providers
- Discuss the financial effects poor customer service can have on a provider of behavioral healthcare

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Monday, June 11, 2018

AFTERNOON CONCURRENT SESSIONS

1:30 p.m. – 3:00 p.m.

Best (and worst) Practices in Community Engagement: What's the Difference?

While those with lived experience are crucial to planning and executing the most effective solutions in mental health and behavioral health, community members are not always at the table to share their valuable feedback. This hands on and interactive session will explore best practices (and worst practices) in community engagement, including a spectrum of community engagement approaches to consider. Several behavioral health leaders will share how they have prioritized authentic community engagement in their work, and attendees will have the opportunity to reflect and share their own experiences with their peers. This session will cover alternative ways for people with lived experience to have an impact in a new partnership with commercial insurance companies overseeing Medicaid services.

LEARNING OBJECTIVES

- Identify “worst practices” in community engagement, adapted from a popular facilitation technique called **TRIZ**
- Describe the purpose for community engagement, the spectrum of approaches and an example of how one community has prioritized different approaches
- Describe the community engagement process with NC behavioral health and I-DD leaders
- Review and assess where you are on the community engagement spectrum now, where you are going and the steps needed to get there



SPEAKER:

ROBERT ALBRIGHT,

Director of Programs
at **FSG**

Robert leads the funder community of practice for the Collective Impact Forum.

HOTEL RESERVATIONS

Accommodations for this event will be at the Hilton North Raleigh Midtown Hotel in Raleigh, NC at the special rate of \$115 for a single or double occupancy. The room block is **ONLY** available through **May 17, 2018**. To make your reservations, go online to the [hotel reservation page](#) or call the hotel at (919) 872-2323 or call 1-800-HILTONS and be sure to indicate you are attending the “**i2i Spring Conference**.”



Monday, June 11, 2018

GENERAL SESSION

3:30 p.m. - 4:30 p.m.

Federal Medicaid and Block Grant Funding Update: What's the Impact on North Carolina?

While the congressional discussion on Medicaid reform hasn't been in the forefront lately, the federal administration is making policy decisions that are impacting the way in which Medicaid and federal block grant dollars are being allocated. This general session will provide conferees with an opportunity to hear from a Washington insider about the latest actions by the US Department of Health and Human Services and agencies such as the Centers for Medicare and Medicaid and SAMHSA on program policies and funding caveats. Our speaker will talk about the flexibility measures that the US DHHS is implementing in Medicaid and federal block grants and the impact on the benefits. Conferees will also hear updates about focuses on community-based federal and State mandates such as Olmstead, the Americans with Disabilities Act, and state settlements.



SPEAKER:

**CHUCK
INGOLIA,**

Senior Vice President
Public Policy/Practice
Improvement, National
Council for Behavioral
Health

LEARNING OBJECTIVES

- Review the most current actions by US DHHS on Medicaid and block grants related to increased premiums, work requirements and State flexibility
- Discuss the status of congressional legislative actions on Medicaid and federal block grant programs
- Describe the potential impact federal changes can have on North Carolina and the 1115 Medicaid waiver
- Identify how court actions such as Olmstead, the ADA and state settlements are influencing a focus on community-based treatment

BUSINESS AND INNOVATIONS EXPO

Looking for the latest information on technology, services, and other innovations? Plan to visit over 50 exhibitors on June 11th to learn of business and service solutions, innovations in technology, and solutions to improve your organizations' mission. If you would like to participate as an exhibitor, contact Jean Overstreet at (919) 657-0580 or jean@i2icenter.org.



Tuesday, June 12, 2018

CLOSING PLENARY SESSION

9:30 a.m. – 12:00 p.m.

Implementing the Standard Plan: Can We Anticipate the Unanticipated?

When implementing big system changes have you ever wondered, “Why didn’t we see THAT problem ahead of time?” In this session Dr. David Hughes, President of Human Resources Research Institute (HSRI), will help us anticipate potential problems to avoid as we transition the management of services for people with mild-to-moderate behavioral health needs to commercial plans. In his work with HSRI David has conducted evaluations of similar transitions in other states and he will present some “lessons learned” from those experiences.

Following Dr. Hughes presentation a consumer and advocate response panel lead by **Rose Hoban**, founder and editor of *Carolina Health News* will discuss the implications of the presentation for the future of our system in North Carolina and identify what elements of care are of particular interest to consumers and advocates.

LEARNING OBJECTIVES

- Discuss pitfalls to avoid when implementing a big service integration effort
- Review solutions other states have developed when integrating Medicaid services for people with mild/moderate behavioral health needs into the general healthcare system
- Identify accommodations to consider for people whose needs frequently change from mild to severe



SPEAKER:

**DAVID HUGHES,
PH.D.,**

President, Human
Service Research
Institute ([HSRI](#))

HSRI is a nationally recognized expert in behavioral health research and systems change. David has devoted his career to working with public agencies and other researchers to strengthen services, transform systems, and inform policy development. He is particularly passionate about helping organizations design programs, initiatives, and policies that are data-driven, person-driven, and sustainable.

