

Convene.  
Strategize.  
**Activate.**

# TRANSFORMATION TODAY & TOMORROW

Exhibition & Sponsorship Opportunities

**December 4-6, 2019**

TRANSFORMATION PRE-CONFERENCE  
SYMPOSIUM - December 3, 2019

Pinehurst Resort, Pinehurst, NC



CENTER *for*  
INTEGRATIVE  
HEALTH

insight to innovation

**i2iCENTER.org**

# PROGRAM AT A GLANCE

## TUESDAY, DECEMBER 3

9:30 a.m.  
Exhibits Open

10:00 a.m. – 5:00 p.m.  
**Transformation Pre-Con Symposium** | ROSS/TUFTS/OLMSTED  
Understanding Medicaid Transformation for Community Leaders: How to Prepare Today for Tomorrow

12:00 p.m. – 1:30 p.m.  
Lunch & Visit With Exhibitors

7:30 p.m. – 8:30 p.m.  
Early Conference Registration

## WEDNESDAY, DECEMBER 4

6:30 a.m. – 9:30 a.m.  
**Breakfast – Hotel Dining Room**  
*Sponsored by Alexander Youth Network, Community Choices, Inc., Developmental Disabilities Resources, The Echo Group, Frye Regional Medical Center, Holly Hill Hospital, Integrated Family Services, Monarch, Old Vineyard Behavioral Health Services, Inc., RI International, SPARC Services & Programs, Therap Services, LLC, and Universal MH Services, Inc., WellCare*

7:30 a.m.  
Registration Opens

8:30 a.m. – 5:00 p.m.  
Exhibit Hall Open

9:30 a.m. – 11:00 a.m.  
**Opening Plenary** | ROSS/TUFTS  
OLMSTED/CALLAWAY/OAKLEY  
Triumph Over Adversity: Resilience and Recovery

*Sponsored by Vaya Health*

11:00 a.m. – 11:30 a.m.  
**Session Break** | EXHIBIT HALL  
*Sponsored by Coastal Horizons Center, Integrated Family Services, Janssen, LifeSpan, Pride in NC, and SPARC Programs & Services, WellCare*

11:30 a.m. – 12:30 p.m.  
**Sparking Innovation**  
The Fusion Model:  
An Innovation in Crisis | OAKLEY  
Increased Access to Behavioral Health Services in Primary Care to Improve Outcomes | OLMSTED  
Emerging Opportunities: Working with Non-Traditional Partners to Support Members of Standard or Tailored Plans | CALLAWAY

Transform Your Teams by Enhancing Partnerships between Operations and IT | ROSS/TUFTS

12:30 p.m. – 2:00 p.m.  
**Lunch Buffet** | CAROLINA DINING ROOM  
CARDINAL BALLROOM NORTH/DOGWOOD ROOMS/Ryder CUP LOUNGE  
*Sponsored by Alexander Youth Network, AmeriHealth Caritas, Autism Society of NC, NC Community Based Care, LLC, Community Choices, Inc., Children's Hope Alliance, Developmental Disabilities Resources, The Echo Group, Frye Regional Medical Center, Holly Hill Hospital, Integrated Family Services, Janssen, Monarch, Relias, Therap Services, LLC, and Universal MH Services, Inc.*

1:30 p.m. – 2:00 p.m.  
**Lunch and Learn Trainings**  
*Sponsored by MCNC | DEDMAN BOARDROOM and Netsmart | CENTENNIAL BOARDROOM*

2:00 p.m. – 4:00 p.m.  
**Concurrent Sessions**  
Alternative Payment Methods and the Value Proposition | OAKLEY

Legal Updates 2019:  
Forging a Path Forward in a Time of Change | OLMSTED

My Health, My Choices: Using Supported Decision-Making to Empower People with Disabilities to Play the Lead Role in their Health Care and Person Centered Planning | CALLAWAY

Buying Health in North Carolina: NCCARE360 and Healthy Opportunities Pilots | ROSS/TUFTS

The Ombudsman – Your New Advocate in Managed Care  
SOUTH ROOM

4:00 p.m. – 4:15 p.m.  
**Breaks** | EXHIBIT HALL  
*Sponsored by Coastal Horizons Center, Integrated Family Services, Janssen, LifeSpan, Pride in NC, and SPARC Programs & Services, WellCare*

4:15 p.m. – 5:15 p.m.  
**Sparking Innovation II**  
Clinically Integrated Networks: Why Join a CIN? | OAKLEY

When Opportunity Knocks: How to Successfully Procure Funding from the Division of MH/DD/SAS | OLMSTED

SpeakUp! Building a System that Fosters Feedback and Drives Outcomes | ROSS/TUFTS

ATLAS: Quality Measurement in Addiction Treatment | CALLAWAY

5:15 p.m. – 5:45 p.m.  
**Ice Cream Sundae Reception with Santa** | EXHIBIT HALL  
*Sponsored by Rapid Resources for Families*

6:30 p.m. – 7:30 p.m.  
**Consumer Caucus** | NORTH ROOM

8:30 p.m. – Midnight  
**Dance Party** | CARDINAL BALLROOM  
*Sponsored by Aymira Healthcare Technologies, Coastal Horizons Center, Janssen, LifeSpan, Pride in NC, Relias, Trillium Health Resources*

## THURSDAY, DECEMBER 5

6:30 a.m. – 9:30 a.m.  
**Breakfast** | HOTEL DINING ROOM  
*Sponsored by AmeriHealth Caritas, Autism Society of NC, Carolina Complete Health, Children's Hope Alliance, NC Community Based Care, LLC, NC Healthy Blue, ResCare Residential Services, RHA Health Services, Sharenote.com, and Skill Creation, Inc.*

7:30 a.m.  
Registration Opens

9:00 a.m. – 5:00 p.m.  
Exhibit Hall Open

9:30 a.m. – 11:30 a.m.  
**Concurrent Sessions**  
Pro-Active Value-Based Contracting | OAKLEY

Driving Success with I-DD Populations: Quality/Outcomes, Program Design, and Payment Innovations | CALLAWAY

Care Management under the BH/IDD Tailored Plan | OLMSTED

Community Connections Model: Engaging and Improving Care | ROSS/TUFTS

The Evolution of Peer Voices in North Carolina | SOUTH ROOM

11:30 a.m. – 12:00 p.m.  
**Session Break** | EXHIBIT HALL  
*Sponsored by Aymira Healthcare Technologies, CARF International, Carolina Complete Health, Integrated Family Services, ResCare Residential Services, Secure Telehealth, and SPARC Programs & Services, Trillium Health Resources*

12:00 p.m. – 1:30 p.m.  
**Lunch Buffet** | CAROLINA DINING ROOM/CARDINAL BALLROOM/NORTH/DOGWOOD ROOMS/Ryder CUP LOUNGE  
*Sponsored by Aymira Healthcare Technologies, Brynn Marr Hospital, Coastal Horizons Center, GHA Autism Supports, GT Independence, NC Healthy Blue, RHA Health Services, Impresiv Health, Janssen, LifeSpan, Pride in NC, Relias, Seaside Healthcare, Sharenote.com, SPARC Services & Programs, Trillium Health Resources, Virtual Officeware Healthcare Solutions, and WellSky*

1:00 p.m. – 1:30 p.m.  
**Lunch & Learn Trainings**

1:30 p.m. – 3:00 p.m.  
**General Session** | ROSS/TUFTS  
OLMSTED/CALLAWAY/OAKLEY  
Information is Power: Latest on Medicaid Transformation

# PROGRAM AT A GLANCE

3:00 p.m. – 3:30 p.m.

**Session Break** | EXHIBIT HALL

Sponsored by Aymira Healthcare Technologies, CARF International, Carolina Complete Health, Integrated Family Services, ResCare Residential Services, Secure Telehealth, and SPARC Programs & Services, Trillium Health Resources

3:30 p.m. – 4:30 p.m.

**Sparkling Innovation**

SDOH: What Operations Will Look Like on the Ground | OAKLEY

Utilizing the Crisis Response Continuum to Address the Opioid Epidemic in NC | OLMSTED

Integrating Care with HIE Event Notification | CALLAWAY

Youth and Parent Peer Support: Best Practices for Recruitment, Employment, and Retention | SOUTH ROOM

Assessment Driven Decision making to Improve Outcomes in Child Mental Health Services | ROSS/TUFTS

5:00 p.m. – 6:30 p.m.

**Innovations Awards Reception**

CARDINAL BALLROOM

Sponsored by AmeriHealth Caritas, Alexander Youth Network, Autism Society of NC, Brynn Marr Hospital, Children's Hope Alliance, Community Based Care, LLC, Community Choices, Inc., Developmental Disabilities Resources, Inc., The Echo Group, Frye Regional Medical Center, GT Independence, GHA Autism Supports, Holly Hill Hospital, Impresiv Health, Integrated Family Services, NC Healthy Blue, Monarch, RHA Health Services, Seaside Healthcare, Sharenote.com, SPARC Services & Programs, Therap Services, LLC, Universal MH Services, Inc., Virtual Officeware Healthcare Solutions, and WellSky

**FRIDAY, DECEMBER 6**

6:30 a.m. - 9:30 a.m.

