

SPRING CONFERENCE

PATHWAYS 2 PROGRESS

SPRING CONFERENCE

Registration Brochure

JUNE 10-11, 2019

**Hilton North Raleigh
Raleigh, NC**



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HEALTH

insight to innovation

June 10-11, 2019

SPRING CONFERENCE

Hilton North Raleigh, Raleigh, NC

SPRING CONFERENCE

PATHWAYS 2 PROGRESS



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Substance Abuse - 8.0 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 - 8.0 contact hours. **8.0 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.

WHY ATTEND?

Approval for the North Carolina 1115 Medicaid Waiver is now complete. Four private managed care organizations have been chosen and regional implementation for the Medicaid Standard Plan is set to begin this November with statewide implementation next February. All systems are go, but there are still questions, details and issues to be addressed. Many providers are in the process of contracting with the Prepaid Health Plans (PHPs), credentialing remains, and the Enrollment Broker is preparing to work with individuals to choose their benefit plans. It is a brave new world for NC and our healthcare systems. What are the Pathways 2 Progress? By addressing topics such as Value-based care, Standard Plan operations, progress on the Medicaid Tailored Plan, effective use of technology, service challenges, and the effective utilization of Peer Support, this conference attempts to provide guidance to support stakeholder readiness for a managed care system that integrates all aspects of healthcare.

WHO SHOULD ATTEND?

This conference offers trainings that will prepare and support stakeholders at a variety of levels as North Carolina approaches the go-live dates for managed care. This includes: public and private managed care organizations, provider organizations, state and private hospitals, DHHS, advocates, families, individuals with lived experience, and others interested in learning about the evolving system changes. Sessions will address issues of interest to executive leadership, managers, clinicians, and users of services.

CONFERENCE HOTEL ACCOMMODATIONS

Accommodations for this event will be at the Hilton North Raleigh Midtown Hotel in Raleigh, NC at the special rate of \$118 for a single or double occupancy. The room block is **ONLY** available through **May 16, 2019**. 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."



PROGRAM AT A GLANCE

Hilton North Raleigh, Raleigh, NC

SPRING CONFERENCE

PATHWAYS 2 PROGRESS

MONDAY, JUNE 10, 2019

9:00 a.m. – 10:00 a.m.

OPENING PLENARY SESSION

The Power of Words: Reframing Human Services to Leverage Support

10:00 a.m. – 10:30 a.m.

BREAK/VISIT EXHIBITORS

10:30 a.m. – 12:00 p.m.

MORNING CONCURRENT SESSIONS

- 10 Steps to Value Based Contracting
- A New Approach to Care: The Standard Plan
- The Foundation of a Strong Workforce: Maximizing Individual Potential Through Teams
- Informed Decision Making: Why Choice is Important

12:00 p.m. – 1:30 p.m.

LUNCHEON

Sponsored by: AmeriHealth Caritas, Alexander Youth Network, Autism Society of NC, Children's Hope Alliance, Community Based Care, LLC, Community Choices, Inc., Developmental Disabilities Resources, The Echo Group, Frye Regional Medical Center, GHA Autism Supports, Holly Hill Hospital, Janssen/Johnson and Johnson, Monarch, OnceLogix, LLC, RHA Health Services, Seaside Healthcare, Therap Services, LLC, Universal MH Services, Inc., and Virtual Officeware Healthcare Solutions

1:30 p.m. – 2:30 p.m.

INSIGHT 2 INNOVATION TOPICS I (CONCURRENT)

- Treating Trauma in the Family Setting
- Developing Performance Measures for Performance Management and Continuous Improvement
- Using Telepsychiatry to Improve Access to Evidence-Based Care: A NC Experience
- Peer Support Contributions to Healthcare: Growth and Fidelity

★ CONFERENCE SPECIAL SPONSOR ★



HealthyBlue

2:30 p.m. – 2:40 p.m.

BREAK

2:40 p.m. – 3:40 p.m.

INSIGHT 2 INNOVATION TOPICS II (CONCURRENT)

- Value Based Contracting to Address the Opioid Epidemic
- Cybersecurity & HIPAA: Protecting Your Organization
- Coming Together: Addressing Discharge ED and Inpatient Discharge Barriers
- Integrating Health and Behavioral Health and the Collaborative Care Model

3:40 p.m. – 4:00 p.m.

BREAK/VISIT EXHIBITORS

4:00 p.m. – 5:30 p.m.

GENERAL SESSION

Setting the Stage for 2021 – An Update on the Tailored Plan

5:30 p.m.

ADJOURN

TUESDAY, JUNE 11, 2019

7:30 a.m. – 9:30 a.m.

