

Convene.
Strategize.
Activate.

CHALLENGE, CHANGE & CHOICE

THE FUTURE IS NOW

VIRTUAL PINEHURST
CONFERENCE BROCHURE

December 2-4, 2020



CENTER *for*
INTEGRATIVE
HEALTH

insight to innovation

PROGRAM AT A GLANCE

WEDNESDAY, DECEMBER 2

9:00 a.m. - 4:00 p.m.
Open Minds Experts Available
for Consultation

8:30 a.m. - 9:30 a.m.
Exhibitor Office Hours

9:30 a.m. - 10:00 a.m.
i2i Welcome

10:00 a.m. - 11:30 a.m.
Opening Plenary Session
The Keys to A Successful Recovery
Strategy - The Path from Crisis
Management to Post-Crisis
Sustainability

11:30 a.m. - 1:00 p.m.
Lunch, Exhibitor Office Hours,
Networking Meetings, Learning
Meetings

1:00 p.m. - 2:30 p.m.
Concurrent Sessions
Measuring Quality in
Managed Care Part I

Business Acuity in a Time of
Recovery and Ramping Up

Ensuring Quality Measures and
Clinical Effectiveness When Using
Telehealth

Law for Non-Lawyers: an Update
on New Legal and Regulatory
Requirements

Conversation and Engagement
Around Crisis Services

Am I Contributing (Unknowingly) to
Implicit Bias in the Workplace?

REAL Inclusion: Mutual Support
as a Policy Fundamental

CONVERT: Identifying Rising
Risk Opioid Use in the ED and
Converting Individuals to Timely
Treatment

2:30 p.m. - 3:00 p.m.
Break Time

3:00 p.m. - 4:00 p.m.
Sparkling Innovation Sessions
Legal Updates 2020: Telehealth,
Remote Care and Home Care -
Legal and Practical Considerations

Tracking Patient Outcomes During a
Pandemic Using NC HealthConnex

Treating Children with I-DD and
Complex Needs in Rural Communities

State Work to Address NC's
Marginalized Populations

Using Data to Improve Social
Determinants of Health During and
After a Pandemic

Driving Treatment from Whole
Person Care to Whole Family Care

How to Use Occupational Therapy
for Better Integrated Care in an
Outpatient Setting

4:00 p.m. - 4:30 p.m.
Exhibitor Office Hours,
Networking Meetings, Break,
Learning Meetings

THURSDAY, DECEMBER 3

9:00 a.m. - 10:00 a.m.
Exhibitor Office Hours

10:00 a.m. - 11:00 a.m.
Sparkling Innovation Sessions
ONEcare: Building and Operating
the Integrated Care ACO

Evolving Practices to Reduce
Disparities in the Workforce

Moving from Volume to Value:
Using Integrated Pharmacy for
an Unexpected Edge

Courageous Conversations: Engaging
and Empowering Marginalized
Populations

Family Support ECHO: Amplifying
the Connections Between Partners
and Resources Vital to Whole
Person Care

Problematic Opioid Use
Management: Predictive Analytics
to Target Who and How to Help

11:00 a.m. - 12:00 p.m.
Lunch, Exhibitor Office Hours,
Networking Meetings, Learning
Meetings

12:00 p.m. - 1:30 p.m.
Concurrent Sessions
Measuring Quality in Managed
Care Part II

Improving Your Organization
with the Value of Care Equation

Integrating Treatment Plans
through BH/IDD Care Management

Lessons Learned from COVID-19 Early
Data Trends and Future Solutions

How to Negotiate a Value Based
I-DD Contract

Building the Case for Emergency
Department Peer Support

Understanding the Basics of Buying
and Selling a Provider Practice

1:30 p.m. - 1:45 p.m.
Break Time

1:45 p.m. - 2:15 p.m.
Live Catch Up Meetings
Tapping into the Medicaid
Enrollment Broker

Latest on Olmstead

Buying Health in North Carolina:
NCCARE360 and Healthy
Opportunity Pilots

Ombudsman Role in Managed Care
Impactful Advocacy Strategies

2:15 p.m. - 2:30 p.m.
Break Time

2:30 p.m. - 4:00 p.m.
General Session
Where the Rubber Meets the Road:
Aligning State Priorities to the Needs
of Local Communities

4:00 p.m. - 4:30 p.m. - Exhibitor
Office Hours, Networking Meetings,
Break, Learning Meetings

4:30 p.m. - 5:00 p.m. - Kids
Zoom with Santa and Mrs. Claus

FRIDAY, DECEMBER 4

9:00 a.m. - 9:30 a.m.
Exhibitor Office Hours

9:30 a.m. - 10:15 a.m.
Innovation Awards Presentation

10:15 a.m. - 10:30 a.m.
Break Time

10:30 a.m. - 11:30 a.m.
Closing Plenary Session
The 2020s: The Most Disruptive
Decade in History

11:30 a.m. - 12:00 p.m.
i2i Closing Message

i2i WOULD LIKE TO THANK & RECOGNIZE SUPPORTERS!

CHAMPIONS



GOLD SPONSOR





BlueCross BlueShield
of North Carolina

HealthyBlue



PROUD SPONSOR



Healthy Blue is a Medicaid plan offered by Blue Cross and Blue Shield of North Carolina. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross and Blue Shield Association. ® Marks of the Blue Cross and Blue Shield Association.

1030019NCLENHBL

PSYCHIATRIC INPATIENT FACILITIES



We are internal medicine experts with an integrative approach for behavioral health patients.

Partner with us and we will provide whole-person comprehensive medical care at your facility to achieve better outcomes, lower risks, at better costs.

Click this ad to visit mooremedicalgroup.com for more information or contact Alex Areces at enquiries@mooremedicalgroup.com

CHALLENGE, CHANGE AND CHOICE – THE FUTURE IS NOW

CONFERENCE & EXHIBITION - DECEMBER 2-4, 2020

WHY PARTICIPATE IN THIS CONFERENCE

2020 has been an extremely challenging year. It will be remembered as a time that required major adaptations in communication and service realignment, and it required hard work to begin to meet the changing and increased needs of consumers and communities as we all adjusted to a “new normal.” While COVID-19 was a blindside, challenge can offer opportunity. The behavioral and physical healthcare systems adapted, utilizing technology and telehealth to continue to provide critical services as much as possible, demonstrating innovation in a time of challenge and crisis. Beyond the coronavirus, this year also made it painfully clear that there is much to be done in the fight for social, economic and racial equality in our country, and that we must accept responsibility, individually and collectively, to make change happen. Truly this has been a year of Challenge, Change and Choice, and in order to move forward we need to recognize that The Future is Now!

Whether provider, consumer, advocate, or payer, it is critical to understand how to move forward and know how to plan for the future as our system continues to rebuild. And for North Carolina, this includes preparing again for the start of Medicaid managed care in just a few short months. With our 2020 Conference, i2i plans to offer expert guidance to give you the information and tools to prepare you to move into 2021. We will have national and state experts present on key topic areas such as adapting your business model, strategic planning, preparation for managed care, integrating telehealth and technology into your service array, addressing diversity and inclusion, state and federal policy changes, and more. We hope you will join us to receive updates on these critical issues.

WHO SHOULD PARTICIPATE:

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.

VIRTUAL ADVANTAGE ATTEND ALL SESSIONS!

Although the sessions run concurrently and you can only participate in one session at a time during the conference, once they are over you will be able to access a recording of ALL the sessions for later viewing. Our conference platform will be live for 3 months to give you time to go back and watch any of the sessions you may have missed!

I2I WILL BE UTILIZING WHOVA FOR OUR VIRTUAL CONFERENCE. THIS EASY TO USE, INTERACTIVE TECHNOLOGY WILL IMPROVE OUR LEARNING AND NETWORKING CAPACITY, SEE DETAILS ON NEXT PAGE.

THIS CONFERENCE IS BEING
CO-SPONSORED BY



EARN UP TO 9 HOURS OF CONTINUING EDUCATION CREDITS

**Contact hours: 9 hours for
behavioral health professionals and
other healthcare disciplines.**

**ONLY DURING THE LIVE CONFERENCE
EVENT (DECEMBER 2-4) CAN YOU
RECEIVE/EARN GENERAL CEUS OR
CONTACT HOURS.**

The Monarch logo is in the top right corner of the image, featuring a butterfly icon. The main image shows a close-up of several hands of different skin tones clasped together in a supportive grip. Overlaid on the image is the text "EVERYTHING WE DO CAN BE SUMMED UP IN TWO WORDS." in white, followed by "WE CARE." in large, bold, white letters. Below this, a paragraph of text describes Monarch's services. At the bottom, the website "MONARCHINC.ORG" and phone number "(866) 272-7826" are listed, along with a gold seal of approval from The Joint Commission.

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

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.

MONARCHINC.ORG | (866) 272-7826

Monarch is accredited by and has earned The Joint Commission's Gold Seal of Approval™

TOP NOTCH CONFERENCE NETWORKING

i2i chose the [Whova](#) Conference platform because it gives us the interactive features we all look for when participating in a conference. You can still meet and network, have one on one interactions, talk face to face with other participants and have those all-important social interactions during this event. You can even share information with conference attendee leaders and professionals.

HERE'S HOW:

Networking Meetings - An important way folks do business and get things done during the Pinehurst conference is through side meetings. Good news! You can still have those meeting this year! Through Whova, we can set up a virtual meeting for you on the Community Board. You can then notify those you choose to invite to participate and they can RSVP. Meetings can either be open using the Whova platform or you can set up a private password protected meeting through Zoom or other virtual meeting platforms. **Need to set up a meeting?** Contact jean@i2icenter.org, and she'll get it posted on the Conference Community Board.