**Breakfast** | HOTEL DINING ROOM

Sponsored by Brynn Marr Hospital, CARF International, Impresiv Health, GT Independence, GHA Autism Supports, RI International, Seaside Healthcare, Secure Telehealth, Virtual Officeware Healthcare Solutions, and WellSky

9:30 a.m. - 11:00 a.m.

**Humanizing Healthcare**

ROSS/TUFTS OLMSTED/CALLAWAY

## CONFERENCE SPONSORS

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# TRANSFORMATION TODAY AND TOMORROW

Conference & Exhibition - December 4-6, 2019

Pre-Con Transformation Symposium - December 3, 2019

## WHY ATTEND THE CONFERENCE

North Carolina's healthcare transformation, and its impact on systems and services is topmost on everyone's mind, and for good reason. Starting February, 2020 Medicaid managed care will be underway across the entire state. This is a sea change that will affect 2.1 million citizens and create an entirely new system for consumers and service providers. i2i is focusing this year's conference on **Transformation Today and Tomorrow** to highlight some of the changes, opportunities, and incentives possible with transformation. Whether through value-based care contracting, by creating innovations in integrated care, addressing social determinants of health, or incorporating peers into the service array, the hope is that transformation will improve care and address whole person needs. Recognizing that change of this magnitude also creates challenges, the conference further aims to offer stakeholders tools to use in the change process.



ATTENDEES TELL WHY THEY ATTEND



insight to innovation

## WHO SHOULD ATTEND?

**Anyone preparing for the imminent start of Medicaid managed care for all healthcare in North Carolina who wants to better understand the new structures that will require a whole person approach, value-based performance, and new partnerships will want to attend the conference.** This includes: Managed Care Organization leadership: CEOs, Managers, Directors, management staff, Board members; Provider Organization leadership: CEOs, Managers, Medical Directors, Clinical Directors, Quality Management staff, Service Coordinators; Healthcare Professionals and Administrators, State and Private Hospital leaders, Qualified Professionals, State Agency leaders, Department of Health and Human Service leaders, State and Local DSS leaders, Psychologists, Psychiatrists, Counselors, Licensed Clinicians, Social Workers, CFAC members, Consumers, Family Members, Advocates, Peer Support staff, County Commissioners, members of the General Assembly, and others interested in our system.

## THIS CONFERENCE IS BEING CO-SPONSORED BY



## EARN UP TO 11.50 HOURS OF CONTINUING EDUCATION CREDITS

**Substance Abuse** - 11.50 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** - 11.50 contact hours. 11.50 **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 11.50 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.

**EVERYTHING WE DO  
CAN BE SUMMED UP IN TWO WORDS.**

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At Monarch, we provide innovative services statewide for people with intellectual and developmental disabilities, mental illness and substance use disorders. Our community and day programs, long-term supports, and residential, employment and behavioral health services provide person-centered care to help people learn, grow, work and heal.

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- Mobile Crisis
- Psychiatric Service
- Outpatient Therapy
- Therapeutic Foster Care
- Community Respite

- Intensive Alternative Family Treatment
- Targeted Case Management
- Intensive In-Home
- Day Treatment

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We are here to provide you with  
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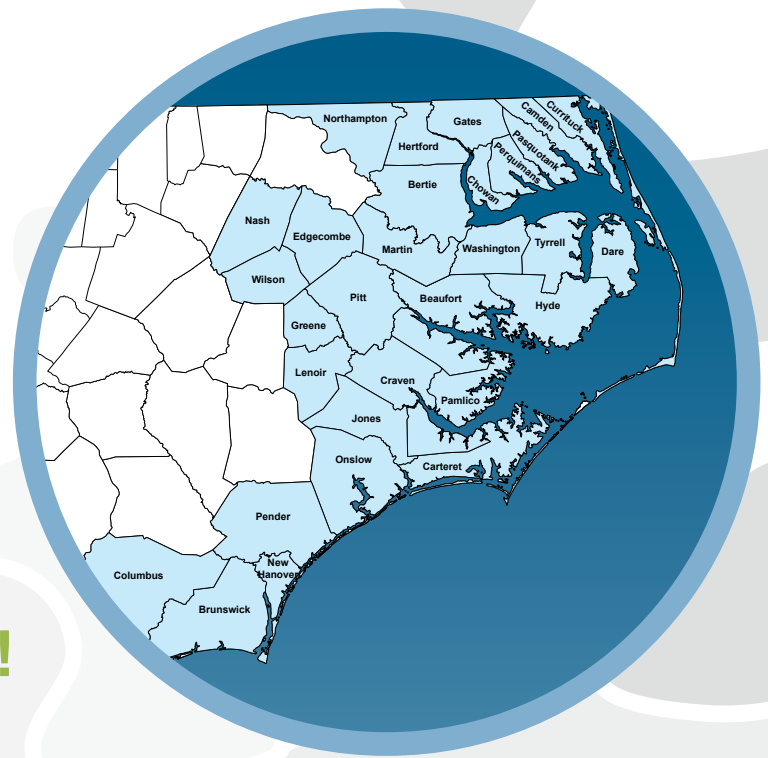
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[www.integratedfamilyservices.net](http://www.integratedfamilyservices.net)

## CRITICAL INCIDENT STRESS MANAGEMENT (CISM)

A critical incident can be defined as any event that has a stressful impact sufficient enough to overwhelm the usually effective coping skills of an individual. Critical incidents are sudden and powerful events that fall outside the range of ordinary human experiences.

IFS' CISM Team's goal is to lessen the overall impact of acute or cumulative stress to accelerate recovery in individuals who are having a normal reaction to an critical incident while promoting dignity, respect and empowerment. For more information visit [www.integratedfamilyservices.net/cism/](http://www.integratedfamilyservices.net/cism/)



## TRAINING SEMINARS & PROGRAMS AVAILABLE

The professional and competent staff at IFS is available to create custom training programs to meet your staffing needs, consultation and technical support. For more information, contact Natasha Holley or Mona Townes at 252-439-0700.

## MOBILE CRISIS TEAM

**1.866.437.1821** / 24 hours a day / 7 days a week

# THINGS TO DO IN PINEHURST!

- Experience Christmas in the Village of Pinehurst – Live Village Christmas Tree, Beautiful Homes, Restaurants & Shops all Decorated and ready for the Christmas Season!
- Golf the World Renowned Pinehurst Courses – at major discounts!
- Enjoy the Pinehurst Resort Spa - 30% Savings for Attendees!
- Fine Dining at Resort and Surrounding Area
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## Golf the Famous Pinehurst #2 Course!

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**Courses 1, 3 & 5 .....\$70**

**Courses 4, 6, 7, 8, 9.....\$180**

**The famous Pinehurst #2.....\$340**

Tee times can be made once you have a hotel reservation. Call for a time: 1-855-287-1286.



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- **Attendees Receive 30% Off All Spa Treatments!**

Make your plans now for your spa treatment.

[View the list of spa treatments.](#) To make an appointment, call 1- 800-487-4653 and press #4. Be sure to tell them you are with the “i2i Center Conference” to get your **30% discount!**

Don't have time during the conference? **Spa discounts apply three days before and after the conference – come early or stay late!**





## FREE Massages

Enjoy a Free Massage Compliments of our Sponsors in the Exhibit Hall!

The Pinehurst Spa's Professional Massage Therapists will be on hand **Wednesday and Thursday in the Exhibit Hall** to relieve stress, aches, pains and just help you feel better!

Be sure to Thank Our Massages Sponsors! AmeriHealth Caritas, Alexander Youth Network, Autism Society of NC, Brynn Marr Hospital, CARF International, Carolina Complete Health, Children's Hope Alliance, Community Based Care, LLC, Community Choices, Inc., Developmental Disabilities Resources, The Echo Group, Frye Regional Medical Center, GT Independence, GHA Autism Supports, Holly Hill Hospital, Impresiv Health, NC Healthy Blue, Monarch, RHA Health Services, RI International, Seaside Healthcare, Secure Telehealth, Sharenote.com, Therap Services, LLC, Universal MH Services, Inc., WellCare, WellSky, and Virtual Officeware Healthcare Solutions

## Reception to Celebrate Innovations – All Invited to Attend

**Thursday, December 5, 2019**  
**5:00 p.m. – 6:30 p.m.**

i2i Center began a new awards program in 2018 to recognize innovation in services, technology, care and more! All are invited to attend the awards reception to recognize our winners, enjoy time with colleagues and nosh on delicious hors d'oeuvres and desserts. Cash bar.