BREAKFAST BUFFET

Sponsored by WellCare

9:30 a.m. – 11:30 a.m.

CLOSING PLENARY SESSION

Succeeding in a Value Based Health and Human Service Landscape: Keys to Balancing Performance, Measurement, Talent and Capital

11:30 a.m.

CONFERENCE ADJOURNS

11:30 a.m. – 4:00 p.m.

I'm IN: Community Inclusion Meeting & Luncheon

REGISTER ONLINE: i2icenter.org/events/spring

SPRING CONFERENCE EXHIBITORS

Hilton North Raleigh Hotel, Raleigh, NC

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other business improvements?

Plan to visit over 50 exhibitors on June 10th to learn
of business and service solutions using, 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.



Monday, June 10, 2019

OPEN PLENARY SESSION

9:00 A.M. - 10:00 A.M.

SPRING CONFERENCE

PATHWAYS 2 PROGRESS

The Power of Words: Reframing Human Services to Leverage Support

Why do we talk about human services in the public system like it's the 18th century? It is time to redirect public thinking. The sector's communications are stuck in a "charity model" from the past and so is public perception of the value of public human services, which affects everything from adequate funding to fair policies to giving. Today, the demand for a whole person approach with coordinated health and human services is greater than ever. Our speaker, **Judith Gethner, Executive Director of Illinois Partners for Human Service**, will share a new communications strategy proven to build broader and deeper support for human services by changing the language we use. The power of words cannot be underestimated. You will learn a new way to engage legislators, State government leaders and philanthropists in vital conversations about the power, value and importance of health and human services. This new narrative for the sector, the result of multi-year research by the FrameWorks Institute, a Washington-based communications think tank, is proven to improve understanding and support for the full range of health and human services and the sector's benefit to society.

LEARNING OBJECTIVES

- Discuss public perception concerning the work of human service professionals and those they serve
- Review research based strategies for how to avoid communication traps that cue up misperceptions and biases from the public
- Identify how to create engaging and persuasive communications in the current legislative and public landscape



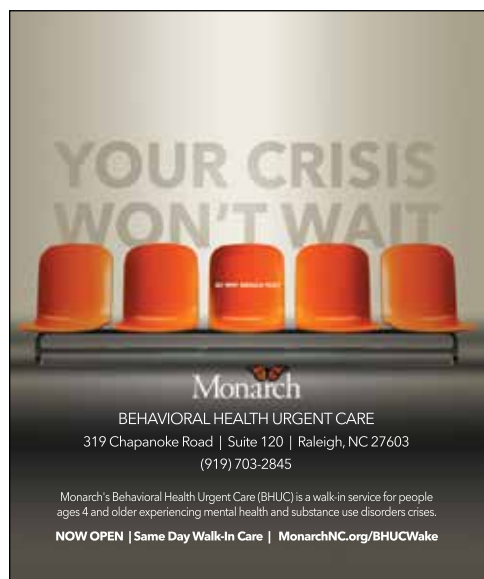
KEYNOTE:

**JUDITH
GETHNER,**

**Executive Director,
Illinois Partners for
Human Service**

Since 2009, Judith has built Illinois Partners for Human Services from a start-up to over 800 human service provider partners located in every county and legislative district throughout Illinois. As a leading voice within the sector, Judith has led a successful campaign to educate service providers on Illinois' recent budget impasse and other fiscal issues in the state; has informed the political discourse on human services through collaborative advocacy efforts with community organizations, state agencies, elected officials and the private sector; and has been appointed to lend her expertise to numerous government councils and agencies.

Judith brings a strong combination of private and nonprofit sector experience to her work.



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Tuesday, June 11, 2019

CLOSING PLENARY SESSION

9:30 A.M. - 11:30 A.M.

SPRING CONFERENCE

PATHWAYS 2 PROGRESS

Succeeding In A Value-Based Health & Human Service Landscape: Keys to Balancing Performance, Measurement, Talent and Capital

North Carolina's health and human service landscape - both service delivery and financing - is in the midst of evolution. While this evolution looks a bit different depending on the geographic location, consumers served and service specialty, the 'big themes' are the same. Changing consumer expectations, conflicting policies and politics, and science and technology are changing the day-to-day realities of consumers with chronic conditions and complex support needs - and the health plans, provider organization, and clinical professionals that serve them.

In this session, **OPEN MINDS Chief Executive Officer, Monica Oss**, will provide an update on the changes in the health and human landscape that are driving changes in market position and sustainability for specialty provider organizations. She will review the key competencies for executive teams to lead and manage their organizational transformation. In her closing, she will discuss the 'growth imperative' and need for size and scale - in particular the talent and financial resources needed for 'organizational fitness for growth'.