One on One Contacts - Every conference participant, attendee, speaker, exhibitor, and sponsor will have a public Attendee Profile. Knowing everyone who is participating will be a great help with networking! Anyone participating in the conference is easily reached by using the Whova Mobile APP. Just go into the Attendee list and click on someone's profile and you can reach out directly to them - set up a face-to-face virtual meeting quickly and easily, send a message, say hi, and exchange contact information.

Exhibit Engagement - You can have face to face virtual meetings with exhibitors whose products you want to learn more about. Exhibit booths will also feature live demos, the ability to chat and have direct contact with booth staff. In addition, there will be product videos, handouts and more. You can still WIN those great exhibitor PRIZES too! Just sign up at the booth. If you are interested in [Exhibiting or Sponsoring](#) the conference, email jean@i2icenter.org.

Share Photos - Another way we can be social - you can share your pics! You can tell folks what's going on in your pic and others can comment on your photo.



INFORMATION SHARING & DISCUSSIONS

Discuss a Topic - The Community Board has a Topics feature where participants can comment on and have on-going discussion about an issue during the event. These discussions could lead to more networking, follow up and post conference collaborations. If you have a topic you would like included on the Community Board, contact jean@i2icenter.org to make your request.

Post Your Webinar - Many organizations have created great webinars during 2020, offering relevant content using your experts to provide information as well as insight into your product or service. If you have a recorded webinar that you would like to share with our conference participants, contact Jean Overstreet at jean@i2icenter.org to learn how.

Share Articles - Do you have a great web article to share with conference participants? You can post it on the Community Board under Article Sharing.

FREE Job Listings - As a participant, you can post and share any job listings you have using the Community Board Job Openings to advertise available positions to a critical target audience at NO cost!

Upcoming Conferences - You can even use the Community Board to tell others about upcoming conferences and events and post a link for more information.

BEST OF ALL!

CONFERENCE PARTICIPANTS CAN START USING THESE GREAT FEATURES BEFORE THE CONFERENCE BEGINS & CAN CONTINUE TO ACCESS THESE FEATURES FOR 3 MONTHS FOLLOWING THE CONFERENCE!



An integrated EHR for IDD and Mental Health Agencies

Increase revenue by streamlining your clinical work and administrative tasks.



We're passionate about helping agencies succeed with effective clinical, financial, and operational solutions.



Jennifer Davis
910-726-2245

Jennifer.Davis@aymira.com



Lauren Wiggs
704-944-2894

Lauren.Wiggs@aymira.com

Improve LTSS Operations. Enhance Member Quality of Life.



Organizations that provide coordination of long-term services and supports (LTSS) play a vital role in keeping people with disabling conditions and chronic illness as healthy and independent as possible. NCQA LTSS Accreditation programs are a roadmap for delivering integrated, efficient person-centered care. They guide improvement—organizations can use the standards as a gap analysis and focus activities in areas that are most important to individuals, payers and states.

Accreditation program standards are based on industry best practices and include key areas:



The assessment process



Care transitions



Person-centered care planning and monitoring



Measurement and quality improvement



If you coordinate LTSS and want to improve the services you provide to members, visit [ncqa.org/i2i](https://www.ncqa.org/i2i) or contact 888-275-7585.

TOP NOTCH CONFERENCE NETWORKING

SPECIAL CONFERENCE OFFERINGS

OPEN MINDS

Free Access to OPEN MINDS Consultants

[OPEN MINDS](#) will be making three of their top industry consultants available for i2i Conference attendees for virtual one on one consultations during the i2i conference. More details will be forthcoming.



WE BUILT IN SOME FUN FOR THE KIDS TOO!

Zoom with Santa and Mrs. Claus


Thursday, December 3, 2020
4:30 p.m. - 5:00 p.m.



Innovation Awards Presentation

Friday, December 4, 2020
9:30 a.m. - 10:15 a.m.

Join us to honor this year's winners of the 2020 Innovations Awards. We are refocusing this year's awards to recognize those who have been able to meet the Challenges of 2020. New categories include: Awareness, Care, Social Justice, Connection, and Social Determinants. To make an Innovation Awards submission click [here](#).



Inpatient & Outpatient Psychiatric and Addiction Programs

24/7/365 No Cost Assessments
Available for:

- Children
- Young Adults
- Geriatrics/Older Adults
- Teens
- Adults

**CALL (919) 250-7000 or VISIT
HOLLYHILLHOSPITAL.COM**

Proud to be an
i2i Champion Sponsor
and to partner with our network of
providers and others on the front
lines, caring for our communities
during COVID-19.

We thank you!



Visit us at AllianceHealthPlan.org
or click here to see more.

Alliance
Health

PINEHURST RESORT - PACKAGE OFFER FOR VIRTUAL CONFERENCE PARTICIPANTS!

Although we are unable to get together in person this year for the conference, the Pinehurst Resort has generously extended a special discounted Hotel, Spa and Golf package for anyone participating in the i2i's virtual conference (based on availability). A special hotel code will be provided to you with your online Conference Registration email confirmation.

Hotel Package Information

Participants are offered a special discounted rate of \$135 per room, per night available from December 1, 2020-February 11, 2021. Reservations can ONLY be made 30 days prior to arrival based on availability. Note these blackout dates: December 5, 12, 19 and 31. You can still make reservations for the black-out dates (with exception to New Year's Eve) one week prior if the hotel still has rooms available. You MUST be staying at the hotel to take advantage of the spa and golf discounts.

Spa Discount

Receive 10% off any 50 minute or longer Spa Treatment at the wonderful Pinehurst Resort Spa. Appointments can be made two weeks prior to arrival.

Golf the World Class Pinehurst Courses at a Major Discount

Courses 1, 3 & 5	\$60
Courses 6-9	\$150
Course 4	\$220
Course 2	\$280
Cradle	\$50

Call this number to make Hotel, Spa and Golf reservations 1-855-341-9530. A Special i2i Booking Code is Required for this Package. The booking code will be emailed to you with your online conference registration confirmation. **i2i requests you do not share the Booking Code as hotel accommodations are limited and this package is ONLY for event participants.**



SAVE THE DATE

I2I CENTER

2021 CONFERENCE & EXHIBITION

DECEMBER 8-10, 2021

PINEHURST, NC

i2i
CENTER for
INTEGRATIVE
HEALTH
insight to innovation

VIRTUAL PINEHURST CONFERENCE
CHALLENGE, CHANGE & CHOICE
**THE FUTURE
IS NOW**

WEDNESDAY, DECEMBER 2, 2020

OPENING PLENARY SESSION

10:00 A.M. – 11:30 A.M.



SPEAKER:

MONICA E. OSS

CEO and Senior Associate
for [OPEN MINDS](#)

The Keys to A Successful Recovery Strategy - The Path from Crisis Management to Post-Crisis Sustainability

Join OPEN MINDS Chief Executive Officer Monica E. Oss for a look at the leadership challenges and opportunities in the current crisis. The keynote will provide an update on the market landscape changes caused by the current crises - public health, economic, and political - and the new opportunities for specialty provider organizations. She will also walk through the crisis leadership approach needed to get to sustainability in the post-crisis 'new normal'. The model will address the challenges of portfolio management through the crisis, crisis strategy development, and challenges of 'reopening' - of taking post-crisis plans to scale. The session will be followed by a live discussion session with conference attendees.

OBJECTIVES:

- Discuss the Perfect Storm - How The Public Health, Economic & Political Crises - Have Changed The Health & Human Service Field
- Identify ways of Finding Opportunities In The Turbulence
- Describe the Ten Crisis Leadership Best Practices

SPONSORED BY  **easterseals** | **UCP**



**UnitedHealthcare is proud
to sponsor the i2i Center for
Integrative Health Virtual
Pinehurst Conference**

Thank you for all that you do for the
communities of North Carolina.

UHCCP.com/NC

**United
Healthcare**

© 2020 United HealthCare Services, Inc. All Rights Reserved.
CST30824

VIRTUAL PINEHURST CONFERENCE
CHALLENGE, CHANGE & CHOICE
**THE FUTURE
IS NOW**

FRIDAY, DECEMBER 4, 2020

CLOSING PLENARY SESSION

10:30 A.M. – 11:30 A.M.



SPEAKER:

DAVID HOULE

Futurist, Author, Speaker. David has keynoted numerous conferences across the country and internationally. David is known as the CEO's Futurist. Houle won a Speaker of the Year award from Vistage International, the leading organization of CEOs in the world. David is also serves as Futurist in Residence at the Ringling of Art + Design and Co-Founder and Managing Director of The Sarasota Institute – A 21st Century Think Tank. In his prior work life, Houle spent more than 20 years in media and entertainment.

The 2020s: The Most Disruptive Decade in History

The 2020s will be the single most disruptive decade in history. How has the decade been for you so far? There will be more change in ten years than in any 30-year period of the past. The future of healthcare is near the top of what will be transformed in the ten years ahead. In addition, there are several overarching trends that will affect much of what we do. Consider this one of the most immediate and practical speech about the future you have ever experienced.

This presentation is based on David Houle's book of the same name.

OBJECTIVES:

- Review the big overarching forces that will shape the 2020s
- Discuss how to prepare for the coming changes in healthcare at all levels
- Identify what will change in the marketplace and workplace
- Discuss what to expect for the coming transformations in education
- Identify the massive change coming in our demographics and what it might mean



SPONSORED BY **AmeriHealth Caritas**
North Carolina

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



Universal is a comprehensive, statewide, CARF accredited community human service organization that provides integrated and quality services to our persons served. Universal provides an array of Mental Health, IDD and Substance Abuse Services.

