

Opportunity & Optimism

BUILDING BRIDGES **TO** TOMORROW



CENTER *for*
INTEGRATIVE
HEALTH

insight to innovation

Pinehurst Conference Brochure **(Hybrid Event Live & Virtual)**
December 8-10, 2021 Pinehurst Resort, Pinehurst, NC

PROGRAM AT A GLANCE

TUESDAY, DECEMBER 7

9:30 a.m.

Exhibits Open

10:00 a.m. – 4:00 p.m.

Pre-Con Symposium

Tailored Plan Transition and Implementation: Now and Going Forward

12:00 p.m. – 1:30 p.m.

Lunch & Visit With Exhibitors

2:45 p.m. – 3:00 p.m.

Break/Visit with Exhibitors

7:30 p.m. – 8:30 p.m.

Early Conference Registration

WEDNESDAY, DECEMBER 8

6:30 a.m. – 9:30 a.m.

Breakfast - Carolina

Dining Room

Sponsored by Eastpointe Human Services/WellCare, Monarch, RHA Health Services, Seaside Healthcare, Secure Telehealth, Therap Services, UnitedHealthCare, Universal MH Services, Inc.

7:30 a.m.

Registration Opens

8:30 a.m. – 5:00 p.m.

Exhibit Hall Open

9:30 a.m. – 10:30 a.m.

Opening Plenary Session

Drivers of Change: Seizing Opportunity, Creating a New Future
Sponsored by AmeriHealth Caritas

10:30 a.m. – 11:00 a.m.

Session Breaks /Visit Exhibitors

Sponsored by Alexander Youth Network, Broadstep, Carolina Complete Health, Community Based Care, Community Choices, Inc., Developmental Disabilities Resources, Eastpointe Human Services/WellCare, The Echo Group, GHA Autism Supports, GT Independence, Healthy Blue NC, Lutheran Services of the Carolinas, OnTarget, Secure Telehealth, Trillium Health Resources

11:00 a.m. – 12:00 p.m.

Sparkling Innovation

Innovation in the Face of Regulatory Change – A Study in Streamlining and Empowering Staff

Retreat@ The Plaza:

Re-Imagining Crisis Prevention, Response and Diversion

Executive Leadership that Builds Trust During a Recovery or Transition

Defining the Value of Care Management for Consumers and Family

Technology Shaping Tomorrow: Engaging Persons with I/DD and their Families in North Carolina

Implementing Olmstead: NC's Plan to Align Service Delivery with the Imperative of Community

VIRTUAL ONLY

12:00 p.m. – 2:00 p.m.

Lunch

Sponsored by Alexander Youth Network, Coastal Horizons, Citizens Insurance Agency, Eastpointe Human Services/WellCare, innovaTel Telepsychiatry, Janssen/Johnson & Johnson, Medisked, Monarch, OnTarget, RHA Health Services, Seaside Healthcare, Therap Services, Trillium Health Resources, UnitedHealthCare, Universal MH Services, Inc.

1:30 p.m. – 2:00 p.m.

Lunch and Learn Meetings

2:00 p.m. – 3:30 p.m.

Concurrent Sessions

Three Years as a Care Management Agency & Certified Community Behavioral Health Center – What You Can Learn

Critical Legal and Regulatory Updates for Medicaid Transformation and More

Utilizing Historical Claims Data to Plan for the Tailored Plan

Building Regional Public-Private Partnerships to Increase Access for Marginalized Populations

Transforming the Substance Use Service System: Big Changes Ahead

VIRTUAL ONLY

Value Based Purchasing: New Approach. Improved Results **VIRTUAL ONLY**

3:30 p.m. – 4:00 p.m.

Session Breaks/Visit Exhibitors

Sponsored by Alexander Youth Network, Broadstep, Carolina Complete Health, Community Based Care LLC, Community Choices, Inc., Developmental Disabilities Resources, Eastpointe Human Services/WellCare, The Echo Group, GHA Autism Supports, GT Independence, Healthy Blue NC, Lutheran Services of the Carolinas, OnTarget, Secure Telehealth, Trillium Health Resources

4:00 p.m. – 4:30 p.m.