LEARNING OBJECTIVES

- Discuss the changing complex consumer landscape
- Review the strategic implications of the evolving market for specialty provider organizations
- Identify key executive competencies for leadership and management transformation
- Review the growth imperative - planning for size and scale

CLOSING PLENARY SPONSORS:



KEYNOTE:

**MONICA E. OSS,
M.S.,**

Founder of OPEN MINDS

For the past two decades, Ms. Oss

has led the **OPEN MINDS** team and its research on health and human service market trends and its national consulting practice. Oss has unique expertise in payer financing models, provider rate setting, and service pricing. She has led numerous engagements with state Medicaid plans, county governments, private insurers, managed care programs, service provider organizations, technology vendors, neurotechnology and pharmaceutical organizations, and investment banking firms - with a focus on the implications of financing changes on delivery system design.

Ms. Oss is well known for her numerous books and articles focused on the strategic and marketing implications of the evolving health and human service field. She has been the keynote speaker at the conferences of numerous national associations and has been published in a wide range of professional journals and trade publications.

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Monday, June 10, 2019

CONCURRENT SESSIONS

10:30 a.m. – 12:00 p.m.

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10 Steps to Value Based Contracting

This session will offer attendees a very practical way to shift your organizational culture to redefine productivity as a balance between clinical outcomes and cost efficiencies; that is the aim of value-based care. The vision for NC's Medicaid managed care is that payers will ramp up the percentage of their value-based contractual arrangements with providers from the start of the Standard Plans with the goal to have the majority of the contracts with providers in the Standard Plans and BH/IDD Tailored Plans be value-based.

LEARNING OBJECTIVES

- Review the types of alternative reimbursement models, pros and cons, examples and practical "how to's"
- Identify the 10 steps it takes to develop a successful value-based reimbursement proposal for a payer
- Review how to overcome common barriers to successful VBRs, including how to work with payers
- Describe the lessons learned and best practices, including a North Carolina case study



SPEAKER:

DEB ADLER,
President,
Transformation Health
Resources, LLC

Deb Adler has more than 20 years' experience in executive health care roles, serving in a variety of capacities including network executive, quality management executive and chief operating officer. Deb began her care in health care quality and is a recognized leader in value-based contracting and alternative payment models. Deb has facilitated network designs and benefit plan approaches that achieve both quality outcomes and healthcare cost savings. Her consultant supports a broad range of topics including: collaborative care models/ medical behavioral integration, provider network functions - contracting, network designs/tiering, recruitment, credentialing, payer positioning and reimbursement strategies.



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AmeriHealth Caritas is proud to support i2i Center for Integrative Health and its mission to convene health care leaders to address issues affecting North Carolinians with behavioral, intellectual, and developmental disabilities.



www.amerihhealthcaritas.com

Monday, June 10, 2019

CONCURRENT SESSIONS

10:30 a.m. – 12:00 p.m.

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A New Approach to Care: The Standard Plan

This session will provide the best available, updated information regarding implementation of the Standard Plan for people in the Medicaid system with behavioral health and I/DD needs. It will include a didactic presentation about the particular population of individuals that will be served under the Standard Plan and expectations of whole person care for those individuals. This will be followed by an interactive panel discussion of leaders from the four statewide NC private Standard Plan insurance providers. Each will be presented with a case study scenario for an individual in the mild to moderate population and asked to address how they would be served under the Standard Plan with an eye toward identifying potential “potholes” or systemic failures that we might be able to avoid if we plan for them.

LEARNING OBJECTIVES

- Review the types of likely individuals that will qualify for the Standard Plan services
- Discuss the expected number of BH/IDD individuals currently served in the public system crossing over to the Standard Plan and the impact on public system
- Identify how people with behavioral health and IDD needs who are currently receiving services will migrate to the Standard Plan
- Discuss ways to guard against the risk of people “falling through the cracks” as the mild to moderate population transition to the Standard Plan.



MODERATORS:

**CAROL DUNCAN
CLAYTON, CEO,**

Relias

DHHS RESOURCE EXPERT:

KELSI KNICK,

Senior Program Manager, Population Health, Division of Health Benefits, NC DHHS

PHP PANELISTS:

**KATEY WEAVER,
MSW, LSW, MBA,**

Corporate Director, Population Health, New Business, AmeriHealth Caritas

**MARKETA WILLS,
MD, MBA,**

Senior Corporate Medical Director, Health Programs & Services Population Health Solutions WellCare Health Plans, Inc.