For more information and site locations, please visit us
at www.umhs.net or

www.facebook.com/UniversalMentalHealthServices

Join us for the
**43rd Legislative Breakfast
on Mental Health**

January 30th 2021, 9-11:30am
Presented Virtually

A PERFECT STORM

IMPACTS ON MENTAL HEALTH



*Pandemic
Racial Inequity
Social Injustice*

An Urgent Call to Action for Comprehensive Mental Health Care

Registration opens 12/1
Tickets \$25

Sponsorship opportunities available

<https://legislativebreakfastmh.org>
info@legislativebreakfastmh.org



WINTERS-OLIVER
INSURANCE AGENCY, INC.

*WINTERS-OLIVER PROVIDES
RISK MANAGEMENT AND
COMMERCIAL INSURANCE
SOLUTIONS TO THE MENTAL
AND BEHAVIORAL HEALTH
INDUSTRIES*

- PROFESSIONAL LIABILITY
- COMMERCIAL AUTO
- GENERAL LIABILITY
- ABUSE & MOLESTATION
- WORKERS COMPENSATION
- MANAGEMENT LIABILITY
- PROPERTY
- UMBRELLA

BEN WINTERS 804-417-9247
BWINTERS@WOINSURE.COM
WWW.WINTERSOLIVER.COM



CONNECT WITH US

2020 CHALLENGE, CHANGE, & CHOICE: THE FUTURE IS NOW

REGISTERING FOR THE VIRTUAL CONFERENCE

CONSUMERS &
STUDENTS RECEIVE
A 50% DISCOUNT
ON REGISTRATION
FEES

ONLINE REGISTRATION DIRECTIONS

please read carefully.

1. The name, title and email of the person attending the conference **MUST BE INPUT INTO THE ONLINE REGISTRATION OR THEY WILL NOT BE ABLE TO ACCESS THE CONFERENCE.** Many organizations use an administrative person's email when registering staff. **THIS WILL NOT WORK.** If that happens, **only your administrative person** will be able to access the conference. Note: i2i will not be able to fix this type of error on the day of the event.
2. All payments for registration are to be made by credit card. **ONLY** Organizations registering a large number of staff that **CANNOT PAY** by credit card should email Aviance@i2icenter.org to make arrangements.
3. ALL Payments for registration **MUST BE RECEIVED** by **NOVEMBER 16TH** or you will not be able to access the conference.
4. **ONLINE REGISTRATION ENDS NOVEMBER 16TH.** Note, between **November 17-20th** i2i will process a limited number of late fee (\$325) registrations, but you must email Aviance@i2icenter.org to get registered. Online registration will be closed.

REGISTRATION ASSISTANCE

If you have trouble with online registration, please email **Aviance Robertson** at aviance@i2icenter.org or call her at (919) 561-7744.

REGISTRATION DEALS

Register 4 Staff to Attend and the 5th Attends for Free!
Please email **Aviance Robertson** at aviance@i2icenter.org with the name of the 5th Registrant.

REGISTRATION FEES

FULL CONFERENCE REGISTRATION FEE INCLUDES:

access to ALL sessions, activities, exhibits, sharing information, networking meetings, and ability to watch all of the sessions for up to 3 months following the conference.

EARLY BIRD RATE (good thru 10/30).....**\$250**

REGULAR RATE (from 10/31-Nov. 16th).....**\$275**

REQUESTING CEU.....**\$35***

(you must pay for/request CEUs with your registration, i2i will not bill separately)

* SR-AHEC cannot process requests for CEUs after the conference.

WHAT IF I NEED TO CANCEL?

Due to the virtual nature of our conference, you will have access to ALL the session recordings for up to three months following the conference so that you can view the content at your convenience. Therefore, no refunds will be issued.

All registration for
the virtual conference
**MUST be done
ONLINE.**

**CLICK HERE TO
REGISTER**

TWO-PART SESSION

PART I | WEDNESDAY, DECEMBER 2, 2020 | 1:00 P.M. – 2:30 P.M.

PART II | THURSDAY, DECEMBER 3, 2020 | 12:00 P.M. – 1:30 P.M.

Measuring Quality in Managed Care

The Quality Strategy is a key part of Medicaid Managed Care. Expectations for providers and Plans will be around measuring the success of treatment services using clinical, financial and consumer satisfaction data. Providers will also use the data to make improvements in service delivery. Plan managers will use the data to improve systemic issues and mitigate risk. All entities will have to meet new and evolving standards from external reviewers, creating additional responsibility for stewards of the public system. Another challenge across the nation is the promotion of health equity with high needs populations. Perhaps the most important quality strategy is to have consumers engaged and invested in their treatment and decision-making.

This topic is too big for one session. Conferees are offered two-days of sessions that address the NC Quality Strategy. The first day is not a pre-requisite to attend the second day. The topics will overlap but are not contingent on each other.

OBJECTIVES FOR PART I:

- Discuss the quality measures and surveys that NC DHHS is instituting in Medicaid Transformation
- Review the historical data and performance measures that will be used to establish targets for future performance
- Describe the ways in which data will be shared in the future between Plans and providers
- Discuss how the State and organizations within local communities will promote health equity in the future

OBJECTIVES FOR PART II:

- Describe the expectations for Plans and providers to identify, develop and implement Quality Improvement Plans (QAPI/PIPs) to meet State expectations
- Describe internal strategies to support quality improvement in service delivery
- Identify how external reviews will be incorporated into the Quality Strategy
- Review how the State and organizations within local communities will promote health equity in the future



SPEAKERS:

KELLY CROSBIE
Director, Quality and
Population Health, NC
Medicaid

SAM THOMPSON

Senior Manager, Program Evaluation,
Quality and Population Health, NC
Medicaid



JAIMICA WILKINS
MBA, CPHQ, ICP, Senior
Manager, Quality
Management, Quality
and Population Health,
NC Medicaid



Trillium

HEALTH RESOURCES

Transforming Lives. Building Community Well-Being.

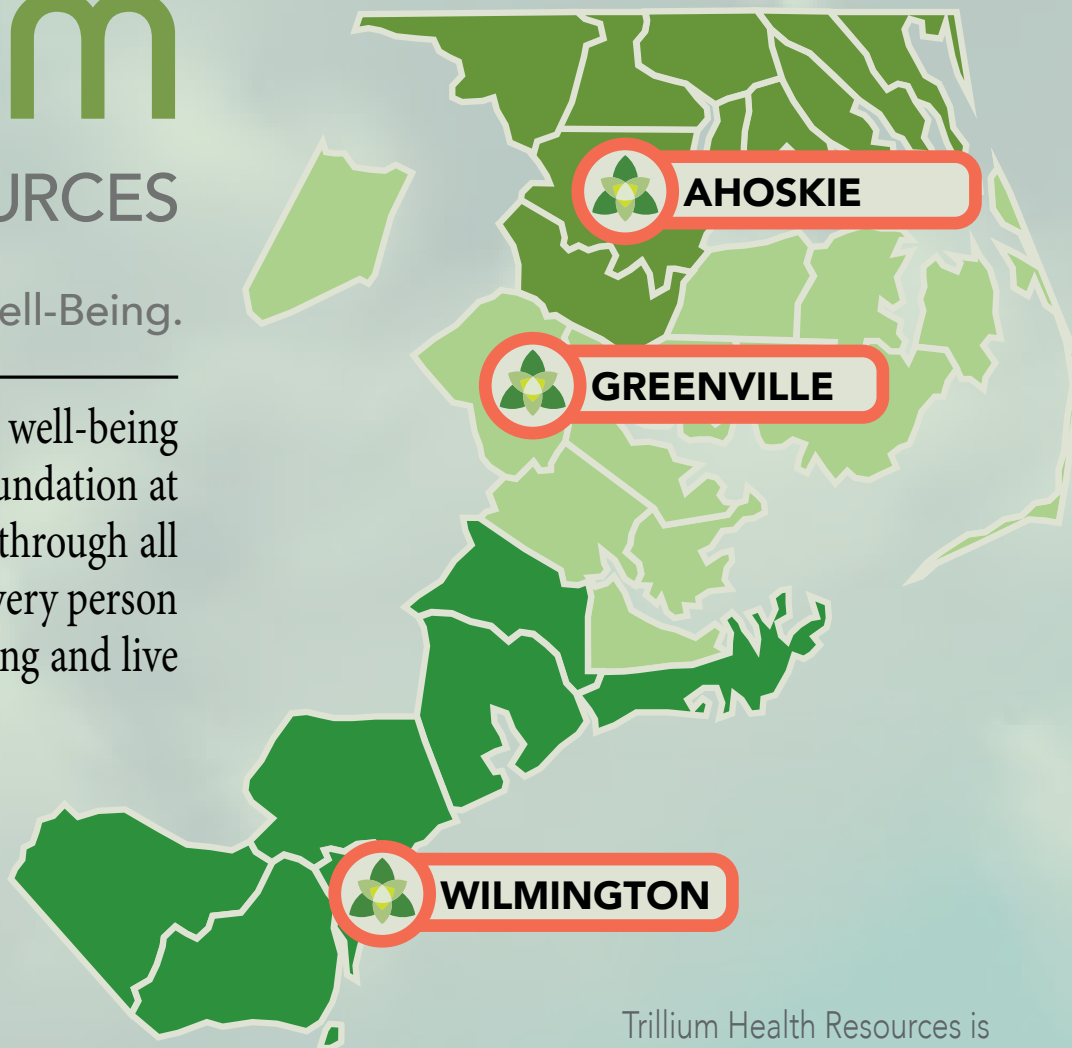
Trillium is committed to caring and fighting for the well-being of our citizens, because well-being needs a sturdy foundation at the start to prevent issues later and keep it standing through all kinds of weather. Our number one focus is helping every person we serve get the services needed to improve well-being and live a fulfilling life. We're invested in every one of you.