Catch Up Meetings **VIRTUAL ONLY**

Care Management Certification

Ombudsman's Trends and Data – What Can We Learn

Healthy Opportunities Update

Families First Prevention and Services Act—NC Implementation

Non-Emergency Medical

All concurrent & sparking sessions will be presented in person & virtual (pre-recorded) unless indicated otherwise.

All other events are IN PERSON ONLY.

Transportation

4:00 p.m. – 5:00 p.m.

General Session

PHP Panel - Integrated Care in the Standard Plans: What are We Learning?

5:00 p.m. – 5:45 p.m.

Selfies with Santa

6:30 p.m. – 7:30 p.m.

Consumer Caucus

8:30 a.m. - Midnight

Dance Party **CANCELLED**

Sponsored by Citizens Center, Citizens Insurance Agency and Trillium Health Resources

THURSDAY, DECEMBER 9

6:30 a.m. – 9:30 a.m.

Breakfast

Sponsored by Alexander Youth Network, Carolina Complete Health, Community Based Care, Community Choices, Inc., Developmental Disabilities Resources, Easterseals UCP NC & VA, The Echo Group, GHA Autism Supports, Lutheran Services of the Carolinas, OnTarget

7:30 a.m.

Registration Opens

8:00 a.m. – 8:45 a.m.

Workplace Culture: Create A Workplace That People Will Beg To Work With **VIRTUAL ONLY**

9:00 a.m. – 5:00 p.m.

Exhibit Hall Open

9:30 a.m. – 11:00 a.m.

Concurrent Sessions

Addressing Health Disparities Among Marginalized Populations: A Tribal Perspective

Adding Value to Addiction Treatment – Seizing New Opportunities in NC

Stabilize Living in the Community for Individuals with Complex Needs

Recognizing We Have Implicit Bias and How to Manage It

North Carolina Integrated Care for Kids (NC InCK): A Cross-Sector Service Integration Model

11:00 a.m. – 11:30 a.m.

Session Breaks/Visit Exhibitors

Sponsored by Alexander Youth Network, Coastal Horizons, Citizens Insurance Agency, Easterseals UCP NC & VA, Eastpointe Human Services/WellCare, innovaTel Telepsychiatry, Janssen/Johnson & Johnson, Medisked, Monarch, OnTarget, RHA Health Services, Seaside Healthcare,

PROGRAM AT A GLANCE

Secure Telehealth, Springbrook Autism Behavioral Health, Therap Services, UnitedHealthCare, Universal MH Services, Inc.

11:30 a.m. – 1:30 p.m. Lunch

Sponsored by Broadstep, Carolina Complete Health, Community Based Care LLC, Community Choices, Inc., Developmental Disabilities Resources, The Echo Group, GHA Autism Supports, GT Independence, Healthy Blue NC, Secure Telehealth

1:00 p.m. – 1:30 p.m. Lunch & Learn Meetings

**1:30 p.m. – 3:00 p.m.
General Session**
Shifting NC DHHS Operations to Focus on Whole Person Care

**3:00 p.m. – 3:30 p.m.
Session Break/Visit Exhibitors**
Sponsored by Alexander Youth Network, Coastal Horizons, Citizens Insurance Agency, Easterseals UCP NC & VA, Eastpointe Human Services/WellCare, innovaTel Telepsychiatry, Janssen/Johnson & Johnson, Medisked, Monarch, OnTarget, RHA Health Services, Seaside Healthcare, Secure Telehealth,

Springbrook Autism Behavioral Health, Therap Services, UnitedHealthCare, Universal MH Services, Inc.

3:30 p.m. – 4:30 p.m. Sparkling Innovation Leveraging Data Analytics to Inform Care

Emerging Practices for Peer Mentors for People with I/DD

Healthy Organization Tools to Improve Hires, Increase Retention and Employee Engagement

Emerging from the Pandemic: Using Data to Transform Whole Person Services and Supports for the Future

Behavioral Health Wellness for Children Highlights Integrated Care

The Intersection of Person-Centeredness and Data-Driven Decision Making **VIRTUAL ONLY**

**5:30 p.m. – 6:30 p.m.
Innovations Awards Reception**
Sponsored by Alexander Youth Network, Broadstep, Carolina Complete Health, Community Based Care, Community Choices, Inc., Developmental Disabilities

Resources, The Echo Group, GHA Autism Supports, GT Independence, Healthy Blue NC, innovaTel Telepsychiatry, Janssen/Johnson & Johnson, Medisked, Monarch, OnTarget, RHA Health Services, Seaside Healthcare, Secure Telehealth, Therap Services, UnitedHealthCare, Universal MH Services, Inc.