**JOEL L. AXLER
MD, FAPA,**

Managing Medical Director, Behavioral Health, Government Business Division, Amerigroup - Representing Healthy Blue for Medicare and Medicaid

**DR. ELIZABETH
PETERSON-VITA,**

Behavioral Health Executive Director, United Healthcare

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Monday, June 10, 2019

CONCURRENT SESSIONS

10:30 a.m. – 12:00 p.m.

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Foundation of a Strong Workforce: Maximizing Individual Potential through Teams

With constant changes in behavioral and physical healthcare, including shifts in reimbursement and workforce shortages, retaining talented staff is becoming more difficult. In North Carolina, there is a shift to value-based purchasing that will define productivity and quality by means of clinical and financial outcomes. This alone is a major culture shift for professionals and direct care staff. The lack of qualified staff is compounding workforce shortages, and the costs related to turnover and replacing staff are astounding. Focusing on the behavioral traits of staff members and utilizing their strengths can alleviate some of these pressures. Creating teams and effective team-building can re-energize your staff and balance workloads to maximize each individual's potential whether looking at executive management, clinical staff or your organization as a whole. This session will explain how to effectively promote and develop teams and discuss recommendations for identifying roles within those teams.

LEARNING OBJECTIVES

- Examine how the organization of teams can deliver better patient experience and higher staff satisfaction
- Analyze the behavioral traits of team members to maximize their potential and improve retention
- Determine how to create a high-functioning team



SPEAKER:

**JENNIFER
TERNAY, MBA,
CPA, PCMH-CCE,**

**Founder,
Values-Based Care**

Ternay is a healthcare expert sharing knowledge gained over 25 years in the industry. She helps healthcare organizations succeed despite the challenges and constant disruptions to the industry. As a trusted advisory, Jennifer bridges the gaps between payers and providers. Her clients reduce healthcare costs, obtain healthier patient outcomes and improve patient experience while fostering a strong workforce. Jennifer is passionate about the delivery of integrated, patient-centered care and aiding clients to meet the challenges of today's healthcare environment. She is the author of *Roadmaps to Value-based Profitability: A Transformation Guide*.



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Monday, June 10, 2019

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10:30 a.m. – 12:00 p.m.

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Informed Decision Making: Why Choice is Important

This session will help participants develop an understanding of why supporting people with disabilities to make their own choices is important, for participants to demonstrate an awareness of how their attitudes and values toward choice can enhance or suppress the decision-making capacity of those they serve, and for participants to build the skills needed to support decision making in a manner that balances choice and risk.

LEARNING OBJECTIVES

- Review the similarities and differences between substituted, supported, and informed decision-making
- Identify and raise awareness about why having choice in one's life is vital to community living and to recognizing the civil rights of the person
- Discuss how a lack of choice may hurt or hinder personal growth and development
- Think critically about the amount of knowledge a person has regarding a choice, context of the choice, and what he/she needs to know in order to make a good choice



SPEAKER:

**JOHN
RAFFAELE, MSW,**

**Director of Educational
Services at the National
Alliance for Direct
Support Professionals**

John Raffaele is the Director of Educational Services at the National Alliance for Direct Support Professionals. John is a Master Social Worker and a highly experienced professional adult educator and facilitator. His career spans three decades and those years have been spent teaching direct support professionals and the people they support. Most of the people with whom he has worked and supported over the last 30 years are people with intellectual/developmental disabilities and at-risk youth, and people with chronic and terminal illnesses in home-care settings. Between 2001 and 2012 John worked as a Director of Training and Education for a developmental disabilities service provider in New York and gained notoriety consulting and teaching throughout the United States. John founded his own international direct support professional consulting company in 2012 and over the last several years, in contract with the National Alliance for Direct Support Professionals and in close partnership with NADSP Executive Director Joseph Macbeth, has developed many exciting and informative training programs and helped propel the NADSP into national prominence. John became NADSP's Director of Educational Services in December of 2016.



Monday, June 10, 2019

LUNCHEON

12:00 p.m. – 1:30 p.m.

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

Lunch Sponsors:



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Monday, June 10, 2019

INSIGHT 2 INNOVATION TOPICS I

1:30 p.m. – 2:30 p.m.