1-877-685-2415

Call our Access to Care number, from
anywhere, any day, any time.

www.TrilliumHealthResources.org

Check out
MyLearningCampus.org, our
free, online training portal that
offers information about new
services, health and wellness,
and more.



Like us on Facebook
& follow us on Twitter!

 [@TrilliumHealthResources](https://www.facebook.com/TrilliumHealthResources)

 [@TrilliumNC](https://twitter.com/TrilliumNC)

Trillium Health Resources is a local governmental agency (LME/MCO) that manages mental health, substance use, and intellectual/developmental disability services in eastern North Carolina. Our communities are only as strong as their people.

WEDNESDAY, DECEMBER 2, 2020

CONCURRENT SESSIONS

1:00 P.M. – 2:30 P.M.

Business Acuity in a Time of Recovery and Ramping Up

The pandemic has been a trying time for providers—threatening financial stability, causing re-evaluation of services and staffing, and shifting historical models of practice. Also taking place during the pandemic is the heightened attention to racial and health inequities and the opportunity that brings to resolve long-standing issues. Now, Medicaid Transformation is back on, with a go-live date for Standard Plans just around the corner. The levels of business sophistication and competence of providers required to thrive in this environment are high. This session will address what providers should be doing to navigate these challenges and increase their business acuity.

OBJECTIVES:

- Define how each of these challenges impact organizations as financially viable businesses and as providers of services
- Discuss the practical ways that providers can successfully recover from the pandemic
- Identify statewide efforts to address racial and health inequities
- Review practical ways to ramp up for Medicaid Transformation



SPEAKER:

TARA LARSON

Vice President of Health Care
Policy, Cansler Collaborative
Resources

SESSION SPONSORSHIP PROVIDED BY



Ensuring Quality Measures and Clinical Effectiveness When Using Telehealth

The 2020 pandemic led to Telehealth as a leading method for delivering behavioral healthcare both in North Carolina and around the country. As behavioral health providers rapidly ramped up to provide a touchless treatment experience through Telehealth, questions of quality and effectiveness arose. Providing behavioral health services through Telehealth has become necessary to ensure the safety for both consumers and staff and to maintain access and engagement in care. The expectations from consumers, payers and providers continue to be high quality and effective outcomes. This session will include an overview of how to effectively use Telehealth as a treatment modality for behavioral health services and to both deliver and measure clinical effectiveness and engagement through the treatment. We will review the characteristics of how to use telehealth services and deliver the same quality and clinical outcomes that in-person services can offer.

OBJECTIVES:

- Identify several elements necessary ensure Telehealth effectiveness and to use this information to demonstrate outcomes of care for your agency and organization
- Discuss how to use the Treat To Target methods enhancing engagement and progress towards the measurement of goals and objectives using Telehealth in treatment
- Identify how to incorporate the use of evidence-based tools to determine the impact of care and the response to Telehealth treatment



SPEAKER:

DAVID R. SWANN

MA, LCAS, CCS, LPC,
NCC, MTM Services
Senior Integrated
Healthcare Consultant
and Senior National
Council Consultant

WEDNESDAY, DECEMBER 2, 2020

CONCURRENT SESSIONS

1:00 P.M. – 2:30 P.M.

Law for Non-Lawyers: An Update on New Legal and Regulatory Requirements

Numerous changes have occurred as a result of COVID-19, CMS and the Administration, and more will occur in the near future as a result of Medicaid Managed Care's implementation in July, 2021. These changes impact payor, provider and vendor contracts, and are reflected in value-based contracting (VBC), alternative payment models (APM), and multi-payor contracting efforts. There are fraud, waste and abuse concerns for ensuring program integrity and claims payment during and after COVID-19 "Flexibilities" and the implementation of electronic visit verification (EVV) for Personal Care Services. In the new age of expanding Telehealth, providers need to ensure compliance, including HIPAA and the revised 42 C.F.R. Part 2 substance use disorder treatment records confidentiality. Finally, there are changes related to housing discrimination: anti-discrimination laws impacting disabled tenants, and especially during and after COVID-19.

OBJECTIVES:

- Identify and apply the basic concepts of contracts law to multiple situations
- Review how to implement strategies to avoid recoupments and other program integrity actions in a post-COVID-19 and Electronic Visit Verification (EVV) oversight world
- Review how to ensure patient privacy within the context of telehealth
- Discuss how to ensure compliance with anti-discrimination housing laws as applied to disabled tenants



SPEAKERS:

SARAH PFAU
JD, MPH, Senior Policy and Regulatory Affairs Specialist, Cansler Collaborative Resources



ANDREW WALSH

JD, MBA, Chief Legal Officer & General Counsel, Partners Health Management



MATT WOLFE,

JD, MPP, Partner, Parker Poe Adams & Bernstein LLP

Conversation and Engagement Around Crisis Services

This session is an opportunity for conferees to interact with State leaders on how the crisis service system should be framed to address the needs of North Carolinians. Medicaid transformation brings new roles and partnerships. COVID-19 and the opioid epidemic bring increased needs. Greater awareness of racial and health inequities bring opportunity to engage decisionmakers. We are at a crossroads that can give us an entryway to a stronger crisis system. Conferees will hear an overview of the current state of North Carolina's crisis system, including areas of special attention in light of changing payer landscapes. The majority of the session will be a moderated discussion between stakeholders and State leaders to look at four considerations: 1) identifying challenges; 2) articulating stakeholder expectations; 3) addressing populations by age and disability; and, 4) interacting with law enforcement and other first responders.

OBJECTIVES:

- Review what NC DHHS leaders are considering as they develop plans to address crisis services in the future
- Discuss four considerations about the crisis system
- Identify stakeholder priorities and recommendations for North Carolina's crisis system



SPEAKERS:

VICTOR ARMSTRONG

MSW, Director, NC Division of MH/IDD/SAS



KEITH MCCOY

MD, Senior Medical Consultant to NC Division of MH/IDD/SAS

WEDNESDAY, DECEMBER 2, 2020

CONCURRENT SESSIONS

1:00 P.M. – 2:30 P.M.

Am I Contributing (Unknowingly) to Implicit Bias in the Workplace?

A number of recent studies have been done on various aspects of bias. It is noteworthy that all agree that everyone has bias. Implicit bias refers to the attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner. A positive outcome of 2020's upheaval has been a national movement to address the past and present social and racial injustices taking place, thus making us all more aware of our own thinking, attitudes and behaviors. In this session, Dr. Mitchell will help us identify how implicit bias affects the treatment of clients and our professional interactions, how to become aware of it and overcome these attitudes resulting in improved care and a more equitable work environment.

OBJECTIVES:

- Review and offer a general understanding of Implicit Bias
- Identify how bias is processed in our brains
- Discuss and examine scenarios that may be encountered in our work with constituents
- Discuss strategies to mitigate our biases



SPEAKER:

BRENDA O. EVERETT MITCHELL

Ph.D., Associate Chair for Student Services and AHEC Operations, Department of Allied Health Sciences, School of Medicine at UNC Chapel Hill. Diversity, Equity and Inclusion leadership in the School of Medicine and advisor for the Allied Health Ambassadors Program are critical leadership roles that she plays. She was also instrumental in starting UNC's Community Conversations.

REAL Inclusion: Mutual Support as a Policy Fundamental

Good intentions do not result in community inclusion. Practices and policies rooted in human values are foundational to promoting community participation and are especially timely in a world where differences stand in the way of real relating. Learn about the ingredients that result in true community inclusion (active participation) by people with mental health challenges from peer leaders from across our state.

OBJECTIVES:

- Discuss examples of excellence through peer led projects
- Describe true self-determination - understand this empowering key to community participation, including the relationships among trauma, motivation, and self-determination
- Review Peer Support and beyond - the importance of power-sharing dialogue and the role of peers in modeling valid social roles and integration
- Discuss a policy base for peer led inclusion practices - Peer Support as unique in improving health outcomes by enhancing community participation
- Discuss Peer leadership as a resource for provider, administrator, and family training



SPEAKERS:

LAURIE COKER,

Director, GreenTreePeer Center, Network Director, NC CANSO (North Carolina Consumer Advocacy, Networking and Support Organization) and Founding member, Peer Voice North Carolina



KAREN KRANBUEHL

Director, ACT for Recovery NC, CEO, SAY IT Solutions and Founding member, Peer Voice North Carolina



ELLIOT PALMER, JR.

Executive Director/Founder of Share Hope Inc.

WEDNESDAY, DECEMBER 2, 2020

CONCURRENT SESSIONS

1:00 P.M. – 2:30 P.M.

CONVERT: Identifying Rising Risk Opioid Use in the ED and Converting Individuals to Timely Treatment

In the midst of the world's COVID-19 pandemic, WakeMed Hospital and Health System, Alliance Health, SouthLight Innovative Behavioral Health, the Network for Advancing Behavioral Health (NABH), and Blaze Advisors continue to innovate ways to battle our community's ongoing epidemic – opioid use disorder. On July 8, these entities jointly launched, CONVERT, a data driven pilot solution, in the WakeMed Adult Emergency Department (ED) to identify and engage adults, who, knowingly or unknowingly, face a rising risk of opioid addiction. CONVERT leverages technology in the native EHR, the ED provider-patient relationship, and an organized network of high-performing behavioral health providers to help at-risk patients recognize and acknowledge their behavior and usage patterns and connect with the right help to avoid disease progression.