FRIDAY, DECEMBER 10

6:30 a.m. – 9:30 a.m. Breakfast

Sponsored by Broadstep, GT Independence, Healthy Blue NC, innovaTel Telepsychiatry, Janssen/Johnson & Johnson, Medisked

**10:00 a.m. – 11:30 a.m.
Closing Plenary**
Revolutionize Your Organization: Complaint Free Solutions that Work

**11:30 a.m. – 11:45 a.m.
Live Door Prize Drawing**

**11:45 a.m. – 12:00 p.m.
Will Bowen Book Signing**

**12:00 p.m.
Adjourn**



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.

1032099NCPENHBL 03/21

SEASIDE HEALTHCARE



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

QUICK REFERENCE GUIDE TO THE HYBRID CONFERENCE

(ALL DETAILS IN BROCHURE)

- All Virtual Content will be Pre-Recorded. Q&A interaction will occur on the Virtual Platform.
- All In Person Attendees will also have full access to the Virtual Conference APP, Sessions and Information.
- General and Plenary Sessions are ONLY available to In Person Attendees, but power points will be on the Virtual Platform.
- We are requiring ALL In Person Attendees to Wear a Mask during Conference Activities.
- CEUs are available ONLY to In Person Attendees.
- Certificates of Attendance can be made available to Virtual Attendees by request.

CONFERENCE SPONSORS

PLATINUM SPONSORS



ALEXANDER
YOUTH NETWORK



DELIVERING INTEGRATED CARE FOR EASTERN NORTH CAROLINA

THANK YOU CHAMPION DONORS



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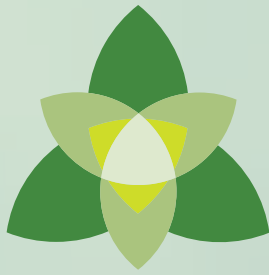


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SILVER SPONSORS





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.



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 management entity that manages severe mental health, substance use, intellectual/developmental disability, and traumatic brain injury services in eastern North Carolina. We look forward to continued service in our communities during the process of Medicaid Transformation in North Carolina.



Our One Community program addresses the stress, anxiety, depression, and general challenges caused by the pandemic. The program encourages people affected by the pandemic to seek help for their mental and behavioral health needs. Our community matters and so does the health and well-being of its people.

1-877-685-2415

TrilliumHealthResources.org

Call our Member and Recipient Service Line to get care or find a provider.

OPPORTUNITY AND OPTIMISM

BUILDING BRIDGES TO TOMORROW

Hybrid Event - In Person & Virtual Conference & Exhibition - December 8-10, 2021

Pre-Con Tailored Plan Symposium - December 7, 2021

WHY ATTEND THE CONFERENCE

North Carolina has just undergone the largest shift to NC Medicaid's operations, services and philosophy in its history. These changes present **Opportunity and Optimism** with the move toward whole person integrated care, the ability to begin to address Social Determinants of Health, and increased access to care through technology. All these changes can help us in **Building Bridges to Tomorrow**. This conference provides an important opportunity to hear from those leading, implementing and experiencing these changes in order to adapt operations, services and administration for the successful implementation of Medicaid managed care.

WHO SHOULD ATTEND?

Anyone in the NC Medicaid system that is managing, experiencing or providing care to the BH/IDD population who wants to better understand the new structures, partnerships and program collaborations needed to move services toward an integrated whole person care approach. 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.

HYBRID CONFERENCE

During the pandemic we have all come to better understand the advantages of utilizing virtual technology for work, school and play. i2i has successfully offered two virtual conferences and we plan to bring this technology to Pinehurst! As a Hybrid event, we will host a live in person conference that will be greatly enhanced by the Whova APP for networking, accessing conference materials & sessions and sharing information among in person and virtual attendees. At the same time, we will also host a Virtual Conference with the same Whova APP advantages for those that prefer virtual participation.