PANEL MODERATOR:

ROSE HOBAN,

Editor, *Carolina Health News*

PANELIST:

DAMIE JACKSON DIOP, MA,

Chair, NC Mental Health Planning
Council, Creative Director, Integrated
Approaches, LLC

KURTIS TAYLOR,

Executive Director, Alcohol and Drug
Council of North Carolina

**KELLY FRIEDLANDER,
MSW, MPA,**

Partner, Community Bridges
Consulting Group

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2018 Spring Conference PROGRAM AT A GLANCE

Hilton North Raleigh Hotel, Raleigh, NC

COLLABORATING *for*
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MONDAY, JUNE 11, 2018

9:00 a.m. – 10:00 a.m.

OPENING PLENARY SESSION

The National Perspective on Integrated Care:
North Carolina's Opportunities and Challenges

Sponsored by Carolina Complete Health

10:00 a.m. – 10:30 a.m.

BREAK Sponsored by Carolina Complete Health

10:30 a.m. – 12:00 p.m.

MORNING CONCURRENT SESSIONS

Centerpiece of Medicaid Transformation:
Care Management

Ensuring a Whole Person Approach into
the Emerging System of I-DD Services

Will North Carolina's System of Care Principles
Survive Medicaid Transformation?

Consolidate 2 Integrate

12:00 p.m. – 1:30 p.m.

LUNCH/NETWORKING

Sponsored by: Advancing NC Whole Health Coalition, Alexander Youth Network, AmeriHealth Caritas, Autism Learning Partners, Carolina Complete Health, Children's Hope Alliance, Community Based Care LLC, Community Choices, Developmental Disabilities Resources, The Echo Group, Frye Regional Medical Center, GHA Autism, Holly Hill Hospital, LifeSpan, Medware, Monarch, Old Vineyard Behavioral Health Services, RHA Health Services, Therap Services LLC, Universal Mental Health Services Inc, Valant, VERTESS

1:30 p.m. – 3:00 p.m.

AFTERNOON CONCURRENT SESSIONS

Value Based Reimbursement that
Supports Whole Person Care

Out-of-the-Box Services: Promoting
Innovation in Managed Care

Importance of Effective Customer Services
and its Impact on Clinical Care

Best (and worst) Practices in Community
Engagement: What's the Difference?

3:00 p.m. – 3:30 p.m.

BREAK Sponsored by Carolina Complete Health

3:30 p.m. – 4:30 p.m.

GENERAL SESSION

Federal Medicaid and Block Grant Funding
Update: What's the Impact on North Carolina?

4:30 p.m.

DOOR PRIZE GIVE AWAY

4:45 p.m.

ADJOURN

TUESDAY, JUNE 12, 2018

7:30 a.m. – 9:30 a.m.

BREAKFAST BUFFET

Sponsored by Carolina Complete Health

9:30 a.m. – 12:00 p.m.

CLOSING PLENARY SESSION

Implementing the Standard Plan:
Can We Anticipate the Unanticipated?

10:30 a.m. – 10:45 a.m.

BREAK Sponsored by Carolina Complete Health

12:00 p.m.

ADJOURN

CONFERENCE SPONSORS



ADVANCING NC WHOLE HEALTH COALITION



2018 Spring Conference

SPRING CONFERENCE EXHIBITORS

Hilton North Raleigh Hotel, Raleigh, NC

**Advancing NC Whole
Health Coalition**

Alexander Youth Network

AmeriHealth Caritas

Autism Learning Partners

Aym Technology

Blue Ridge Pharmacy

Brynn Marr Hospital

Carolina Complete Health

Children's Hope Alliance

Citizens Insurance Agency

Coastal Horizons

**Community Based
Care, LLC**

Community Choices, Inc.

**Cone Health Behavioral
Health Hospital**

CST Data

**Developmental Disabilities
Resources, Inc.**

Dominion Diagnostic

The Echo Group

Encounter Works

**Frye Regional
Medical Center**

GT Independence

GHA Autism

Holly Hill Hospital

LifeSpan Incorporated

Lutheran Services Carolinas

Mediware

Monarch

New Hope Treatment Center

Odyssey Software Group

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2018 Spring Conference SPRING CONFERENCE EXHIBITORS Hilton North Raleigh Hotel, Raleigh, NC

Old Vineyard Behavioral Health

Pride in NC

QBS, Inc.

Qualifacts Systems, Inc.

Rapid Resources for Families

RHA Health Services

Skill Creations, Inc.