OBJECTIVES:

- Describe the basics of the CONVERT workflow
- Discuss two outcomes that have resulted from the CONVERT pilot
- Review two challenges faced in launching the pilot program
- Identify the critical elements to success using COVERT
- Discuss strategies to mitigate our biases



SPEAKERS:

DEB ALDRIDGE

MSN, RN-BC, Senior Vice President, Blaze Advisors



TOM KLATT

Executive Director, WakeMed Behavioral Health Network, WakeMed Health & Hospitals



CARLYLE JOHNSON

Ph.D., Director, Provider Network Strategy and Initiatives, Alliance Health



BRANSON PAGE

MD, Wake Emergency Physicians, PA



JENNIFER WHITFIELD

Qualified Peer Support Specialist and Director of Adult Community Services, SouthLight Healthcare

MATT YOUNG

MD, Wake Emergency Physicians, PA

VIN MILIANO

RN - WakeMed IT Department



Proudly Offering: *Celebrating 20 years*

- B3 Respite
- Community Living and Supports
- Community Networking
- Day Supports
- Natural Supports Education
- Residential Supports
- Respite
- Specialized Consultative Services
- Supported Employment Services



1-866-313-9777
www.ddrinc.org

MCOs SERVED:
Cardinal IHS, Partners BHM, Sandhills Center

LOCATIONS:

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

WEDNESDAY, DECEMBER 2, 2020

SPARKING INNOVATION

3:00 P.M. TO 4:00 P.M.

Legal Updates 2020: Telehealth, Remote Care and Home Care - Legal and Practical Considerations

There is no doubt that the COVID-19 pandemic has accelerated the acceptance and use of telehealth. As providers and patients have begun to acclimate to different forms of care delivery, we anticipate that alternative modes of care will continue to thrive, even post-pandemic. In this session, Robinson Bradshaw attorneys will provide an update on legal developments in 2020 related to telehealth and offer practical advice on how to prepare for and adapt to these changes. In particular, the panel will discuss important legal considerations for behavioral health providers related to telemedicine, home care and remote monitoring. The panel will also discuss privacy laws related to telehealth and changes providers and patients can expect to see in the coming year.

OBJECTIVES:

Describe the expansion of regulatory authorization for telemedicine due to COVID-19; Discuss legal and business “lessons learned” during COVID-19; Review post-COVID-19 predictions for the use of telemedicine and forthcoming regulatory changes; Discuss new federal privacy laws covering substance use disorder treatment and possible updates from HHS.



SPEAKERS:

JENNIFER CSIK HUTCHENS,

JD, Robinson Bradshaw. Jennifer exclusively practices transactional law in the health care indus. Jennifer was recognized as the Charlotte Health Care Law Lawyer of the Year by Best Lawyers® for 2018



KELLY A. KOENIGER,

JD, Robinson Bradshaw, focuses on regulatory and corporate matters for health care clients



MEGAN CLEMENCY HAYNES

JD, Robinson Bradshaw, a transactional lawyer whose practice focuses on health care law and regulations, mergers and acquisitions, corporate finance, joint ventures, and general corporate and commercial matters

Tracking Patient Outcomes During a Pandemic Using NC HealthConnex

The NC Health Information Exchange Authority will educate providers about the mandate to connect to the State-designated Health Information Exchange, NC HealthConnex, covering new legislative deadlines and the steps for onboarding. Additionally, the presentation will include demos of NC*Notify, the Clinical Portal event notifications service, and recent upgrades to the portal including the recent integration with the Controlled Substance Reporting System.

OBJECTIVES:

Describe the mandate to connect to NC HealthConnex including, but not limited to, the impact of the COVID-19 Recovery Act to connection deadlines; Discuss how providers use the clinical portal to conduct contract tracing and track COVID-19 testing; Review the NC*Notify event notification service: how it works, journey to V3 & V3+, NC*Notify dashboard, day to day impacts on care delivery, and enrollment/onboarding; Discuss how the recent Controlled Substance Reporting System (CSRS) integration will allow prescribers to meet the Strengthen Opioid Misuse Prevention (STOP) Act of 2017.



SPEAKERS:

KENYA SERVIA

Information Technology Business Relationship Specialist, North Carolina Health Information Exchange Authority (NC HIEA)



TIM TAYLOR

Application Systems Specialist and Lead Analyst for NC*Notify, Health Information Exchange Authority (HIEA) of North Carolina

WEDNESDAY, DECEMBER 2, 2020

SPARKING INNOVATION

3:00 P.M. TO 4:00 P.M.

Treating Children with I-DD and Complex Needs in Rural Communities

Collaborating partners will share lessons learned and innovative approaches in addressing complex cases of children with developmental disabilities plus behavioral health needs. The presentation will include a review of compelling stories and case presentations that revealed systemic barriers and demonstrate how medical, behavioral health and other key community partners leaned in to overcome obstacles to consumer care in complex cases. The session will present a promising approach to improving consumer access and whole person care by utilizing care management and family navigators in the Primary Care medical home. Discussion will include cross agency collaboration, communication, and modifications made to decrease barriers for future access.

OBJECTIVES:

Identify how to develop relationships among primary care, subspecialists, behavioral health and other key community partners to improve care coordination and care management; Identify strategies to enhance care of children with complex needs in the primary care medical home; Discuss ways to enhance family-centered care and support; Review the potential value of a usable resource database for information, services and supports, and as a patient registry to provide enhanced care.



SPEAKERS:

ADRIAN SANDLER

MD, Medical Director, Olson Huff Center, Mission Children's Hospital, Adjunct Professor, Department of Pediatrics, UNC Chapel Hill



CHRISTY PRUESS

MA, LCMHC, NADD-DDS, MHSU/IDD Care Management Regional Director, Vaya Health



JENNIFER COMBS

LCSW, McDowell Pediatrics in Marion, NC

State Work to Address NC's Marginalized Populations

COVID-19 has shined a light on the disparate effect COVID-19 is having on historically marginalized populations, exposing long standing social, economic and health disparities among communities of color, immigrant and refugee populations. DHHS recognizes and has acted upon the need to implement strategies to: address these long standing health disparities; improve access to healthcare; create opportunities for small, underutilized businesses to access funding, tools and resources that promote equitable participation in addressing the needs of North Carolinians who are historically marginalized. They are also working to ensure every person is treated by health care providers who demonstrate cultural humility and understanding, linguistic competency, trauma-informed responses and respect. In this session you will learn about these efforts and discuss what further support is needed to see these strategies implemented at the local level.

OBJECTIVES:

- Review the work of DHHS Historically Marginalized Populations (HMP) Team addressing COVID
- Discuss how the Department is addressing the unique needs of providers who support historically marginalized populations to foster long-term structural change
- Discuss and interact with the state about how DHHS can further support providers in addressing health equity



SPEAKERS:

DEBRA FARRINGTON

MSW, LCSW, Chief of Staff, NC Medicaid, Division of Health Benefits



MICHELLE LAWS

PhD, MA, Assistant Director for Consumer Policy and Community Stakeholder Engagement, NC DMH/DD/SAS

WEDNESDAY, DECEMBER 2, 2020

SPARKING INNOVATION

3:00 P.M. TO 4:00 P.M.

Using Data to Impact Social Determinants of Health During and After a Pandemic

Social Determinants of Health (SDOH) are conditions in a person's life that directly impact their overall health outcomes. The services you deliver and methods for service delivery directly impact a person's SDOH. With the onset of COVID-19, SDOH have become even more critical since we know that factors like geography, ethnicity, relationships, and health conditions affect a person's vulnerability to and recovery from coronavirus. This session provides case studies from a managed care organization that utilizes many techniques, including telehealth and data analysis, to identify opportunities to improve SDOH and increase quality and outcomes. Presenters will also share the applicability to the SDOH standards that will be included in the statewide Medicaid transformation.

OBJECTIVES:

Discuss Social Determinants of Health and their role in North Carolina's Healthy Opportunities Pilot Project; Identify concrete examples of how data was used to improve SDOH and ultimately the quality of care; Review examples of ways to measure, monitor, and improve outcomes and quality; Identify trends related to SDOH and COVID infections and severity.

SPEAKER:

JULIA ADAMS-SCHEURICH

President, Consulting and Government Relations,
Oak City Government Relations , LLC.

DOUG GOLUB

President, MediSked

Driving Treatment from Whole Person Care to Whole Family Care

This session will introduce a screening tool used by Partners Behavioral Health System of Care Expansion grant and explain how whole person health has been enhanced across community providers. The tool was designed to assess concerns and the involvement of systems (e.g. Child Welfare, trauma and family risk, homelessness) for each youth screened to improve treatment selection and resource linkage efforts. The tool is currently utilized by several NC behavioral health providers. Two providers will present on how the tool provides a transition from whole person to whole family health through improved triage and service selection. The presentation will conclude with discussion of next steps for using the tool to support whole family health.

OBJECTIVES:

Discuss and expand knowledge on whole family health; Discuss the "Partners System of Care Grant Primary Persons Screening Tool"; Discuss the application of the screening tool for enhanced triage to meet unmet health related needs; Identify how to build a comprehensive network of community-based services and supports organized to meet the needs of families who are involved with multiple child service agencies.