Sponsored by: AmeriHealth Caritas, Alexander Youth Network, Autism Society of NC, Brynn Marr Hospital, Children's Hope Alliance, Community Based Care, LLC, Community Choices, Inc., Developmental Disabilities Resources, The Echo Group, Frye Regional Medical Center, GT Independence, GHA Autism Supports, Holly Hill Hospital, Impresiv Health, Integrated Family Services, NC Healthy Blue, Monarch, RHA Health Services, Seaside Healthcare, Sharenote.com, SPARC Programs & Services, Therap Services, LLC, Universal MH Services, Inc., WellCare, WellSky, Virtual Officeware Healthcare Solutions



## Ice Cream Sundae Reception & Selfies with Santa!

**Wednesday, December 4, 2019**  
**Exhibit Hall - 5:15 p.m. – 5:45 p.m.**

Sponsored by



## Dance Party!

**Wednesday, December 4, 2019**  
**8:30 p.m. – Midnight**

Sponsored by



Who does not love to get out and hit the dance floor once in a while? Come dance the night away with your friends and listen to a great mix of music from today and yesterday. Our group loves to line dance too!

Our DJ is John from [Friendly Neighborhood DJ](#). Send John [your song requests](#) now!

# VALUE ADDED RESOURCES

## BACK FOR 2019

### LUNCH & LEARN EVENTS

These 30 minute gatherings offer you more in-depth information about available resources that can assist with the move to managed care. After lunch, you can choose to participate in one of these trainings focused on a new service, technology product or resource you may need to be successful in NC's new whole person care environment. **Space is still**

**available if you would like to host a Lunch & Learn, contact [jean@i2icenter.org](mailto:jean@i2icenter.org).**

### EXPERT RESOURCES

The Medicaid managed care transition is a heavy lift for many in the system and to help you with resources that can aid you in making the transition, the conference includes an Expo with over 100 organizations. These experts can connect you with the newest innovations in technology, clinical services, direct care, assistive technology devices, consulting, data management, financial services, insurance, pharmacy, inpatient care and much more.

Professionals are available to talk to you all day Wednesday and Thursday. A list of participating expo vendors will be available on the [i2i website](http://i2i website) in October.

### TRANSFORMATION TODAY AND TOMORROW CONFERENCE APP - CONFLUUS

To offer you access to all conference information on your phone - we have a FREE APP that allows you to connect with other attendees and offers touch of a button access to - schedules, handouts, speaker information, evaluations, exhibitors and much more! Download it FREE to your iPhone or Android phone. **APP Splash Page advertising Still Available!**

### CONSULTANTS ON CALL

This year, the Conference APP will make your attendance even more productive. **A new feature will make it easy for you to connect with professional consultants available at the conference.** You can start with a text, decide if you need more information and then set up a meeting while at the conference! **Behavioral Health Crisis Referral**

**System for the Division of MH/DD/SAS** is already signed up, how about you? **Email [jean@i2icenter.org](mailto:jean@i2icenter.org) to get set up.**



## COMING IN 2020

### WHOLE PERSON CARE EXPO

Caring for the whole person requires the ability to go beyond coordinating behavioral, I-DD and physical healthcare. People are not defined by their diagnoses, and their recovery and health depend on a number

of factors outside of treatment. Whole person care encompasses family, friends, work, community activities and inclusion, nutrition, exercise, spirituality, alternative treatment, and so much more. As Transformation continues, providers and payers will increasingly have opportunities to incorporate wellness factors to support member recovery in their efforts to thrive and be healthy community members.

The Whole Person Expo will offer attendees an opportunity to network and learn about community organizations that can be resources to help in the quest to support consumers to address their whole person needs. The Expo will be a free event for conferees and the public.



TUESDAY, DECEMBER 3, 2019

# TRANSFORMATION PRE-CON SYMPOSIUM

10:00 A.M. – 5:00 P.M.

## Understanding Medicaid Transformation for Community Leaders: How to Prepare Today for Tomorrow

TRANSFORMATION SYNONYMS:  
CONVERSION, METAMORPHOSIS, SHIFT

### MEDICAID TRANSFORMATION

North Carolina is adopting a nationally recognized managed care model for Medicaid that includes whole person care and requires the integration of all sectors of healthcare, as well as integration with human services. Medicaid Transformation has already resulted in advancements in value-based care, social determinants of health and the use of advanced medical homes. And with each change, comes a change in Medicaid infrastructure that has impact at the community level. This symposium is geared specifically to local government, community agencies, and health and human service leaders who will be responsible for developing new partnerships, outreach, and business practices in order to operate in the new Medicaid managed care system.

### WHY ATTEND THIS SYMPOSIUM?

Medicaid Transformation is scheduled to begin statewide on February 1, 2020 and its effect is far reaching for anyone who works with Medicaid consumers. Although information on these changes is available, many have not had the time to fully digest and connect the various pieces of information to feel fully informed and prepared to respond. This one-day event was created specifically to offer a condensed and targeted overview from State leaders on important aspects of the Medicaid Transformation Plan for those that work with Medicaid recipients in various capacities at the community level.

This symposium is **DESIGNED** to:

- Offer you details on the key aspects of Medicaid Transformation
- Help you understand how all the pieces fit together
- Discover how you and your community can respond in order to operationalize these changes locally.

The **Target Audience** for this symposium are the numerous community leaders and organizations that will be impacted by Medicaid Transformation, including: **Rural Health, Federally Qualified Health Centers, Departments of Social Services, Special Education/ School Mental Health, Primary Care Providers, Provider Organizations, County Commissioners, Independent Mental Health Practitioners, Direct Support Staff, Juvenile Justice, System of Care Professionals, and Court Officers. This event will also be of interest to people with lived experience and family members.**

### PRE-CON SYMPOSIUM CONTINUING EDUCATION EARN UP TO 4.25 HOURS OF CONTINUING EDUCATION CREDITS

**Substance Abuse** - 4.25 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** - 4.25 contact hours. 4.25 **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 4.25 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.

TUESDAY, DECEMBER 3, 2019

# TRANSFORMATION PRE-CON SYMPOSIUM

10:00 A.M. – 5:00 P.M.

## Understanding Medicaid Transformation for Community Leaders: How to Prepare Today for Tomorrow

This day-long symposium has been specifically developed to give community leaders whose work is impacted by Medicaid Transformation an opportunity to understand how some of the most critical parts of the evolving public healthcare systems in North Carolina are connected under Medicaid Transformation. This session will offer you important details about the impact on your community and what you should be doing now to prepare for the multifaceted changes that will take place in Medicaid's health and behavioral health systems.

### OBJECTIVES:

- Review the overall vision for Medicaid Transformation and how it will integrate care for North Carolina's citizens and address Social Determinants of Health
- Define the differences between the benefit packages of the Standard Plan and Tailored Plans, including services, care integration, networks, regions, and role of the PHPs and LME/MCOs
- Review the Consumer Engagement and Outreach aspects of Medicaid Transformation
- Define the new quality of care aspects of Transformation that will involve outcomes and Value-Based Care, Advanced Medical Homes, Care Management Agencies and Clinically Integrated Networks
- Discuss the role of Social Determinants of Health and the expectation for community involvement in addressing these needs
- Identify how local communities will be impacted by Medicaid Transformation, how to prepare for the coming changes and your role in operationalizing and creating community partnerships and opportunities that will improve care for Medicaid recipients

### MODERATOR:

**TARA LARSON**, Vice President,  
Cansler Collaborative Resources, Inc.



### SPEAKERS:

**DR. MANDY COHEN**, Secretary,  
NC Department of  
Health and Human  
Services



**DAVE RICHARD**,  
Deputy Secretary  
for Medicaid, NC  
DHHS



**KODY KINSLEY**,  
Deputy Secretary  
for Behavioral  
Health and I-DD, NC  
DHHS



**DEBRA FARRINGTON**,  
Chief of Staff, NC  
Medicaid, NC DHHS

**SARAH GREGOSKY**, Deputy  
Director of Standard Plans NC Medicaid

**SABRENA LEA**, Associate Director  
NC Medicaid, LTSS, NC DHHS

**KELSI A. KNICK**, MSW, LCSW  
Senior Program Manager Population  
Health, NC DHHS

**JAIMICA WILKINS**, MBA, CPHQ,  
Senior Program Manager – Quality  
Management Division of Health  
Benefits, NC DHHS

**AMANDA VAN VLEET**, MPH  
Senior Program Analyst, Quality and  
Population Health, NC DHHS

**SHERI MCCALL**, Associate Director,  
Healthy Opportunities, Quality &  
Population Health, NC DHHS

WEDNESDAY, DECEMBER 4, 2019

# OPENING PLENARY SESSION

9:30 A.M. – 11:00 A.M.