Springbrook Behavioral Health

Therap Services

Turning Point Family Services

Universal MH/DD/SAS

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Village Behavioral Health

i2i Friends




**45th Year
Celebration of**

- ◆ Commitment to Quality Care
- ◆ Making a Home for Very Special Individuals
- ◆ Building a Nurturing Environment
- ◆ Supporting Families in Times of Need
- ◆ Advocating for Individuals with Developmental Disabilities



HORIZONS
Residential Care Center

100 Horizons Lane Rural Hall, NC 27045
www.horizonscenter.org
336. 767.2411

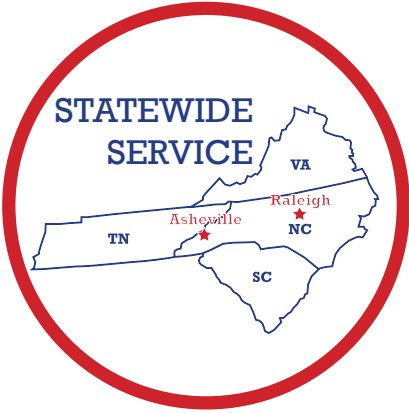
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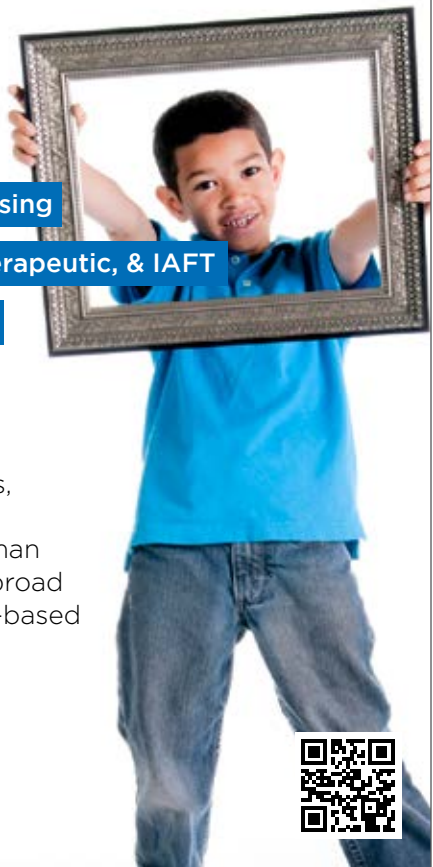
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 175 Towerview Court Cary, NC 27513 919-377-0189

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2018 Spring Conference REGISTRATION FORM

June 11-12 | Hilton North Raleigh, Raleigh, NC

SPECIAL DISCOUNTS!
Register 3 Staff (Full Registration) and bring the **4th staffer for FREE!**

CONSUMER DISCOUNT OFFER
Consumers, take **50% off** registration price!

REGISTRATION CUT OFF DATE IS JUNE 1, 2018
after that date you must register onsite.

HOW TO REGISTER

1. Online at www.i2icenter.org and pay with a credit card. Online registrants will receive email confirmation of registration.
2. Mail in registration form with check (you will not receive email confirmation).

If paying by check, make payable to "i2i Center for Integrative Health" and mail to:

1135 Kildaire Farm Road, Suite 200,
Cary, NC 27511.

Payment must be received at the i2i office by May 31st or payment must be made at on site registration. Questions? Call (919) 657-0580.

EARLY BIRD REGISTRATION

The deadline for Early Bird Registration is May 11, 2018.

Any registration not received by that time will be accepted on a first-come-first-serve basis at the full registration price. Onsite registration is expected to be available.

CONFERENCE FEES

	Early Bird by 5/11	After 5/11
<input type="checkbox"/> FULL REGISTRATION (Includes: Opening Plenary, trainings, luncheon, exhibits, Tuesday breakfast & Closing Plenary)	\$245	\$275
<input type="checkbox"/> ECONOMY SAVER MONDAY ONLY REGISTRATION (Includes: Opening Plenary, trainings, luncheon, exhibits)	\$195	\$225
<input type="checkbox"/> CLOSING PLENARY SESSION ONLY (does not include breakfast)	\$50	\$65
<input type="checkbox"/> APPLYING FOR CEUs/CONTACT HOURS	\$25	\$25
<input type="checkbox"/> COMPANION (Meals Only)	Mon. \$40	Mon./Tues. \$60
<input type="checkbox"/> FULL TIME GRADUATE STUDENT	50% OFF	
TOTAL AMOUNT ENCLOSED	\$ _____	

(Consumers apply discount here)

TRAINING (MARK ONE PER SESSION)

A.M. SESSIONS:

- Centerpiece of Medicaid Transformation: Care Management
- Ensuring a Whole Person Approach into the Emerging System of I-DD Services
- Will North Carolina's System of Care Principles Survive Medicaid Transformation?
- Consolidate 2 Integrate

P.M. SESSIONS:

- Value Based Reimbursement that Supports Whole Person Care
- Out-of-the-Box Services: Promoting Innovation in Managed Care
- Importance of Effective Customer Services and its Impact on Clinical Care
- Best (and worst) Practices in Community Engagement: What's the Difference?

NAME _____ TITLE _____

ORGANIZATION _____

BILLING ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE _____ EMAIL _____

Indicate special needs (diet or disability only). _____

If deaf interpreter required, email jean@i2icenter.org

CANCELLATION POLICY All requests for refunds due to cancellation must be received in writing—email jean@i2icenter.org. A 50% service fee will be deducted from all refund cancellation requests received prior to May 12, 2018. Registrants who do not cancel prior to May 12, 2018 and do not attend will be responsible for the full registration fee.