HOW VIRTUAL WILL WORK

The Virtual Conference will feature sessions that have been pre-recorded using a virtual platform. As a virtual attendee you will still have the opportunity to ask speakers questions, access exhibitors, initiate networking opportunities with both virtual and live attendees and more. In addition, **ALL attendees of the Live Conference will also have FULL ACCESS to the Virtual Conference.** That means that if you missed sessions in person, you can go to the Virtual platform and watch any and ALL of the sessions for UP TO 3 MONTHS!

HYBRID ADVANTAGES

The Whova Conference platform offers **both live and virtual attendees** many opportunities to connect, share and access information. You can:

- Message fellow participants, set up meetings, meet virtually
- Start Topic Driven Discussions
- Host a Virtual Meet Up
- Chat with Speakers and other Attendees about a Session
- Share Articles, Photos, Upcoming Conference and Events
- Post Job Openings
- Engage with Exhibitors Virtually & In Person

THIS CONFERENCE IS
BEING CO-SPONSORED BY



EARN UP TO 10 HOURS OF CONTINUING EDUCATION CREDITS

Substance Abuse – 10 hours of NCASPPB Credit will be awarded to participants who attend 100% of the program. Southern Regional AHEC adheres to NCASPPB Education Provider Guidelines, Approval Number Pending

Social Workers and others – 10 contact hours. 10 Contact hours for social workers are included in this program. This program does not provide specific NBCC Credits. However, per LPC licensure guidelines, you may submit up to 15.0 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.

**CEUS ARE ONLY AVAILABLE FOR IN PERSON ATTENDEES
NO CEUS ARE AVAILABLE TO VIRTUAL ATTENDEES**

Proud to be an
i2i Champion Sponsor,
and we're growing! Alliance
career opportunities in
multiple fields are available
in the Triangle NC area and
in Mecklenburg County.



*Click here to visit our
Career Center*



Alliance
Health

COVID CONSIDERATIONS

i2i is planning a full in person conference, December 8-10th. We are also offering the conference virtually. If between now and December, the Governor calls a State of Emergency that precludes us from meeting in person, we will move this to an all-virtual conference.

To ensure we are taking necessary precautions for the safety of our participants, here is i2i's plan for the in-person event:

Masking and Social Distancing. Every participant will receive a mask as part of their registration materials. We will work with the Pinehurst Resort to provide as much distancing in sessions as is possible, but space is at a premium and spacing may be difficult, therefore we are requiring ALL attendees to wear a mask while participating in all conference activities. We also ask you to choose the session you will attend when you register to assist us with seating arrangements.

Extended Breaks. To allow people additional time, i2i has increased our morning and afternoon breaks to 30 minutes as well as extended lunch to two hours. This will offer in person attendees more time to move about, eat and get fresh air as needed.

Hand Sanitation. The Pinehurst Resort is taking extensive steps to ensure the safety of their guests – [see Pinehurst Promise](#). i2i and exhibitors will also have hand sanitizer available at the registration desk and throughout the exhibits.

Virtual Sessions. i2i is making all Concurrent and Sparking session available on the Whova Virtual Conference Platform. These sessions will be pre-recorded and interaction with speakers will occur on the platform following the presentation. Virtual sessions will be available to both in person attendees and virtual only attendees – see more details about the Virtual Conference on the following pages.

YOU ARE INVITED TO ADD YOUR VOICE TO OURS!
Advocating for Providers and Those They Support

**If you are a Provider Agency, a Provider Support Vendor, or a
Licensed Independent Practitioner**

**offering services to individuals - or products to
providers of IDD/MH/SUD and other
Medicaid and State-funded services**

**Become a member of the
North Carolina Providers Council!**

[Membership Benefits](#)

[Membership Application](#)



9660 Falls of Neuse Road, suite 138 #124, Raleigh NC 27615
919-784-0230

www.ncproviderscouncil.org



BY ABOUND HEALTH



AN INTEGRATED EHR BUILT FOR NORTH CAROLINA PROVIDERS



Contact us for more information about



Lauren Carr Wiggs
Regional Sales Manager
704.944.2894

lauren.wiggs@ontargetclinical.com

Jennifer Davis
Regional Sales Manager
910.726.2245

jennifer.davis@ontargetclinical.com



2021 CONFERENCE REGISTRATION INFORMATION

OPPORTUNITY AND OPTIMISM

BUILDING BRIDGES TO TOMORROW

**CONSUMERS TAKE
50% DISCOUNT ON
REGISTRATION FEES**

In-Person & Virtual Conference - December 8-10, 2021 | In-Person Pre-Con Symposium December 7, 2021
Pinehurst Resort, Pinehurst, NC

DIRECTIONS:

please read carefully.