SPEAKERS:

GARY WALBY

Ph.D., M.S.P.H., M.S., Director of Complex Systems
Innovations, Partners Behavioral Health Management

MELANIE THOMPSON

MPH, is a Clinical Care Navigator at Support, Inc.

JENNIFER GREENE

MA LCMHC, Chief Clinical
Officer, CTS Health
Integrated Wellness as their
Chief Clinical Officer

WEDNESDAY, DECEMBER 2, 2020

SPARKING INNOVATION

3:00 P.M. TO 4:00 P.M.

How to Use Occupational Therapy for Better Integrated Care in an Outpatient Setting

This session will discuss the innovative use of Occupational Therapy for people with mental health disorders who receive individual or group counseling or med management in an outpatient clinic. Monarch implemented use of an Occupational Therapist in one such setting and successfully billed private insurance and Medicare. This will also become a billable service under the Medicaid Standard Plan. The Occupational Therapist enhances care by providing family, wellness, and mental health system management groups, as well as going to individuals' homes to teach skills to manage mental illness and life in general, from med management systems to cooking skills to managing relationships with neighbors

OBJECTIVES:

Discuss how Occupational Therapy fits into the mental health continuum; Describe the integrated care requirements and how occupational therapy can enhance integrated care required outcomes; Identify the billing process for Occupational Therapy and how to enhance outpatient office revenues.



SPEAKERS:

PEGGY TERHUNE

Ph.D., MBA, OTR/L,
President, Monarch



TOMEICO FAISON

Occupational Therapist
Registered/Licensed,
Monarch

CHARLEY CROSS

Occupational Therapist Registered/Licensed, Monarch

Community Based Care is a proud partner
of the i2i Center for Integrative Health



CBC

Community Based Care
Intellectual/Developmental Disability Services

*The CBC family of providers supports people with
Intellectual and Developmental Disabilities (I/DD)
and their families to achieve their fullest potential
by matching them with the most talented,
well-trained, compassionate caregivers anywhere.*

www.cbcare.com



Janssen's unwavering commitment to delivering
innovative mental health therapies spans 50 years,
and we will continue to champion treatments to
improve the lives of those with serious mental illness.

janssen  Neuroscience

AN INNOVATION PARTNER OF JANSSEN PHARMACEUTICALS

© Janssen Pharmaceuticals, Inc. 2020 February 2020 cp-138301v1

THURSDAY, DECEMBER 3, 2020

SPARKING INNOVATION

10:00 A.M. – 11:00 A.M.

ONEcare: Building and Operating the Integrated Care ACO

As we march toward Pay for Performance (P4P), there is growing recognition of the interconnectedness between behavioral and chronic health conditions. While 29% of adults with a medical condition also have some type of mental health disorder, close to 70% of behavioral health patients have a co-morbid medical condition driving up costs by 1.5-2X. Given the complexity of polychronic patients, no one provider, facility, or specialty can singularly provide wholistic care without partnership. ONEcare networks organize, link, and coordinate primary care, hospitals, and behavioral health specialists with each other and the patient to create “No Gap” treatment activation and engagement. Listen to a payer, provider, and ACO perspective on why integrated care ACO’s are attracting attention and investment in NC and beyond.

OBJECTIVES:

Describe the value of an integrated care network to providers, primary care, hospitals, and payers; Identify 3-4 key components of an integrated care network in coordinating care; and Discuss the key performance indicators that define success for a ONEcare network and its partners.



SPEAKERS:

MIKE RHOADES
MBA, CEO, Blaze Advisors



SEAN SCHREIBER
EVP Network and
Community Health,
Alliance Health



SEAN M. BLAIR
Chief Growth Officer,
ncgCARE

Evolving Practices to Reduce Disparities in the Workforce

COVID-19 has highlighted the disparities that Black, Indigenous and People Of Color (BIPOC) experience in a multitude of ways. It has brought to the forefront the ongoing systemic racism that BIPOC face on a daily basis, including access to healthcare and mental health services. As a system, we have an obligation to work towards dismantling systemic racism that people experience as there is intersectionality given peoples’ challenges. Employment and education create avenues for many people with disabilities to participate in their communities, develop relationships, access better housing, resources, food, healthcare, etc. Moving forward, we as service providers need to consider not only agency and system level practices and policies that support systemic racism, but also how to provide support and guidance about employment challenges a person may experience given these significant disparities.

OBJECTIVES:

Review how COVID-19 disparities are influencing people’s access to healthcare, mental health services, housing, employment, and educational opportunities; Discuss how agencies can take a lead role in assessing their own policies and practices of systemic racism to ensure greater access to services; Review how to analyze the work environment for potential risks of discriminatory practices.



SPEAKERS:

MELISSA DEHAVEN
Trainer and Consultant for the
Institute for Best Practices,
Institute for Best Practices at
the UNC Chapel Hill



CANDICE RODRÍGUEZ
BA, CESP, is the
Durham IPS Team Lead
at EasterSeals UCP
NC/VA



ARIEL REYNOLDS
MSWIPS Trainer and
Consultant, UNC Center for
Excellence in Community
Mental Health

THURSDAY, DECEMBER 3, 2020

SPARKING INNOVATION

10:00 A.M. – 11:00 A.M.

Moving from Volume to Value: Using Integrated Pharmacy for an Unexpected Edge

As behavioral health providers increasingly move toward value-based arrangements, behavioral health organizations must seek ways to demonstrate progress in key performance metrics to payers. Help is available from an unexpected sector: pharmacy. Integrated pharmacies can help providers traverse the road from volume to value by providing services, data and support that lead to measurably better outcomes. In this session, Melissa Hall, COO/EVP of Behavioral Health at Monarch, and Stacey Bane, Pharmacist and Site Development Director at Genoa Healthcare, will discuss how behavioral health organizations can leverage their pharmacy partners. They will also discuss real-life examples of how successful provider-pharmacy partnerships resulted in measurable improvements in health care outcomes.

OBJECTIVES:

Describe critical components and challenges organizations face as they work to implement value-based arrangements; Identify the key role pharmacy can play in addressing many of the critical components and challenges of implementing value-based arrangements; Discuss the value an integrated pharmacy can have on an organization, their staff, and improving outcomes for their clients.



SPEAKERS:

MELISSA HALL

BS, MBA, Chief Operations Officer/EVP,
Behavioral Health, Monarch



STACEY BANE

PharmD, Site Development Director,
Genoa Healthcare

Courageous Conversations: Engaging and Empowering Marginalized Populations

Being comfortable with discomfort is how we grow. Creating brave and safe spaces for folks to engage in courageous conversations about race, ethnicity, gender, and other intersections of a person's identity is a critical component to engaging with and empowering consumers and family members. Additionally, by helping those who hold privilege and positions of power in the community examine and unpack their own privilege we can create a shift structures and empower our communities to engage in collective co-liberation. This presentation will assist participants in understanding concepts of cultural and linguistic responsiveness, intersectional identities, unpacking privilege, the importance of co-liberation, and how together, how by recognizing our own humanity can we expand our engagement and empowerment to be truly diverse, equitable and inclusive. Populations expanding engagement and empowerment through the behavioral health and I-DD lens include, but not limited to: Latinx Communities, LGBTQ+ Communities, BIPOC (Black, Indigenous and People of Color), Aging Populations, and Youth and young adults.

OBJECTIVES:

Describe how to create Brave & Safe Spaces: Approaching conversations from trauma-informed/Ground rules; Discuss the importance of diversity, equity and inclusion; Review the intersection of gender, race and ethnicity, and MH/DD/SUD (Social-ecological model and power structures); and Identify actionable steps for engagement.



SPEAKERS:

WES RIDER

Member of Community Empowerment and
Engagement Team, Division of MH/DD/SAS



STACEY HARWARD

Community Engagement
Specialist, Division of MH/
DD/SAS

THURSDAY, DECEMBER 3, 2020

SPARKING INNOVATION

10:00 A.M. – 11:00 A.M.

Family Support ECHO: Amplifying the Connections Between Partners and Resources Vital to Whole Person Care

An increasing number of healthcare, disability provider, and advocacy organizations employ family members with lived experience to provide a variety of support service to families. The Family Support ECHO model emphasizes creating increased collective wisdom and long-standing inter-agency community and professional relationships for sustained family support. ECHO utilizes a hub and spokes model linking a team of specialists (the hub) with providers and individuals across multiple sites in the community (the spokes). The hub members serve as teachers and mentors who share their expertise in a virtual learning community.

OBJECTIVES:

Describe core elements of the ECHO model; Identify a minimum of three outcomes from the Family Support ECHO pilot; Review a minimum of three contributions to best practices in integrated care for people with I/DD; Identify opportunities to advance family support within their organization and community



SPEAKERS:

MELINDA PLUE

Director of Advocacy and Chapter Development, The Arc of North Carolina



JULIE DAVIS

Family Partner, Member Relations Team, Vaya Health



KIM TIZZARD

Director of Family Support, Autism Society of North Carolina



KERRI EAKER

Education Outreach Coordinator, Family Support Network of WNC

Problematic Opioid Use Management: Predictive Analytics to Target Who and How to Help

As communities across the country continue to reel from the impact of the opioid epidemic, healthcare providers, payers, first responders, and community members are looking for ways to be proactive in addressing needs of people using opioids. This session will describe a real-world population health strategy that relies on predictive modeling to identify at-risk members. It will also elaborate on the development of an intervention strategy aimed at preventing the worst opioid-related outcomes, including overdose. This panel-style presentation will highlight the strategy of two organizations who are using predictive analytics and clinical intervention to manage problematic opioid use. Each organization will discuss their risk stratification approach to identify a patient's risk severity and the compounding variables impacting problematic opioid use.