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Treating Trauma in the Family Setting

This session will focus on a Trauma Informed Community (TIC) initiative with the National Council for Behavioral Health used by Pinnacle Family Services (PFS) who utilize two specialized trauma-informed treatments designed to treat children in a family setting. These two evidenced based/evidenced informed models are infused with trauma and resiliency informed practices and have a proven track-record of stabilizing, treating, and keeping children in the family setting – 1) Family Centered Treatment (FCT) is an in-home service designed to either prevent an out of home placement or facilitate successful step down from an out-of-home placement and 2) Fostering Solutions (FS) is an intensive Therapeutic Foster Care model. With each of these models, PFS is integrating training and interventions for the dual diagnosed child/youth dealing with mental health and I-DD challenges. PFS has a strong collaboration with NC Start with a goal of continuing to serve this dual diagnosed population.

LEARNING OBJECTIVES

- Identify the core components of the FTC and FS model and understand how these components treat trauma with children and their families
- Identify the 7 domains of becoming a trauma informed agency and understand how to implement the domains in your agency
- Discuss the adjustments, trainings and interventions that have been made to the FCT and FS models to effectively treat the MH/IDD child population

SPEAKERS: **DEVAULT CLEVENGER**, Executive Director of Business Development/Clinical Operations at Pinnacle Family Services; **JEANNIE KING**, Executive Director Foster Care at Pinnacle Family Services; **SAFI MARTIN**, Executive Director West at Pinnacle Family Services

Developing Measures for Performance Management and Continuous Improvement

What data do you have to show how your program is doing? This session will provide participants with a simple method for administrators and program managers to understand how to develop measures that answer this question. Using Results Based Accountability's (RBA) performance accountability framework, participants will engage in a process that guides in the selection of headline performance measures that answer the questions 1) how much did we do? 2) How well did we do it? and; 3) How are our clients and patients better off? Participants will also be introduced to a disciplined process for making data-driven decisions for performance management and improvement.

LEARNING OBJECTIVES

- Review how to use data to track program results
- Discuss how to develop program performance measures that identify: how much did we do? how well did we do it? and how are our clients better off?
- Review a common language for distinguishing program performance measures from community indicators
- Review continuous improvement questions for performance management



SPEAKER: DEITRE EPPS, Performance Improvement and Leadership Development Consultant, Race4Equity

Monday, June 10, 2019

INSIGHT 2 INNOVATION TOPICS I

1:30 p.m. – 2:30 p.m.

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Telepsychiatry to Improve Access to Evidence-Based Care: A NC Experience

The lack of access to psychiatric services due to the shortage, and maldistribution of providers, especially psychiatrists has resulted in patients going to hospital emergency departments to seek services resulting in long ED lengths of stays. It is widely believed that the use of telepsychiatry has the potential to mitigate the workforce shortage that directly affects access to care, especially in remote and underserved areas. The North Carolina Statewide Telepsychiatry Program (NC-STeP) was developed by the state legislature to assure that if an individual experiencing an acute behavioral health crisis enters an emergency department of a hospital anywhere in the state, they can receive timely, evidence-based psychiatric treatment. Telepsychiatry can also address the difficult challenge of the integration of science-based treatment practices into routine clinical care.

LEARNING OBJECTIVES

- Review the demonstrated benefits of using telepsychiatry
- Identify the infrastructure needs to implement telepsychiatry services on a statewide level
- Review how NC-STeP is addressing problems in areas of access to quality (evidence-based) mental health services.
- Describe how NC-STeP model is now being used to provide care in community-based settings



SPEAKER: SY ATEZAZ SAEED, M.D., M.S., FACPSYCH, Professor and Chairman Department of Psychiatry and Behavioral Medicine, Brody School of Medicine, East Carolina University.

Peer Support Contributions to Healthcare: Growth and Fidelity

This interactive workshop will have exercises to explore the National Practice Guidelines for Peer support as developed by International Association of Peer Support Specialists (INAPS) with SAMHSA. It will also cover how peer support specialists can be more successfully integrated with clinical teams, while maintaining fidelity to their guidelines and values. This includes a review of effective peer supervision. A snapshot of emerging practices, specialists and endorsements that are occurring and some forecasts regarding peer support will also be discussed. A brief review of the initiative to develop a specific Department of Labor Standard Occupational Classification for Peer Support Specialists and the benefits of developing National Guidelines for Peer support Supervision will also be covered.

LEARNING OBJECTIVES

- Review the unique manner in which peer support specialists work within healthcare systems
- Discuss the National Guidelines for Peer Support
- Identify how to create environments and effective supervision so that peer support specialists are integrated into clinical environments
- Review the emerging roles for peer support and how the peer support workforce can be supported.

SPEAKERS: MIKE WEAVER, MS, QP, CPSS, Executive Director of the International Association of Peer Supporters; **RONALD CLARK, CPSS**, Member Engagement Specialists Cardinal Innovations Healthcare

Monday, June 10, 2019

INSIGHT 2 INNOVATION TOPICS II

2:40 p.m. – 3:40 p.m.