## Triumph Over Adversity: Resilience and Recovery

*“The more we normalize brain health, the more we educate people. Hope helps heal. No matter the pain we are experiencing, life is a gift. Suicide Prevention is a social justice issue.” — Kevin Hines*

In the Opening Plenary, Kevin Hines will share his story of hope and celebration of life. Kevin is a mental health advocate, global speaker, best-selling author, documentary filmmaker ([Suicide The Ripple Effect](#)) and entrepreneur who reaches millions with his story of an unlikely survival and his strong will to live. At the age of 19, two years after he was diagnosed with bipolar disorder, Kevin attempted to take his life by jumping from the Golden Gate Bridge. He is one of only thirty-four people (less than 1%) to survive the fall and the only Golden Gate Bridge jump survivor who is actively and globally spreading the message of living mentally healthy. Kevin will share his journey of recovery, resilience and wellness.

His compelling story has touched diverse, international audiences across colleges and universities, the primary and behavioral health communities, the military, at the corporate level, in law enforcement, and in local communities. Thousands have been impacted by his experience and will to live and credit him with helping save their lives.

### OBJECTIVES:

- Identify successful methods to assist those living with mental illness to stay well
- Discuss proven strategies to assess wellness
- Review effective methods of suicide prevention
- Identify key factors that support mental health recovery
- Describe a 10 step process to monitor mental health wellness



**SPEAKER:**  
**KEVIN HINES,**  
Motivational Speaker and  
Wellness Advocate

OPENING PLENARY SESSION SPONSORED BY



**ALEXANDER  
YOUTH NETWORK**



Leading the way in  
children's behavioral  
healthcare.

AlexanderYouthNetwork.org



FRIDAY, DECEMBER 6, 2019

# CLOSING PLENARY SESSION

9:30 A.M. – 11:00 A.M.

## Humanizing Healthcare

*“The health care system in the United States is edging toward a recalibration...Of essence to the health care industry is how to step up to a consumer-centric system.” — Deloitte*

There are few industries in the US that can have such a significant impact on our individual lives and that of our families and friends as does healthcare.

The healthcare industry is a challenging environment ripe for radical changes. The healthcare industry continues to not always focus on whole person needs – emotionally, physically, mentally, financially, spiritually and socially. There have been numerous efforts to overhaul the healthcare system, but nothing has yet cured healthcare of its own illnesses.

In this conversation, we:

- **Define the core problem in the healthcare ecosystem**
- **Introduce a new vernacular for healthcare**
- **Activate on 9 requirements that hardwire humanity at every point of care**
- **Describe new models for care removing barriers while engaging and activating consumers to optimize their health even when burdened by chronic conditions**
- **Discuss the 9 cultural changes for Humanizing Healthcare**
- **Identify the evolving macro changes in healthcare**

We will examine the surprising inferences from Deloitte's priority-ranked Consumer Survey. We will conclude our time by exploring the Future of Health based on healthcare humanized including the Activated Consumer, the Future Care Team, health plans as transformed partners supplying the glue of technology, data and communication, and the extended stakeholder ecosystem addressing drivers of health and healthfulness - joined in a Therapeutic Alliance.

The goal for sharing this content is to encourage us to create a culture whereby we are “continuously humanizing healthcare” as our core objective for this industry. The data shows that holding “Humanizing Healthcare” as our collective north star will positively impact all stakeholders – patients, providers, caregivers, executives and staff, employers, shareholders, and the government.

### OBJECTIVES:

- Identify the actions to create a truly consumer engagement and activation environment
- Review strategies for engaging consumers in their own health to better achieve whole person care
- Understand the findings of research on the healthcare consumerism movement
- Recognize that the benefits of consumer engagement include measurable economic value
- Learn how ecosystem partners are working together to create a seamless experience for the healthcare consumer



**SPEAKER:**

**SUMMER KNIGHT, MD, MBA,**  
Managing Director, Deloitte



SPARC Services and Programs custom designs programs for Managed Care Organizations and other Community Stakeholders to keep people out of expensive institutional care. We work with our customer to create innovative programming to keep individuals in community-based settings using nationally recognized evidenced based practices that affect social determinants of health. We offer value-based purchasing and shared risk contracting, and we have multiple locations across NC.

### **SPARC Services & Programs Values**

- Work to keep people out of institutional care
- Be positive and solution-based
- Give and accept feedback appropriately, and grow
- Support the principles of System of Care
- Maintain great customer service
- Record what we do accurately and timely

### **What Makes SPARC Different?**

- Value Based Purchasing with Shared Risk Contracting
- Strong Agency Culture
- Values Driven, Organically Grown Behavioral Health Organization
- Strong and Experienced Leadership
- Efficient Electronic Referral Process
- Innovative, 100% Paperless Electronic Health Record
- Licensed to Provide Family Centered Treatment ®
- Custom Designed Programs Available

### **Child and Family Service Array (ages 3-20)**

- Comprehensive Assessments
- Outpatient Therapy
- In Home Therapy Services (IHTS)
- Family Centered Treatment (FCT)
- Enhanced Crisis Response Program

### **Adult Service Array (ages 18+)**

- Transition Management Services (TMS)
- Individual Supports

### **SPARC Office Locations:**

Charlotte ~ Winston Salem ~ Burlington ~ Statesville ~ Shelby ~ Troy

**Services & Programs Office** | 5200 Park Road, Suite 218B | Charlotte, NC 28209 | 866.700.1606

<http://www.sparcprograms.net>

WEDNESDAY, DECEMBER 4, 2019

# SPARKING INNOVATION

11:30 A.M. – 12:30 P.M.

## The Fusion Model: An Innovation in Crisis

Accomplishing fusion on Earth has been a holy-grail quest for clean bountiful energy. Science hasn't been able to overcome the barrier of pulling two atoms together as happens within stars. In crisis care, like much of health care in general, we see clashes and resistances to merge culture and strategies between medical or hospital models and the recovery model. We offer the Fusion Model, an attempt to overcome these challenges and harness the power of fusing the best of both worlds.



### SPEAKERS:

**CHARLES BROWNING, MD,** Chief Medical Officer, RI, International

**AMY PUGLSEY,** Chief Administrative Officer, RI International

### OBJECTIVES:

Review the evolution of behavioral health services across the US and the challenges those in crisis face including inconsistent clinical guidelines and access to care; identify the principles and elements of NASMHPD's sponsored crisis now initiative, including the current outcomes and successes at "no wrong door" facilities; discuss the contrasting types of crisis services available (both medical model and recovery model focus) and outcomes in different approaches; review the Fusion Model, a merging of the best aspects of the medical model and recovery model concepts as well as a fusion of "no wrong door" crisis access and high quality recovery focused care; and review the core components used at RI, International to accomplish the Fusion Model goals, including operations, peer integration, environment, and company culture.

## Increased Access to Behavioral Health Services in Primary Care to Improve Outcomes

In an effort to decrease the burden and increase the bandwidth of primary care physicians in the community, Cone Health has adapted the Collaborative Care Model offering the primary care physician a customized work flow to meet the needs of their patients with virtual behavioral health and integrated behavioral health services. Not only do our patients benefit from increase and timely access to care; they show significant improvement in control of depression, anxiety and other high cost care diseases. Our virtual and embedded services bridge the gap, forming partnerships aimed at improving patients' physical and mental health, reducing the cost of care at the same time.



### SPEAKERS:

**ARCHANA KUMAR, MD,** Chief Psychiatrist and Medical Director of Cone Health Behavioral Health Medicine Service Line



**NANCY BARRON, RN,** Physician Liaison and Project Manager for Cone Behavioral Health Service Line

### OBJECTIVES:

Identify treatment modalities offered by Integrated Behavioral Health clinicians and Virtual Behavioral Health clinicians that increase access to care, early detection and improved patient outcomes; evaluate metrics provided by registries and reports that track tools for measuring depression, anxiety and volume of integrated behavioral health and virtual behavioral health services; and describe how to leveraged EMR's functionality to capture evidence of integrated behavioral health care as part of the Collaborative Care Model in the primary care setting.



WEDNESDAY, DECEMBER 4, 2019

# SPARKING INNOVATION

11:30 A.M. – 12:30 P.M.

## Emerging Opportunities: Working with Non-Traditional Partners to Support Members of Standard or Tailored Plans

Addressing Social Determinants of Health (SDoH) are a major focus of health care in general and an exciting component of Medicaid Transformation. Not only are the Standard and Tailored Plans expected to screen and assess for SDoH, plans and behavioral health/IDD providers will need to collaborate with non-traditional partners to proactively link members with services and address any identified challenges. Local public health departments and county social service offices will play a vital role in meeting the requirements of delivering whole person care, addressing SDoH and having a comprehensive clinically integrated network (CIN). This session will highlight a successful collaboration between Forsyth County's Department of Social Services Medicaid Intake Unit (DSS) and Department of Public Health that demonstrated improved participation in the Women's Infant and Children's (WIC) program and addressing the needs of youth and families in the child welfare system.