All registrations for this conference are online, to register, **CLICK HERE.**

Payment should be made by credit card, unless not administratively possible.

A receipt/confirmation will be automatically emailed to you immediately after you register -

PLEASE LOOK FOR IT in your Spam, Junk or Clutter Files if you do not receive it in your inbox. Payments are due within 30 days and ALL payments MUST be received no later than **November 17th.**

REGISTRATION QUESTIONS

Contact Aviance Robertson at (919) 561-7744 or email her at aviance@i2icenter.org.

ALL ONLINE REGISTRATION ENDS ON **NOVEMBER 17, 2021.** You may REGISTER ON SITE as space allows, but email jean@i2icenter.org to check on session availability.

REGISTRATION DETAILS

In-Person Conference Registration **ALSO includes** Virtual Conference Access to ALL sessions, activities and resources for 3 Months. Virtual ONLY does not include any in person attendance.

SPECIAL SAVINGS OFFER

Register 4 Staff to Attend (Full In-Person Conf. Registration) and the 5th Attends for Free!

Please call Aviance Robertson at (919) 561-7744 or email her at aviance@i2icenter.org with names of registrants and free registrant name. (does not apply to Pre-Con registration or Virtual Conference).

REGISTRATION FEES

IN-PERSON CONFERENCE

	EARLY BIRD BY 10/31	AFTER 10/31
FULL CONF. REGISTRATION (12/8-12/10)	\$420	\$445
TWO DAY CONF. REGISTRATION	\$385	\$410
ONE DAY CONF. REGISTRATION	\$255	\$280
CONSUMER OR FAMILY MEMBER	Take 50% off registration rates	
FULL TIME GRADUATE STUDENT	Take 50% off registration rates	
CONSUMER FAMILY/COMPANION (MEALS ONLY)	\$75/day	\$75/day

IN-PERSON PRE-CONFERENCE SYMPOSIUM

TUESDAY, DECEMBER 7	\$185	\$200
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VIRTUAL ONLY CONFERENCE FEES

FULL CONF. REGISTRATION	\$275	\$325
Includes Pre-Recorded Sparking & Concurrent Sessions & all Virtual Only Topics (does not include Plenary or General Sessions)		

CANCELLATION POLICY

The cancellations policy for In-Person attendees is as follows: 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 before the November 1st - aviance@i2icenter.org. Registration for a staff member unable to attend may be transferred to another individual with no penalty by contacting Aviance Robertson

i2i will work with any In-Person Attendee on an individual basis that falls ill just prior to the conference as we do not encourage attendance if you are sick. Please email jean@i2icenter.org if this happens.

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 Virtual Attendees can view the content at your convenience. Therefore, no refunds will be issued for Virtual Attendees.

PINEHURST HOTEL AND RESORT HOTEL RESERVATIONS

As the result of the overwhelming response to our online reservations that began in August our **conference room block** has **very little space left**. If you would like, you may still contact the hotel to check on availability by emailing stacie.kennedy@pinehurst.com. If space is not available, you can also place your name on the hotel's waiting list. If cancellations occur, Pinehurst will contact you should a room become available.

Group reservations can be reached at 1-800-287-1286 press #1.

GROUP RATES

Single or Double Occupancy.....\$111 per night

Includes the Carolina, Holly, Manor Accommodations: \$111.00++ per room, per night

Two (2) Bedroom Condo.....\$222.00++ per unit, per night (require use of both bedrooms to book)

To learn more about the beautiful Pinehurst Resort, go to www.pinehurst.com.

Details on how Pinehurst has adapted to keep you safe during COVID, see [Pinehurst Promise](#).

Pinehurst Hotel Cancellations Information: If you need to cancel your Pinehurst hotel reservation because you have a company mandate that states all travel is restricted due to COVID, you will be able to cancel without penalty. An email or letter which states there is a travel restriction for your company will be required by the hotel. You may also cancel without penalty if you are ill or have a medical emergency. Deposits are also fully refundable up to 30 days prior to the date of your arrival.