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Value Based Contracting to Address the Opioid Epidemic

Joining together treatment and performance contracts is important in our changing managed care environment. Partners Behavioral Health Management has used federal and state grant funds to develop performance driven contracts with opioid providers. Moving to a bundled rate helps reduce administrative burdens and focus attention on outcomes. These simpler and clinically driven contracts motivate new providers to join the network. Expanding this evidence-based practice is critical for effectively treating those with Opioid Use Disorder.

LEARNING OBJECTIVES

- Review how Medication Assisted Treatment is the gold standard for addressing Opioid Use Disorder
- Discuss the process for value based contracting and learn from our missteps
- Identify practical material on cost-modeling and outcome measurement
- Define the Hub and Spoke model to expand local availability of treatment services

SPEAKER: BESS STANTON, MD, MBA, Chief Medical Officer, Partners Behavioral Health Management; **BARBARA HALLISEY, MSW, LCSW**, Associate Clinical Services Director, Partners Behavioral Health Management; **ALAN C. SMITH**, Internal Auditor, Partners Behavioral Health Management

Cybersecurity & HIPAA: Protecting Your Organization

Find out why healthcare organizations are increasingly becoming prime cyber targets and what can be done about it. This discussion will address the current threat landscape and the avenues cybercriminals are using. We will discuss ways to keep your organization safe and HIPAA-compliant while maintaining efficiency and cost optimization.

LEARNING OBJECTIVES

- Discuss the current threats facing healthcare organizations
- Identify how and why healthcare organizations are prime targets
- Review information about what your organization can do to conform with HIPAA guidelines
- Define a plan to assess the organization's current security posture (HIPAA)



SPEAKER: PETE SEEBER, CEO & Founder, and Founder of Rocus Networks



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Monday, June 10, 2019

INSIGHT 2 INNOVATION TOPICS II

2:40 p.m. – 3:40 p.m.

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Coming Together: Addressing Discharge Barriers from the ED and Inpatient Setting

Key stakeholders came together and identified a critical community need - youth who remain in an ED or inpatient setting longer than medically indicated due to significant discharge barriers; including: parent/guardian refusal to pick up, the need for unidentified specialized treatment and long wait lists for appropriate care. Stakeholders developed a pilot program to put supports in place for these youth and their families to reduce the discharge barriers. These supports include: crisis response/crisis management, case management and linkage, brief outpatient therapy, and discharge planning. In November 2018, the service was approved as an In Lieu of Service Definition by NC Medicaid.

LEARNING OBJECTIVES

- Discuss how a community can come together and develop services and supports to meet an identified need
- Review the importance of stakeholder relationships in meeting the needs of a community
- Review the program's successes, challenges, and lessons learned

SPEAKERS: KATIE MCKAY, UM Development Manager, Cardinal Innovations; TERI HERRMANN, CEO SPARC Services and Programs; VICTOR ARMSTRONG, Vice President, Behavioral Health, Behavioral Health Charlotte, Atrium Health System Behavioral Health Management

Integrating Health and Behavioral Health and the Collaborative Care Model

The Minority Coalition of Behavioral Healthcare Providers of Color (MCBHPC) founded out of the Cardinal Innovations area and now operating statewide has undertaken a project to build a voluntary network of provider agencies that will implement an evidence based model for service integration and best practices to address unmet healthcare needs of individuals.

LEARNING OBJECTIVES

- Review how to minimize barriers for individuals to access services across the physical and behavioral health delivery system
- Discuss the principles and practices of whole person care, including implementation of integrated physical and behavioral health models as well as care coordination
- Review how to align and apply performance metrics for physical and behavioral health care
- Identify how to minimize complexity and disruption for individuals whole supporting continuity of care

SPEAKERS: DR. TRASHA BLACK, Genesis Project; DR. SONYA RICHARDSON, Another level Counseling; T. HERNDON, Crandell Enterprises; JEROME BROWN, Consultant and Trainer for the MCBHPC's Integrated and Care Collaborative Model; CAROLYN MAYO, Consultant and Trainer for the MCBHPC's Integrated and Care Collaborative Model

Monday, June 10, 2019

GENERAL SESSION

4:00 p.m. – 5:30 p.m.

SPRING CONFERENCE

PATHWAYS

2 PROGRESS

Setting the Stage for 2021 – An Update on the Tailored Plan

This General Session will provide an update on the progress of the Medicaid managed care with real time information on Tailored Plan design. Division of Health Benefits leadership anticipates addressing: plan eligibility, benefits, care management, advanced medical homes, and a variety of quality issues. The status of work related to governance and rates may also be covered, along with information from recent policy papers and Departmental feedback received.