### OBJECTIVES:

Discuss the role of the local Departments of Social Services and Public Health and provide a brief overview of programs offered that meet requirements outlined in the Standard Plan and expected in the Tailored Plan; describe the role of the local Public Health Department within Medicaid Transformation, specifically public health's role in meeting the requirements of whole person care, SDoH and the clinically integrated network; describe the innovative collaborations between Forsyth County Department of Social Services and Public Health that have increased WIC participation (example of a value-based service and other innovative partnerships); and identify how to establish and nurture relationships with the public health department and MH/SU/IDD providers and families/individuals served.

## Transform Your Teams by Enhancing Partnerships between Operations and IT

How often are your technology and business practices not effectively connected? During this session, Impresiv Health will walk participants through a five-step process of identifying system vulnerabilities that lead to project failure, and how to effectively drive positive change across operations and IT for success.

### OBJECTIVES:

Define common business cases for implementing a business and technology transformation initiative; identify inefficiencies within your organization's operations, and explain what it means to be a change agent; describe the ideal future alignment between operations, IT, and technology vendors; and recognize objectives of each transformation step and common barriers to reaching them.



### SPEAKERS:

**VICTOR ISLER,**  
Director, Forsyth  
County Department  
of Social Services



**DENISE H. PRICE,**  
MBA, MHA,  
Assistant Public  
Health Director,  
Forsyth County  
Department of Public  
Health

**TARA R. LARSON,** Vice President,  
Cansler Collaborative Resources, LLC

### SPEAKERS:

**MARCUS FONTAINE,**  
President, Impresiv Health

**AUDRA DIMITRIADIS,**  
VP of Operational Excellence,  
Impresiv Health

**DEB KELLER,** CEO, TCS  
Healthcare

WEDNESDAY, DECEMBER 4, 2019

# CONCURRENT SESSIONS

2:00 P.M. – 4:00 P.M.

## Alternative Payment Methods and the Value Proposition

Following a national trend, supported by the federal government to reimburse for healthcare services in a way that balances the quality of care with the cost of care, providers and payers in North Carolina will be increasingly engaging in contracts that employ Alternative Payment Methods (APMs), sometimes called value-based contracting. APMs move the system away from paying for a unit of service that does not connect to the quality of the service or the outcome for the consumer. The goal of this shift is to encourage innovation that enhances the services for consumers moving away from “one-size-fits-all” payments. APMs do require a high business savvy and more sophisticated data capacity as well as a different organizational culture. Conferees will have an opportunity to learn more about the use of APMs under both the Standard Plan and the BH/IDD Tailored Plan. Is your organization doing all it can do to be value-based? If not, plan to attend this session.

### OBJECTIVES:

- Define Alternative Payment Methods and value-based contracting principles
- Understand the federal and state government expectations for APMs in Medicaid
- Identify the key areas of an organization that are changed by using APMs
- Discuss the types of risks associated with APMs and how to manage that risk



**SPEAKERS:**  
**TARA LARSON,**  
Vice President,  
Cansler Collaborative  
Resources, LLC



**JILL FYOCK,**  
Vice President  
Network,  
UnitedHealthCare



**SEAN SCHREIBER,**  
Senior Vice President,  
Provider Network and  
Community Health,  
Alliance Health



WEDNESDAY, DECEMBER 4, 2019

## CONCURRENT SESSIONS

2:00 P.M. – 4:00 P.M.

### Legal Updates 2019: Forging a Path Forward in a Time of Change

Healthcare delivery in North Carolina is in the midst of a significant transformation that continues to affect the strategic concerns and day-to-day operations of providers, payers and other stakeholders in the healthcare industry. In this session, Robinson Bradshaw attorneys will provide an update on legal developments in 2019 affecting industry stakeholders and will offer practical advice on how to prepare for and adapt to these changes. In particular, the panel will cover the status of North Carolina's Medicaid transformation and implementation process. In conjunction, the panel will provide a primer on the fundamentals of contracting and a deep dive into value based contracting, including key terms and best practices.

#### OBJECTIVES:

- Discuss changes to key laws affecting stakeholders in the behavioral healthcare space such as appeals processes under the Standard Plan including provider contract issues and consumer appeals for adverse service determinations
- Review recent legal developments related to North Carolina's Medicaid transformation and implementation process
- Identify the fundamentals of successful managed care contracting
- Define the essentials of value based contracting, including key terms and best practices

### My Health, My Choices: Using Supported Decision-Making to Empower People with Disabilities to Play the Lead Role in their Health Care and Person Centered Planning

In this session, the audience will learn ways to empower people with disabilities to play the lead role in their health care and person centered planning through Supported Decision-Making (SDM). In SDM, people with disabilities work with people they trust, including families, friends, and professionals, to help them understand their situations and choices so they can make their own decisions and direct their lives. In this session, the audience will learn strategies for using SDM as a way of maximizing people's self-determination, independence, and quality of life and health care.

#### OBJECTIVES:

- Discuss the importance of self-determination for people with disabilities and how it is directly related to their quality of life and health
- Review how Supported Decision-Making can enhance self-determination and improve life outcomes, including health
- Identify and use strategies to empower people with disabilities to use Supported Decision-Making to play the lead role in their health care and person centered planning and supports



#### SPEAKERS:

**JENNIFER CSIK HUTCHENS, JD,**

Robinson Bradshaw. Jennifer exclusively practices

transactional law in the health care industry. *Jennifer was recognized as the Charlotte Health Care Law Lawyer of the Year by Best Lawyers® for 2018*



**KELLY A. KOENIGER, JD,**

Robinson Bradshaw



**MEGAN CLEMENCY HAYNES, JD,**

Robinson Bradshaw



#### SPEAKER:

**JONATHAN MARTINIS, JD,**

Senior Director for Law and Policy for the Burton Blatt Institute at Syracuse University



# CONCURRENT SESSIONS

2:00 P.M. – 4:00 P.M.

## Buying Health in North Carolina: NCCARE360 and Healthy Opportunities Pilots

North Carolina DHHS is setting a new vision by asking: How can the State's resources be optimized to buy health, not just healthcare? Two foundational pieces of North Carolina's strategy to truly integrate healthcare and human services to achieve the goal of health are the NCCARE360 and the Healthy Opportunities Pilots.

NCCARE360 is the first statewide coordinated care network to electronically connect people with identified resource needs to community organizations like food banks and allow for a feedback loop on the outcome of that connection. The Healthy Opportunities Pilots will present an unprecedented opportunity to test the impact of providing select, evidence-based non-medical interventions to higher-risk Medicaid managed care enrollees with a focus on housing, food, transportation and interpersonal safety and toxic stress that directly impact the health outcomes and health care costs of enrollees. Two to four geographic areas of the State will be able to access up to \$650 million in federal and state Medicaid funding to make this happen. This session will help you understand how the program will operate and how you can be a part of this new vision.

### OBJECTIVES:

- Define the Healthy Opportunities Pilot model that will be used in North Carolina and the timelines for implementation
- Discuss the different roles within the Healthy Opportunities Pilots including the Lead Pilot Entity and Human Service Organization
- Understand how NCCARE360 can be used by stakeholders across the State

## The Ombudsman – Your New Advocate in Managed Care

The Ombudsman Program is a pivotal part of the Medicaid Transformation as their role is to ensure that consumers are able to resolve issues that arise in their Medicaid services and, more specifically, to advocate for consumers and to assist them in appeals and grievances. In addition, the Ombudsman will be in a position to recognize when there are systemic issues that need to be addressed by NC DHHS and other important stakeholders. This session is an opportunity for attendees to learn more about the Ombudsman Program, to understand the possibilities of what an ombudsman can do to assist consumers, and to identify how providers can interact with the ombudsman.

### OBJECTIVES:

- Discuss the functions of the Ombudsman
- Review how other states have used the Ombudsman Program
- Define the difference between the role of the Ombudsman and the Enrollment Broker
- Identify ways in which the Ombudsman can assist consumers
- Describe ways in which the Ombudsman can work with providers



### SPEAKERS:

**ERIKA FERGUSON, MPP,**  
Director, Office of  
Healthy Opportunities,  
NC DHHS



**JIMMY FISHER,**  
North Carolina State  
Director, Unite Us



### SPEAKERS:

**CORYE DUNN, J.D.,** Director of Public  
Policy, Disability Rights  
of North Carolina

*\*Ombudsman Vendor once  
RFP has been awarded*

*\*invited*

WEDNESDAY, DECEMBER 4, 2019

# SPARKING INNOVATION

4:15 P.M. – 5:15 P.M.