OBJECTIVES:

Discuss the value of using predictive analytics to identify and intervene with patients with problematic opioid use; Review and compare the methods of risk stratification used by each organization and discuss how the different methods informed the interventions; Discuss the education and community outreach efforts of each organization and identify the role of risk stratification in targeting those initiatives.

SPEAKERS:

JENNIFER TACKITT-DORFMEYER

Executive Director, Choices Coordinated Care Solutions



ELIZABETH OYER

PhD, VP of Applied Research and Evaluation, Choices Care Coordination



ROLA AAMAR

PhD, Clinical Effectiveness Consultant – Relias (Moderator)

GREG MAY

EdD, Administrative Director of Adult and Family Services, Centerstone



DR. BESS STANTON

Chief Medical Officer, Partners Health Management

THURSDAY, DECEMBER 3, 2020

CONCURRENT SESSIONS

12:00 P.M. – 1:30 P.M.

Improving Your Organization with the Value of Care Equation

Using data to drive clinical quality can be new and uncomfortable to some teams, but is vitally important, especially with North Carolina's move to managed care in 2021. The expectation of value-based contracting requires a culture shift across the State and within each provider organization. In this session we will review case studies from other teams across the country to overcome concerns about using data to move toward thriving in Value of Care (VOC) equation funding environments that are quickly becoming the new norm. This session will review the importance of data to the industry, common data capture/reporting mistakes, data 101 collection tips, advanced examples from other states, and finish with a review of how to fill out a simple costing calculator to drive home the themes from the presentation.

OBJECTIVES:

- Review how to change your organizational culture to take the fear out of the VOC equation
- Describe how to start or improve data collection to positively impact your interaction with staff
- Discuss how data can be used to improve quality of care by helping teams better see the effectiveness of the care they are delivering
- Identify the importance of data in your communications with funders



SPEAKER:

SCOTT C. LLOYD

President of MTM Services, Senior SPQM Data Consultant and Senior National Council Consultant

Integrating Treatment Plans through BH/IDD Care Management

The BH/IDD Tailored Plan implementation is progressing alongside preparations for the Standard Plan go-live. The role of the BH/IDD care manager is a pivotal part of the Tailored Plan because it is the “hub” of integrated care. The care manager is responsible for ensuring there is coordination of care across physical, behavioral health, SUD, I/DD, pharmacy services and non-medical drivers of health. That coordination role will require certain capacities in data sharing, organizational structure and culture, and strong communication lines with consumers. Participants will hear from State leaders about the expectations for the BH/IDD Tailored Plan care management role and how it may have been adapted over the past few months given the pandemic and raised attention to health and racial equity. In addition, participants will learn practical strategies for providers to incorporate care management into their service delivery.

OBJECTIVES:

- Review the NC DHHS parameters around the BH/IDD Tailored Plan care management role
- Discuss the types of data flows that will be expected to occur between the Care Management Entity/Advanced Medical Home+ and the LME/MCOs, Clinically Integrated Networks and others
- Discuss updates to the role of the BH/IDD Tailored Plan care manager.
- Review considerations for becoming a Care Management Entity or Advanced Medical Home +
- Identify strategies for using the care management role to integrate care



SPEAKERS:

KELLY CROSBIE

Director, Quality and Population Health, NC Medicaid



BEN MILLSAP

MSW, LCSW, LCAS, CCS, Senior MH/SU Clinical Specialist, Cansler Collaborative Resources



KRYSTAL HILTON

Associate Director for Population Health, NC Medicaid

THURSDAY, DECEMBER 3, 2020

CONCURRENT SESSIONS

12:00 P.M. – 1:30 P.M.

Lessons Learned from COVID-19 Early Data Trends and Future Solutions

The rise of COVID-19 in the U.S. was quick and unrelenting, leaving healthcare experts to work-out in real time the next right move in providing adequate care while maintaining viable organizations. While the end of the pandemic may not be near, data insights have already begun to provide a glimpse into the lessons learned from the early stages of COVID, and how those lessons can be translated into action as we move into the next phases. This panel will provide an emerging picture of behavioral health trends and potential needs reflected in the current COVID-related data from across the country, focusing on Medicaid behavioral health data from one of the hardest hit areas in the country. This presentation will explore findings related to authorizations and service utilization for behavioral health services, using national trends and an internal payer dataset. The discussion will focus on how to best use data to inform decisions on the key healthcare delivery issues as the “return to normal” evolves across the county.

OBJECTIVES:

- Review key data components that should be tracked to support making informed decisions about healthcare delivery issues during and post-COVID
- Discuss and compare early COVID-related trend data to pre-COVID data in order to better understand how the pandemic has impacted behavioral health service utilization
- Identify organizational and healthcare delivery solutions and action steps that can be implemented as we move into the next phases of managing COVID



SPEAKERS:

NICOLE LAWSON

PhD, Deputy Executive Director and Chief Operations
Office, Oakland Community Health Network



CAROL CLAYTON

PhD, VP Integrated
Behavioral Health
Solutions, Relias



ROLA AAMAR

PhD, Clinical Effectiveness
Consultant, Relias

28

How to Negotiate a Value Based I-DD Contract

Value-based care continues its march in all areas of health care and will become part of the Medicaid system in July, 2021. But what does a provider look out for in negotiating a value-based care arrangement with a payer, an accountable care organization, or a clinically integrated network? This session will provide information on the latest trends in value-based care contracting for I/DD providers.

OBJECTIVES:

- Discuss the latest trends in value-based care contracting, population health, and integrated care, with an emphasis on I-DD services
- Review key areas where value-based care contracts can be negotiated, what to watch out for, and how best to capture the value in the provider organization



SPEAKERS:

ROBERT SHAW

Partner and Head of Health Care
Practice at Smith Anderson



BO BOBBITT

Attorney Strategic General Counsel and
Regulatory Guidance for Health Care
Organizations



SHAWN PARKER

Of Counsel at Smith Anderson



THURSDAY, DECEMBER 3, 2020

CONCURRENT SESSIONS

12:00 P.M. – 1:30 P.M.

Building the Case for Emergency Department Peer Support

From 2018-2020, the North Carolina Healthcare Foundation (NCHF) awarded six North Carolina hospitals pilot funding from the Division of MH/DD/SAS to embed peer support specialists within their emergency departments to connect patients presenting with opioid overdose or substance use disorder to treatment, recovery, resources, and harm reduction supports. This session will explore this pilot project and use of Peer Support Specialists within the emergency departments. Session presenters will also provide an overview of Building the Case for Emergency Department Peer Support, a new implementation guide for hospitals interested in replicating this innovative model.

OBJECTIVES:

- Identify foundational elements necessary for successful ED Peer Support Program launch and implementation
- Discuss the variation that exists between Peer Support services in the ED versus services that are community-based
- Review the Building the Case for Emergency Department Peer Support Implementation Guide as a tool for replicating the model
- Discuss key data elements needed to support determining the effectiveness of an ED Peer Support Program as demonstrated in pilot data



SPEAKERS:

MADISON WARD WILLIS

Performance Improvement Specialist, Behavioral and Community Health, North Carolina Healthcare Foundation



RENÉE ULTES HINES

Certified Peer Support Specialist, Wake Forest Baptist Health



ELIZABETH HODGES SHILLING

PhD, LCMHC, LCAS, CSI, Assistant Professor, Wake Forest Baptist Health

Understanding the Basics of Buying and Selling a Provider Practice

Selling or buying a practice can be complicated and scary. In this session, you will learn about the important cultural, quality and financial considerations an owner/executive should evaluate if they are looking to acquire or sell their practice. The session will also address due diligence and key milestones in the buying or selling process. Speakers David Hecht and Shaun Roark have years of experience and expertise in the area. David Hecht has played a vital role in leading RHA's corporate finance division and acquisitions activity. Before joining RHA, David held various executive roles for Formation Capital, HealthPRO Management Services, JER Partners and Oliver Wyman. Shaun leads RHA's Business Development and has over a decade with The Mentor Network, as a Senior Executive Director in their M&A Department, leading over 25 transactions representing approximately \$300 million in revenue.

OBJECTIVES:

- Review the considerations for Providers looking to sell
- Discuss the components of the entire Acquisition Process
- Review and understand the Due Diligence Process



SPEAKERS:

DAVID HECHT

Chief Strategy Officer, RHA Health Services



SHAUN ROARK

Vice President of Business Development, RHA Health Services

THURSDAY, DECEMBER 3, 2020

LIVE CATCH UP MEETINGS WITH SUBJECT MATTER EXPERTS

1:45 P.M. - 2:15 P.M.

Catch Up Meeting are 30-minute live interactive engagements designed to “catch you up” on some of the latest happenings around key state projects or programs. These will start with a short presentation by expert leaders of these programs followed by the opportunity for attendees to ask questions.

Tapping into the Medicaid Enrollment Broker

The Enrollment Broker role has been developed to ensure that Medicaid beneficiaries understand the benefits in managed care and receive choice counseling as needed to select a Prepaid Health Plan for the Standard Plan.

OBJECTIVES:

Review the resources available through the Enrollment Broker; Discuss how to access the Enrollment Broker; and Identify ways the Enrollment Broker can help Medicaid beneficiaries in knowing what choices are available to them



SPEAKER:

ERIC RUBIN

President, Health South, MAXIMUS



**carolina
complete health.**

*Transforming the health of the community,
one person at a time.*

Latest on Olmstead

The U. S. Supreme Court case, *Olmstead v. L. C.*, requires that states ensure that all people with disabilities have the opportunity to live life fully integrated into the community. To address its obligations under *Olmstead*, NC DHHS is working with a Stakeholder Advisory and the Technical Assistance Collaborative (TAC) to develop and implement the “comprehensive, effectively working plan” discussed in the case. In this interactive update, the objective will be to familiarize attendees with and answer questions.