Dedicated time will be allotted for participants to ask questions and to respond to information provided during this session.

LEARNING OBJECTIVES

- Review the newest information on the Medicaid Tailored Plan
- Discuss Department progress on a variety of important Tailored Plan implementation details and new Medicaid Transformation Policy Papers
- Review plan eligibility, benefits, care management, advanced medical homes and other quality issues
- Discuss the work related to service rates and governance



SPEAKER:

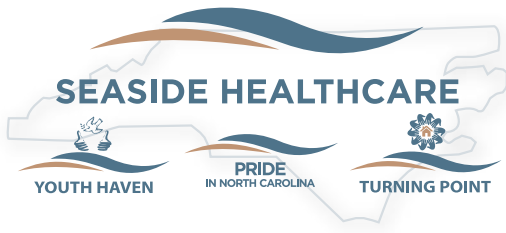
KODY KINSLEY,

Deputy Secretary for Behavioral Health & I-DD, NC Department of Health and Human Services



DEBRA FARRINGTON,

Chief of Staff for Medicaid, Division of Health Benefits



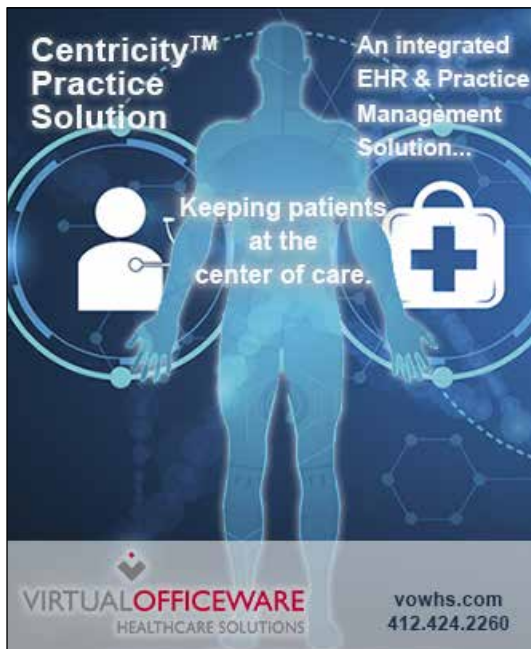
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at pdoyal@seasidehc.com.

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Tuesday, June 11, 2019

I'M IN: COMMUNITY INCLUSION LUNCHEON AND MEETING AT SPRING CONFERENCE

11:30 a.m. – 4:00 p.m.

SPRING CONFERENCE

PATHWAYS 2 PROGRESS



This meeting is open to individuals and organizations who are actively involved in advancing the goals of community inclusion of people with mental illness. Participants will learn up-to-date information about statewide (and grassroots efforts) to promote and support inclusion. A panel that includes individuals with lived experience and national leaders on community inclusion will suggest ways we can

self-organize to achieve maximum impact in North Carolina.

I'm IN is a statewide initiative to promote and support innovative policies and practices that enhance opportunities for people with mental illness to fully participate in their community.

There is no cost to attend this meeting but you must register. Seating for this free luncheon and meeting is limited. There are limited funds to support transportation costs for people with lived experience.

TARGET AUDIENCE: This meeting is intended for people with lived experience, consumer organizations, advocacy groups, System of Care collaboratives, MCO staff, Transition to Community Living representatives, Stepping Up Collaboratives, and others who are already working to achieve the goals of community inclusion.

I'm IN: Community Inclusion is guided by an advisory group of people with mental illness, representatives of MCOs, the NC Council of Churches, NAMI NC, provider agencies, NC DHHS, International Association of Peer Supporters, UNC School of Social Work, First in Families of NC, Addiction Professionals of NC, NC System of Care Collaborative, and others.



Frye Regional Medical Center logo.

SOUTH CAMPUS

A portrait of a smiling woman with brown hair, wearing a blue shirt.

Behavioral Health Services

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Contact our North Carolina team:
Barry Pollack
barry@therapservices.net
Jason Laws
jason.laws@therapservices.net
(203) 596-7553


ONC Certified HIT logo.