## Clinically Integrated Networks: Why Join a CIN?

Community Care Physicians Network (CCPN) is a clinically-integrated network (CIN) of independent providers dedicated to improving quality, providing value to payers and patients, and keeping doctors and clinicians in control of the care their patients receive. As the healthcare system evolves and physicians are paid based on the quality of care they provide rather than the number of patients they see, CCPN will allow North Carolina's independent providers opportunities to share best practices, improve quality of care for their patients, and participate in payer contracts which have been negotiated for the benefit of patients and providers, not an administrative third party. CCPN is comprised of over 2,600 clinicians in almost 900 locations who have joined together to create an organization where practices can thrive in the changing healthcare payment reform environment. This presentation will address the benefits membership in CINs offers your agency and will provide the attendee with the opportunity to discern the impact CCPN can have on their agency's care and outcomes.



### SPEAKERS:

**ERIC CHRISTIAN, MAED, LPC, NCC,**  
Director of Behavioral Health Integration for Community Care of North Carolina



**KAREN MELENDEZ, MD,**  
Community Care Partners of Greater Mecklenburg, a Community Care of North Carolina network, serving as network psychiatrist

### OBJECTIVES:

Describe how membership in a CIN can improve your agency's clinical performance outcomes while supporting payment structures that allow for the growth of your business; review how the use of data a CIN can provide will simplify the identification of your practice's approach to understanding your clinical performance measures, patient utilization, and response to patient care in real-time; describe how providers working within one network along with Care Management can improve patient care while enhancing the clinician experience.

## When Opportunity Knocks: How to Successfully Procure Funding from the Division of MH/DD/SAS

The Division of MH/DD/SAS is the leader for behavioral health and I-DD policy for the state of North Carolina. Through the lens of behavioral health, the Division aims to lead with ideas to identify gaps, invest in promising interventions, and efficiently scale a system that promotes health and wellness for all North Carolinians across all payers, providers, and points of care. The Division has a \$600 million budget and has management and oversight of over 120 contracts totaling \$70+ million annually for services across the state. Over the next few years, the Division anticipates an increased number of funding opportunities for organizations to partner with us to help meet the BH&IDD needs of North Carolinians. This session will provide you more information on how you can partner with them.



### SPEAKERS:

**CHRISTAL KELLY,**  
Chief Financial Officer, DMH/DD/SAS and DSOHF



**KAREN BURKES,**  
Assistant Director and Chief Operating Officer, Division of MH/DD/SAS

### OBJECTIVES:

Discuss the existing sources and uses of the Division of MH/DD/SAS budget; review the Division's future spend strategy and roadmap for contracts; discuss how to identify and apply for funding opportunities; and review what to expect once funding is awarded.

WEDNESDAY, DECEMBER 4, 2019

# SPARKING INNOVATION

4:15 P.M. – 5:15 P.M.

## SpeakUp! Building a System that Fosters Feedback and Drives Outcomes

SpeakUp! is a case study of how to create both the systems and the company culture necessary to create a consistent flow of feedback about your services from the consumers and families that receive them. Learn how to create an environment that listens for and embraces feedback at all levels. We will discuss several different business systems that help focus teams to become feedback friendly and metrics driven. From there the session will cover options for automating the feedback process and making it accessible to all stakeholders. Lastly, we will explore the various ways that agencies can put stakeholder feedback into action to create value for the agency and those that they serve.

### OBJECTIVES:

Review the value of harnessing ideas and opinions from consumers and leveraging them to make your agency stronger; discuss the key cultural changes required to build a feedback friendly agency; and identify several options for implementing a feedback system in your agency from low/no cost to paid services.

## ATLAS: Quality Measurement in Addiction Treatment

Addiction can be treated with the same effectiveness as other chronic diseases, but the use of evidence-based best practices varies widely across the addiction treatment field. Public-facing quality measurement systems currently exist for many other areas of health care. These platforms bring transparency and information on facility quality and best practices to the public, which can help guide individuals' decisions and navigate through potential misinformation. No such system exists for addiction treatment. This session will provide an overview of how ATLAS will respond to this gap by standardizing quality expectations for addiction treatment facilities across all levels of care and types of treatment, and current ATLAS progress. ATLAS will be a free web-based platform that will be the result of a collaborative process that engages providers, payers, policymakers, recovery and family advocates, and other key stakeholders along the entire addiction treatment continuum. It is this collaboration that will allow ATLAS to truly impact Substance Use Disorder Public Policy. Insights from this session may facilitate future quality improvement work for addiction treatment.

### OBJECTIVES:

Describe the National Principles of Care and their importance in the addiction care space; identify gaps in the current addiction treatment system and how ATLAS responds to these; and review the future steps for ATLAS and potential areas for collaboration.



**SPEAKERS:**  
**DOUG FINLEY,**  
President, Aymira  
Management



**RAHEED  
SAUNDERS,**  
Director of Advocacy,  
Aymira Management



**SPEAKERS:**  
**REBECCA  
ROSENQUIST,**  
Director of State  
Engagement for  
Shatterproof's National  
Treatment Quality  
Initiatives



**KEN  
SCHUESSELIN,  
JR.,** Assistant Director  
of State Engagement  
in North Carolina for  
Shatterproof's National  
Treatment Quality  
Initiatives



# CONCURRENT SESSIONS

9:30 A.M. – 11:30 A.M.

## Pro-Active Value-Based Contracting

It's clear that use of value-based contracts (VBC) will be expanding in North Carolina. Value-based contracting is a broad term that can be implemented in a multitude of different ways. How will it be defined by your organization? This session is an opportunity to hear from a large provider organization that serves individuals from many States on how they took the initiative to embed a value-based model in the mission of their organization and in all of their service delivery. From creating data metrics to gaining staff commitment to a focus on outcomes to negotiating contracts, this provider agency spearheaded that transition within their organization and in their relationship with payers. Grafton Integrated Network serves individuals from across the mid-Atlantic region of the US, working with an array of payers and funding sources.

### OBJECTIVES:

- Review ways to take the lead on the delineation of rules around your value-based contracts
- Identify how to define the “value” in a VBC proposal
- Define strategies for negotiating a value-based contract
- Discuss “practice-based evidence” that strengthens the reliability of your data and assessments



### SPEAKERS:

**SCOTT ZEITER**,  
Executive Vice  
President and Chief  
Operating Officer,  
Grafton Integrated  
Health Network



**VANESSA LANE**,  
Vice President of  
Revenue Cycle  
Management and Data  
Analytics, Grafton  
Integrated Health  
Network

## Driving Success with I-DD Populations: Quality/Outcomes, Program Design, and Payment Innovations

There is a growing national trend to use Medicaid managed long-term services and supports (MLTSS) to deliver care to complex populations. However, States have only recently begun to include people with intellectual and developmental disabilities (I-DD) in their MLTSS models. As MLTSS expands to I-DD populations, it is critical to establish evidence-based quality standards and guidance about managed care provision for people with I-DD.

In this shift, how can you ensure that people are having a meaningful life? What are the evidence-based quality measures that will help assess if it is actually happening? What impact will this have on alternative payment models, such as value-based reimbursement? This session will examine the role of quality in the transition to MLTSS, sharing key factors to consider in the pursuit of an ideal service system. We will also explore the role that social determinants of health can play, specifically how they can positively impact allocation of resources, strategic directives, specific supports, and personal quality of life.

### OBJECTIVES:

- Identify the connection between quality long-term systems and supports and traditional health care metrics
- Discuss various ways providers can demonstrate quality, or value for people with I-DD
- Review how PHPs are implementing alternative payment models for I-DD providers



### SPEAKERS:

**LINDSEY CROUSE MITROOK**,  
Director of Value-  
Based Care, Healthcare  
Analytics for  
AmeriHealth Caritas  
Corporate Office



**MARY KAY RIZZOLO**, President  
and CEO, Council on  
Quality and Leadership  
(CQL)

THURSDAY, DECEMBER 5, 2019

## CONCURRENT SESSIONS

9:30 A.M. – 11:30 A.M.

### Care Management under the BH/IDD Tailored Plan

The function of care management is an integral piece of the managed care puzzle. Care management is the multi-disciplinary team-based service that will coordinate all the physical and behavioral services, long-term services and supports, pharmacy and unmet health care needs for Medicaid beneficiaries and for those who are part of the BH/IDD Tailored Plan. This whole-person care approach is a focus of the Tailored Plan, where every individual in a Tailored Plan will receive care management. The NC DHHS vision is to certify specific organizations that meet qualifications and this includes BH/IDD providers and Advanced Medical Homes (AMH). This is a new product line for providers and requires some thoughtful planning prior to implementation. This session will provide conferees with the latest information from DHHS on the Care Management Agency (CMA) and AMH+ concepts. Conferees will spend much of the time delving into the business decisions, structures and policies needed to be a CMA or AMH+.