OBJECTIVES:

Review the legal requirements of *Olmstead*, the obligation of NCDHHS, LME/MCOs and providers to implement *Olmstead* and the status of the plan for doing so, including, Scope of and timeline for Plan development and implementation; Target populations; Stakeholder engagement; and Data analysis and assessment of the services, policies, regulations and funding patterns that are shaping the plan.



SPEAKERS:

HOLLY RIDDLE

Olmstead Manager, Office
of the Sr. Advisor for the
ADA, NCDHHS



SHERRY LERCH

Senior Consultant,
Technical Assistance
Collaborative



LISA CORBETT

NCDHHS General
Counsel



JOEL JOHNSON

NCDHHS Assistant
General Counsel

THURSDAY, DECEMBER 3, 2020

LIVE CATCH UP MEETINGS WITH SUBJECT MATTER EXPERTS

1:45 P.M. - 2:15 P.M.

Buying Health in North Carolina: NCCARE360 and Healthy Opportunity Pilots

North Carolina is setting a new vision, led by DHHS, 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. Through October 2024, the Pilots will allow up to \$650 million in federal and state Medicaid funding to provide Pilot services related to housing, food, transportation and interpersonal safety and toxic stress that directly impact the health outcomes and health care costs of enrollees in two to four geographic areas of the State. The pilots are designed to maximize learning, strengthening the existing evidence around what suites of health-related non-medical interventions generate the largest positive effects on health and highest return on investment for certain high-need Medicaid enrollees.

OBJECTIVES:

Describe the latest updates on the Healthy Opportunities Pilot; Understand the impact that COVID-19 has had on the Pilot; and Discuss the mechanisms available now to assist communities in addressing non-medical drivers of health

PRESENTERS:

ERIKA FERGUSON

Director, Office of Healthy Opportunities, NC DHHS

AMANDA VANVLEET

Associate Director of Innovation and National Quality Forum Health Care Quality Policy Fellow, NC Medicaid

Ombudsman Role in Managed Care

The Ombudsman is a core component of Medicaid managed care. The Ombudsman is responsible for information and education; issue resolution and management; referrals; and, trend monitoring.

OBJECTIVES:

Review the responsibilities of the Ombudsman; Identify how the Ombudsman will interact with Medicaid beneficiaries; and Discuss the next steps for the Ombudsman program



PRESENTER:

MICHAEL LEIGHS

Deputy Director for Communication and Engagement, NC Medicaid, NC DHHS

Impactful Advocacy Strategies

Hear from the Research and Policy Team from the NC Collaborative for Children, Youth and Families on concrete strategies to bring the family and youth voice to the table in a way that will impact decision makers. In these times, we know that the family and youth voice is extremely important. Working together gives us more ways to make needed changes!

OBJECTIVES:

Discuss advocacy strategies that can impact decision makers

PRESENTERS:

STACY JUSTISS

Family Co-chair of the Policy and Research Work Group of the NC Collaborative



JOANNE SCATURRO

Agency Co-chair of the Policy and Research Work Group of the NC Collaborative

THURSDAY, DECEMBER 3, 2020

GENERAL SESSION

2:30 P.M. - 4:00 P.M.

Where the Rubber Meets the Road: Aligning State Priorities to the Needs of Local Communities

The significant health and cultural challenges occurring across our State, nation and globally require local communities and leadership at all levels to partner in new and expanded ways. These are unprecedented times, and how we approach these challenges, individually and together, will set us on a path for years to come. For our NC DHHS leaders, adding to these challenges is the impact for the Medicaid and Health Choice programs as we move to managed care. In this General Session, NC DHHS Deputy Secretary Kody Kinsley will cover key aspects related to the current plan. State priorities such as COVID-19, Medicaid transformation, serving historically marginalized populations, and the opioid epidemic will be addressed. NC DHHS has developed new strategies, mechanisms and funding opportunities to focus on these priorities. Kinsley will discuss opportunities and ways in which the State and local communities are working together to address them.

OBJECTIVES:

- Review the State's plans for the first six months of 2021 to move NC to Medicaid Managed Care
- Identify the State's priorities
- Discuss how the State is addressing each priority
- Describe ways the State is interacting with local communities to address COVID, marginalized populations, and other issues.



SPEAKER:

KODY H. KINSLEY

Deputy Secretary for Behavioral Health and Intellectual and Developmental Disabilities, NC Department of Health and Human Services

Helping people
live a life of
their choosing,
regardless of
age or ability.

How we can help

- Employer of Record Services
- Community Navigator Services
- Financial Management Services

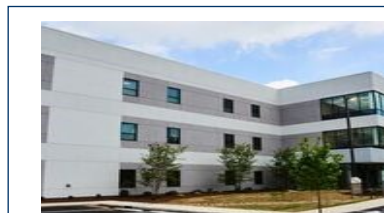


To learn more, visit gtindependence.com.

P: 919.801.3861

E: innovationsreferrals@gtindependence.com

THANK YOU TO OUR I2I FRIENDS



336-794-3550
www.oldvineyardbhs.com



INPATIENT PROGRAMS:

- ◇ Adolescents (12-17)
- ◇ General Adult Psychiatric
- ◇ Seniors

SPECIALTY INPATIENT PROGRAMS:

- ◇ Dual Diagnosis with Addiction
- ◇ Trauma Recovery
- ◇ Mood Disorders

ADULT OUTPATIENT DAY PROGRAMS:

- ◇ Partial Hospitalization for Mental Health
- ◇ Dual Partial Hospitalization
- ◇ Intensive Outpatient Program



CRISIS CARE NOW



Crisis • Outpatient • Training • Consulting
Durham • Henderson • Fayetteville • Jacksonville
Greenville • New Bern • Wilmington

FIND OUT MORE ABOUT WHAT WE DO AT
WWW.RIINTERNATIONAL.COM OR CALL (866)481.5361




Serving Individuals in North Carolina Since 2011



MediSked offers end-to-end, person-centered technology solutions that centralize information, streamline processes, and generate efficiencies – all designed to meet NC DHHS' requirements.


MediSked is Proud to be an i2i Friend!

Learn more about us at medisked.com!



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.



5800 Executive Center Drive, Suite 101
Charlotte, NC 28212
Phone: (704) 336-4844
Toll Free 1-866-281-8847
<http://www.comalt.org/NCservices.html>





Helping people with intellectual and developmental disabilities and mental health and substance use needs live their best lives.

Proud Friend of 

rhahealthservices.org • 1.800.848.0180

THANK YOU TO OUR I2I FRIENDS



www.ntst.com | 1.800.472.5509

Transform care with a connected system

One Person | One View | Better Care



Behavioral Health



Primary care services as part of an FQHC



Addiction treatment, with integrated Medication Assisted Treatment




Autism and ABA therapy



I/DD services



CCBHC services




Electronic Health Record/Documentation System for I/DD and other Human Services needs

i2i Pinehurst Conference 2020

Come learn more during the virtual office hours from our North Carolina Team and Providers who are currently using Therap

Scheduling/Electronic Visit Verification (EVV)

- Calendar based schedule building
- Locations can be geolocated and mapped
- Real-time monitoring of staff check in/out




Therap's Business Intelligence Platform Offers Agency Performance Dashboards

Contact to learn how Therap's Scheduling/EVV module can help meet Federal requirements.

Therap in North Carolina







Therap's ONC certified EHR is HL7 compliant and can assist NC Providers meet NC Health Connex requirements.

- ✓ Admit Discharge Transfer information
- ✓ Pharmacy Messages
- ✓ HIPAA Compliant Secure Messaging



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

www.TherapServices.net
203-596-7553



Our Behavioral Health Family Meeting the Needs of North Carolina.

Questions concerning development or acquisition referrals can be made to
Patrick Doyal, VP of Development
at pdoyal@seasidehc.com.

www.seasidehc.com

athenaPractice™

A customizable EHR & PM solution for Behavioral Health

athenaOne

A cloud-based suite including:
EHR . Medical Billing . RCM

vowhs.com



EXHIBITOR RESOURCES TO DATE!

Alcohol and Drug Council
of North Carolina

* **Alliance Health**

* **Alexander Youth Network**

The Arc of NC

Benchmarks

Butler Human Services Furniture

Blaze Advisors

Capgrow Partners

* **Carolina Complete Health**

* **Children's Hope Alliance**

* **Community Based Care**

* **Community Choices, Inc.**

CST Data

* **Developmental Disabilities
Resources, Inc.**

Focus Professional Services, Inc.

* **GHA Autism Supports**

* **GT Independence**

HealthCare Perspectives, LLC

* **Holly Hill Hospital**

ImpresivHealth

* **Johnson & Johnson**

MediSked, LLC

* **Monarch**

* **Netsmart**

* **Old Vineyard Behavioral
Health, Inc.**

Omni Visions

QBS, Inc.

* **RHA Health Services**

* **RI International**

Rubicon Management, Inc.

* **Seaside Healthcare**

Secure Telehealth

SmartLinx Solutions

Southern Pharmacy Services

SPARC Services and Program

* **Therap Services**

* **Trillium Health Resources**

UNC Center for Excellence in
Community Mental Health

* **UnitedHealthCare**

* **Universal Mental
Health Services**

* **Virtual Officeware
Healthcare Solutions**

* **i2i Friends and Donors**