Last Updated: 02/2017


REGISTER ONLINE: i2icenter.org/events/spring

THANK YOU TO OUR i2i FRIENDS

SPRING CONFERENCE PATHWAYS 2 PROGRESS



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of NORTH CAROLINA**



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www.ddrinc.org

MCOS SERVED:
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LOCATIONS:

- 6824 Wilgrove-Mint Hill Road, Charlotte, NC 28227
- 9929 Albemarle Road, Suite 4A, Charlotte, NC 28227
- 9822 Albemarle Road, Charlotte, NC 28227
- 252 Willmot Drive, Gastonia, NC 28054


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MH/DD/SAS
"Caring People, Caring for People"

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| | |
|-----------------|--------------|
| - Asheville | - New Bern |
| - Burlington | - Raleigh |
| - Forest City | - Wilmington |
| - Morganton | - Wilson |
| - Winston-Salem | |

CONTACT INFORMATION
Brook Phillips, Executive VP/
Agency Director
839 Wilkesboro Blvd.
Lenoir, NC 28645
Phone: 828-759-2228
Email: bphillips@umhs.net

Website: www.umhs.net



Community Choices, Inc.
is a non-profit agency serving children and adults. Our mission is to provide responsive, person-centered services aimed at improving the quality of life for individuals and families. We currently provide services in Charlotte, Winston-Salem and Durham for pregnant and parenting women with substance use issues.



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Toll Free 1-866-281-8847
<http://www.comalt.org/NCServices.html>

We want to recognize & thank our i2i Donors
Supporting the mission and vision of bringing
integrated care to North Carolina's Citizens

SPRING CONFERENCE

PATHWAYS 2 PROGRESS

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REGISTRATION CUT OFF DATE IS MAY 31, 2019 after that date you must register onsite.

HOW TO REGISTER

- Online at www.i2icenter.org and pay with a credit card. Online registrants will receive a receipt and email confirmation of registration.
- Mail in registration form with check (if paying by cc you will receive email receipt).

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
no later than May 31, 2019. Questions?**

Call (919) 657-0580.

EARLY BIRD REGISTRATION

**The deadline for Early Bird Registration is
May 10, 2019.** 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.

CANCELLATION POLICY A 25% refund is
available on registrations cancelled before May
10th. No registration refunds will be made after
May 10, 2019. To cancel, you must email aviance@i2icenter.org
before the May 10th deadline.
Registration for a staff member unable to attend
may be transferred to another individual with no
penalty by contacting Aviance Robertson.

**Indicate special needs (diet or
disability only):**

If deaf interpreter required,

email jean@i2icenter.org

CONFERENCE FEES

| | Early Bird by 5/10 | After 5/10 |
|---|-----------------------|---------------|
| <input type="checkbox"/> FULL REGISTRATION (Includes: Opening Plenary, trainings, luncheon, exhibits, Tuesday breakfast & Closing Plenary) | \$275 | \$295 |
| <input type="checkbox"/> ECONOMY SAVER MONDAY ONLY REGISTRATION (Includes: Opening Plenary, trainings, luncheon, exhibits) | \$225 | \$255 |
| <input type="checkbox"/> CLOSING PLENARY SESSION ONLY (does not include breakfast) | \$90 | \$105 |
| <hr/> | | |
| <input type="checkbox"/> COMPANION (Meals Only) | \$45 | \$65 |
| <input type="checkbox"/> CONSUMER OR FULL TIME GRADUATE STUDENT | 50% OFF | |
| <input type="checkbox"/> I'M IN: COMMUNITY INCLUSION MEETING & LUNCH <small>Tues.</small> | NO COST | |
| (seating is limited) | | |

TOTAL AMOUNT ENCLOSED

\$ _____

(Consumers apply discount here)

TRAINING (MARK ONE PER CATEGORY)

CONCURRENT SESSIONS:

- ☐ 10 Steps to Value Based Contracting
- ☐ A New Approach to Care: The Standard Plan
- ☐ Foundation of a Strong Workforce: Maximizing Individual Potential through Teams
- ☐ Informed Decision Making: Why Choice is Important

INSIGHT 2 INNOVATION TOPICS I

- ☐ Treating Trauma in the Family Setting
- ☐ Developing Performance Measures for Performance Management and Continuous Improvement
- ☐ Using Telepsychiatry to Improve Access to Evidence-Based Care: A NC Experience
- ☐ Peer Support Contributions to Healthcare: Growth and Fidelity

INSIGHT 2 INNOVATION TOPICS II

- ☐ Value Based Contracting to Address the Opioid Epidemic
- ☐ Cybersecurity & HIPAA: Protecting Your Organization
- ☐ Coming Together: Addressing Discharge ED and Inpatient Discharge Barriers
- ☐ Integrating Health and Behavioral Health and the Collaborative Care Mode

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EXP.# _____ NAME ON CARD _____