#### OBJECTIVES:

- Discuss the NC DHHS plan for care management under the BH/IDD Tailored Plan
- Identify the difference between an AMH+ and a Care Management Agency
- Review the key business components needed to offer care management services
- Identify next steps for your organization

### Community Connections Model: Engaging and Improving Care

Innovative and non-traditional partnerships are increasingly important in addressing community health issues. This session will describe the Community Connections model employed by WellCare and how it can be leveraged by peer support to fully engage members in their treatment and recovery within their community. Using strong collaborative relationships between members, advocates, state granting entities, community resources, and hospital and community providers, WellCare and our partners were able to provide highly effective peer support recovery coaches armed with numerous community resources to individuals in inpatient and crisis settings for opioid use disorders. This session will review the success of this program in New Jersey, where 94% of the individuals who met with peer support recovery coaches in inpatient and crisis settings became engaged in recovery supports and treatment services.

#### OBJECTIVES:

- Describe the impact that various social services can have on members' treatment engagement and long-term recovery support
- Identify opportunities for collaboration among diverse entities, with the goal of increasing member empowerment and recovery
- Demonstrate the effectiveness of the Community Connections collaborative model to address healthcare gaps for underserved populations
- Discuss how to replicate the model to address your communities unique needs



#### SPEAKERS:

**DANIEL BROWN, MHA, MSW, LCSW,** Executive Management Specialist, Cansler Collaborative Resources, LLC



**BEN MILLSAP, LCSW, LCAS, CCS,** Senior Mental Health/Substance Use Clinical Specialist, Cansler Collaborative Resources, LLC

**KELSI KNICK,** Senior Program Manager Population Health, NC Medicaid, NC DHHS

*\*Care Management Provider TBA*



#### SPEAKERS:

**COURTNEY CANTRELL, PHD,** Senior Director of Behavioral Health, WellCare of North Carolina WellCare Health Plans

**SHAUNE LANCITT,** NC Community Relations for WellCare

**AVIVA WOOG,** New Jersey Community Relations, WellCare

THURSDAY, DECEMBER 5, 2019

## CONCURRENT SESSIONS

9:30 A.M. – 11:30 A.M.

### The Evolution of Peer Voice and Their Impact in North Carolina

Our healthcare system has not always listened or heard the voices of people with behavioral health problems in North Carolina. This may be changing because we now have a new statewide consumer organization called Peer V. O. I. C. E. NC. This statewide peer movement is; advancing peer leadership and engagement, coordinating existing efforts to build qualified and competent peer professionals and providers, and improving mental health and substance use recovery.

Peer V. O. I. C. E. NC is also partnering with others to create additional value within an integrated healthcare system. The combination of Peer Support Services and other responses to the social determinants of healthcare can achieve significant impact on the lives of many people served by our integrated healthcare system. This session will cover the details of how Peer V. O. I. C. E. NC can impact Medicaid Transformation and how you can be a part of this movement.

#### OBJECTIVES:

- Discuss why North Carolina was selected and funded by SAMHSA to create a statewide consumer organization
- Review what Peer V. O. I. C. E. NC aspires to accomplish and how we will meet its goals
- Define what peers, providers, payers, state agencies, and others can do to support the goals of Peer V. O. I. C. E. NC
- Discuss how to combine peer support with other services and responses to social determinants of healthcare to create a major impact



#### SPEAKERS:

**CHEREENE ALLEN-CARACO, CPSS, QMHP, QDDP, CESP**, Founder of Promise Resource Network (PRN) and Peer V. O. I. C. E. NC

**STACY A. SMITH, LPC-S, LCAS, NCC**, Adult Mental Health Team Lead, Division of MH/DD/SAS



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THURSDAY, DECEMBER 5, 2019

# GENERAL SESSION

1:30 P.M. – 3:00 P.M.

## Information is Power: Latest on Medicaid Transformation

Given the many facets of Medicaid Transformation, being up-to-date with new information can be difficult. Information is power, and all stakeholders affected by the shift to Medicaid managed care should understand the vision and know the latest information on the transformation. North Carolina's 2019 budget impasse has changed the plan for a staggered implementation of the Standard Plan, and now the entire state will go live with Medicaid managed care in February. This single, full-scale implementation heightens the need for a well-managed transition. In this session, plan to hear from NC DHHS leaders about the status of Medicaid Transformation and what to expect in 2020.

### OBJECTIVES:

- Review the state's progress on preparing for the Standard Plans to go live on February 1, 2020.
- Review new details on the Tailored Plan design and how it will impact beneficiaries, providers and various populations
- Review the latest information on key components of transformation such as Care Management Agencies, the AMH/AMH+, the Ombudsman Program, additional specialty plans for populations like foster children, PHP networks and more



### SPEAKERS:


**DAVE RICHARD,**  
Deputy Secretary for  
NC Medicaid, NC DHHS



**KODY H. KINSLEY,**  
Deputy Secretary for  
Behavioral Health  
& Intellectual and  
Developmental  
Disabilities, NC DHHS



**DEBRA C. FARRINGTON,**  
MSW, LCSW,  
NC Medicaid Chief of  
Staff, NC DHHS


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**Julie Bowden**  
Business Development Consultant  
julie.bowden@therapservices.net  
(910) 751-1369

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- 9929 Albemarle Road, Suite 4A, Charlotte, NC 28227
- 9822 Albemarle Road, Charlotte, NC 28227
- 252 Wilmot Drive, Gastonia, NC 28054

THURSDAY, DECEMBER 5, 2019

# SPARKING INNOVATION

3:30 P.M. – 4:30 P.M.

## SDOH: What Operations Will Look Like on the Ground

NC Medicaid Transformation creates opportunities for Medicaid to pay for human and social services that impact health. North Carolina is the first state in the country to implement a groundbreaking program with such comprehensive interventions embedded into its health care. NC is leading the nation, benefiting Medicaid recipients and steering the country into delivering improved health outcomes through the integration of health care and human services. This session will look at the experience and efforts of Healthy Opportunities of the Piedmont (HOOP), a community-driven effort that has led to the selection of Piedmont Triad Regional Council (PRTC) to apply as a Lead Pilot Entity (LPE).

### OBJECTIVES:

Discuss the establishment of a local pilot governance model; review the development and administration of a Human Service Organization (HSO) Network; Identify Human Service Organization (HSO) Network Standards; and discuss the assessment of further Technical Assistance such as: Financial Modeling Efforts, HSO Capacity Building and Integrating NCCARE360 into existing HSO processes

## Utilizing the Crisis Response Continuum to Address the Opioid Epidemic in NC

The opioid epidemic has become national news. Overdoses are on the rise and every level of our communities are being affected. Grant funding is being made available for communities and individuals who are identified with this need in staggering numbers. Communities are developing task forces, piloting projects, and attempting to address this challenge to the community in the best way that they can with focus being placed on the individual identified with the diagnosis. This presentation will showcase how utilizing the crisis response continuum has assisted with addressing access to care disparities for individuals with opioid use disorder. It will focus on the values that have been infused into treatment for individuals who are identified with opioid use disorder including open access to care for all individuals, appropriate determination of treatment needed, and recovery oriented care as well as reaching individuals when they are in a behavioral health crisis.

### OBJECTIVES:

Discuss the national opioid epidemic including research, statistics, and data regarding overdose rates, access to care rates, and other statistics related to this national concern; define the disparities in the system with access to care rates, levels of treatment recommended, lack of recovery principles within treatment programs as well as lack of family involvement in treatment; and identify how to leverage current community resources including the crisis response continuum to provide access to recovery oriented treatment for individuals with opioid use disorder.



### SPEAKERS:

**TIM J. GALLAGHER, MPH, FACHE, PMP,** Program Manager, Health Opportunities of the Piedmont



**BLAIR BARTON-PERCIVAL,** Aging Director, PRTC Area Agency on Aging



### SPEAKERS:

**DR. CHARLES BROWNING,** Chief Medical Officer of RI International



**JOY BRUNSON-NSUBUGA, MA, LMFT, LCAS, CCS, AAMFT,** Recovery Services Administrator II, RI International

**AMANDA M. BURRAFATO,** Licensed Marriage and Family Therapist and Licensed Addiction Counselor, RI International

THURSDAY, DECEMBER 5, 2019

# SPARKING INNOVATION

3:30 P.M. – 4:30 P.M.

## Integrating Care with HIE Event Notification

NC HealthConnex, the North Carolina state-designated Health Information Exchange (HIE), offers two flagship services that allow health care providers to bridge the gap to whole person care. These services are fundamental to help North Carolina's health care providers shift to value-based and whole person care models and are already giving health care providers new ways to view their patients' health and well-being holistically. During this session, the presenters will demo the Clinical Portal and explain how enrolling to receive event notifications via NC\*Notify can improve care coordination and service delivery.

### OBJECTIVES:

Discuss the requirements for connectivity to NC HealthConnex, including specific data targets for Behavioral Health/IDD; review how to utilize the clinical portal to access a more complete, longitudinal health record of patients; and discuss how to utilize the NC\*Notify event notification service.



### SPEAKERS:

**ERIC MYERS,**  
Senior Technical  
Consultant and  
Strategic Consulting  
Lead for NC  
HealthConnex  
Statewide HIE Project,  
SAS Institute Inc.



**KENYA SERVIA,**  
Business Development  
& Outreach Specialist,  
NC HIEA

## Youth and Parent Peer Support: Best Practices for Recruitment, Employment, and Retention

As states increasingly support flexibility in defining services, promote value-based contracting, and encourage payers to seek new ways to meet the needs of their patients, opportunities to engage youth and family peer support are growing rapidly. Prioritizing youth and family peer support staff qualifications that include lived experience in addition to traditional ones like education requires forethought and planning and has implications for workplace culture. The Community Behavioral Health Clinic is one example of a setting especially well-suited for the inclusion of youth and parent peers, whose support for consumers is proving to be invaluable. Successful staffing efforts go beyond service considerations and include administrative and community considerations, areas that will be addressed in this session. And based upon experiences across national networks of youth and family organizations and peer support programs, this workshop will offer strategies for implementation.

### OBJECTIVES:

Discuss the infrastructure components for successful youth and parent peer support programming; review Peer "buy-in" and agency culture as a critical part of workplace success; discuss recruiting, hiring and supervising staff with lived experience as a caregiver of a child/youth with behavioral health challenges; describe Youth and Family Peer Support roles and dynamics when working together with families.



### SPEAKERS:

**GAIL CORMIER,**  
Executive Director NC  
Families United



**FREDERICK DOUGLAS,**  
Family Partner Implementation Specialist

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THURSDAY, DECEMBER 5, 2019

# SPARKING INNOVATION

3:30 P.M. – 4:30 P.M.

## Assessment Driven Decision Making to Improve Outcomes in Child Mental Health

Two years ago Children's Hope Alliance implemented the use of the validated, comprehensive, outcomes assessment, the Treatment Outcome Package (TOP) to identify gaps in services and evaluate progress over time. This instrument has been integrated into our clinical workflow and completed for over 1,000 clients by clients themselves and other raters (e.g., foster parents), yielding reports with actionable insights. We have also begun piloting a new Level of Need tool that uses TOP data to recommend customized care for clients across the care continuum. To reduce dependence on residential care, we will start an alternative MCO-approved community-based program, Child ACTT, this fall.

### OBJECTIVES:

Review two benefits of a multiple rater assessment of child behavioral health outcomes; describe the four key dimensions of Level of Care; and discuss three characteristics of the Child Assertiveness Community Treatment Team (ACTT) model.



### SPEAKERS:

**KIMBERLEE J. TRUDEAU, PH.D.,**  
Director of Research at  
Outcome Referral, Inc.

**LAKISHA MARELLI, CHC,**  
Chief Information Officer and leader of  
the Quality Improvement, Management  
Information Systems Team, Children's  
Hope Alliance.



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Call 1-800-487-4653 and press # 7. Make reservation at least 48 hours prior to your arrival - fee for this service.

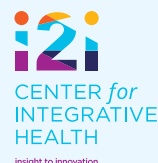


## SAVE THE DATE

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\* **Developmental Disabilities  
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\* **Frye Regional Medical Center**

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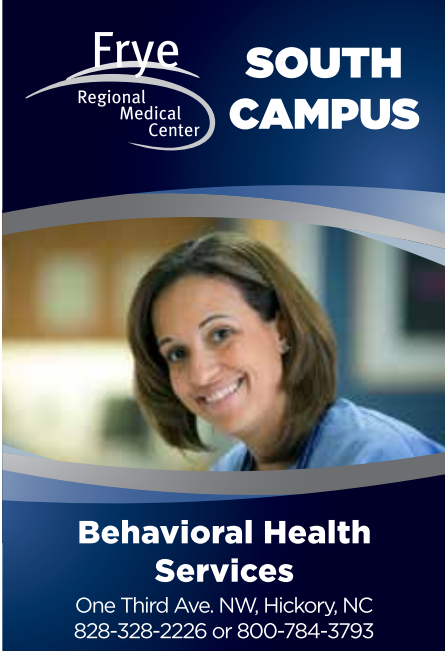
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# 2019 TRANSFORMATION TODAY AND TOMORROW CONFERENCE REGISTRATION FORM

December 4-6, 2019

Provider Success Symposium - Pre-Con December 3, 2019

Pinehurst Resort, Pinehurst, NC

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- ☐ **Understanding Medicaid Transformation for  
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## HOW TO REGISTER

1. **REGISTER ONLINE** and pay by credit card (Visa/MC or AMX).
2. Mail in registration form with check made payable to "i2i Center for Integrative Health." Payment must be received no later than **Nov. 14, 2019**.

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**i2i Center for Integrative Health**  
**1135 Kildaire Farm Road, Suite**  
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Contact Aviance Robertson  
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## ONLINE REGISTRATION ENDS ON NOVEMBER 14, 2019.

You may REGISTER ON SITE  
as space allows, email  
[jean@i2icenter.org](mailto:jean@i2icenter.org) to check  
on session availability.

## CANCELLATIONS

A 25% refund is available on registrations cancelled before **November 1st. No registration refunds will be made after November 1st.** To receive any refund, you must email [Aviance Robertson](mailto:Aviance.Robertson@i2icenter.org) before the November 1st. Registration for a staff member unable to attend may be transferred to another individual with no penalty by contacting Aviance Robertson.

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<input type="checkbox"/> <b>TWO DAY REGISTRATION</b> (Sessions, conf. meals & all special events) <input type="radio"/> Wednesday <input type="radio"/> Thursday <input type="radio"/> Friday	<b>\$350</b>	<b>\$375</b>
<input type="checkbox"/> <b>ONE DAY REGISTRATION</b> (Sessions, lunch, exhibits) <input type="radio"/> Wednesday <input type="radio"/> Thursday	<b>\$210</b>	<b>\$235</b>
<input type="checkbox"/> <b>CONSUMER OR FAMILY MEMBER</b>	Take 50% off registration rates	
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**CONTINUED ON BACK**

## CONFERENCE REGISTRATION FORM

December 4-6, 2019

Provider Success Symposium - Pre-Con December 3, 2019

Pinehurst Resort, Pinehurst, NC

### WEDNESDAY | SPARKING INNOVATION (CHOOSE ONE)

- ☐ The Fusion Model: An Innovation in Crisis
- ☐ Increased Access to Behavioral Health Services in Primary Care to Improve Outcomes
- ☐ Emerging Opportunities: Working with Non-Traditional Partners to Support Members of Standard or Tailored Plans
- ☐ Transform Your Teams by Enhancing Partnerships between Operations and IT

### WEDNESDAY | CONCURRENT SESSIONS (CHOOSE ONE)

- ☐ Alternative Payment Methods and the Value Proposition
- ☐ Legal Updates 2019: Forging a Path Forward in a Time of Change
- ☐ My Health, My Choices: Using Supported Decision-Making to Empower People with Disabilities to Play the Lead Role in their Health Care and Person Centered Planning
- ☐ Buying Health in North Carolina: NCCARE360 and Healthy Opportunities Pilots
- ☐ The Ombudsman – Your New Advocate in Managed Care

### WEDNESDAY | SPARKING INNOVATION II (CHOOSE ONE)

- ☐ Clinically Integrated Networks: Why Join a CIN?
- ☐ When Opportunity Knocks: How to Successfully Procure Funding from the Division of MH/DD/SAS
- ☐ SpeakUp! Building a System that Fosters Feedback and Drives Outcomes
- ☐ ATLAS: Quality Measurement in Addiction Treatment

### THURSDAY | CONCURRENT SESSIONS (CHOOSE ONE)

- ☐ Pro-Active Value-Based Contracting
- ☐ Driving Success with I-DD Populations: Quality/Outcomes, Program Design, and Payment Innovations
- ☐ Care Management under the BH/IDD Tailored Plan
- ☐ Community Connections Model: Engaging and Improving Care
- ☐ The Evolution of Peer Voices in North Carolina

### THURSDAY | SPARKING INNOVATION (CHOOSE ONE)

- ☐ SDOH What Operations Will Look Like on the Ground
- ☐ Utilizing the Crisis Response Continuum to Address the Opioid Epidemic in NC
- ☐ Integrating Care with HIE Event Notification
- ☐ Youth and Parent Peer Support: Best Practices for Recruitment, Employment, and Retention
- ☐ Assessment Driven Decision making to Improve Outcomes in Child Mental Health Services



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**Conference and Expo**  
**Tuesday, December 3 – Friday, December 6, 2019**

Booking ID #69328



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**DAILY RATES:** European Plan      **LOCATION:**      Resort Accommodations

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