HOTEL OPTIONS

i2i has made arrangements with a number of nearby area hotels (5-10 minutes away) to accommodate additional rooming needs. We recommend the following hotels:

Homewood Suites by Hilton Olmsted Village

Rates - \$139 per night Queen Suite; \$149 per night King Suite

To make reservations, call 910-255-0300 and mention i2i Center Conference for special rate.

Room block good till November 12 or till rooms sell out.

Springhill Suites by Marriott

Rates - \$109 per night, call for reservation (910) 695-0234 or use [online reservation form](#).

Room block good till November 8 or till rooms sell out.



ALL
CONFERENCE
DISCOUNTS ON GOLF,
SPA AND HOTEL GOOD
3 DAYS BEFORE AND
3 DAYS AFTER
CONFERENCE!

Hilton Garden Inn Southern Pines

Rates - \$129, [Online Reservations](#) or call 910-692-0801

Hampton Inn & Suites Southern Pines

Rates - \$109, [Online Reservations](#) or call 1-800-HILTONS, and mention the **i2i December Conference Group Block** at Hampton Inn & Suites Southern Pines-Pinehurst or use the code **I2I** to receive the group rate.

TownPlace Suites Southern Pines

Rates - \$109, [Online Reservations](#) or call 910 246-5080

ELEGANT CONFERENCE BREAKFAST

Conference Breakfast - full and two-day conference registrants (*regardless of hotel accommodations*)

receive an elegant breakfast buffet in the Carolina Hotel's beautiful dining room with crystal chandeliers,



live piano music, made to order omelets, fresh fruit and much more. Full Registration (breakfast included all 3 days) and 2 Day Registration (breakfast included for Wednesday & Thursday). **Breakfast is not included for One Day Registrants.** Guests will be asked to show a room key or conference badge to verify conference participation.



Working Together

to deliver integrated care and build stronger communities in eastern North Carolina.



ATTRACTIONS

ENJOY PINEHURST DURING THE HOLIDAYS!

- 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
- More Shopping, Restaurants and Fun Things to do in nearby Southern Pines



Golf the Famous Pinehurst #2 Course!

World class golfing at significant discounts!

Pinehurst will host the 2024 U.S. Open

Come early or stay late – Golf discounts are good three days before and after the conference!

Pick your course:

Courses 1, 3 & 5\$70

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

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

Cradle Short Course.....\$50

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



Enjoy a World Class Spa!

Attendees Receive 30% Off 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!**



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>

EXTENDED CONFERENCE DISCOUNTS

Conference Hotel Rates, Golf and Spa Discounts are Available 3 Days Before the Conference and 3 Days After the Conference!

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! **Note, chairs will be sanitized in between each service. All staff will be masked.**

Be sure to Thank Our Massage Sponsors! Broadstep, Carolina

Complete Health, Community Based Care, Community Choices, Inc., Developmental Disabilities Resources, Easterseals UCP NC & VA, The Echo Group, GHA Autism Supports, GT Independence, Healthy Blue NC, innovaTel Telepsychiatry, Janssen/Johnson & Johnson, Lutheran Services of the Carolinas, Medisked, Monarch, RHA Health Services, Seaside Healthcare, Therap Services, UnitedHealthCare and Universal Mental Health Services, Inc.

Reception to Celebrate Innovations – All Invited to Attend

The i2i Center for Integrative Health's Innovation Awards seek to recognize innovation in services and programming that increase integrated, whole person approaches to care using inventive methods, tools and partnerships. **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: Alexander Youth Network, Broadstep, Carolina Complete Health, Community Based Care LLC, Community Choices, Inc., Developmental Disabilities Resources, Eastpointe Human Services/WellCare, The Echo Group, Easterseals UCP NC & VA, GHA Autism Supports, GT Independence, Healthy Blue NC, innovaTel Telepsychiatry, Janssen/Johnson & Johnson, Medisked, Monarch, OnTarget, RHA Health Services, Seaside Healthcare, Secure Telehealth, Therap Services, UnitedHealthCare and Universal Mental Health Services, Inc.



Selfies with Santa!

Wednesday, December 8, 2021
5:00 p.m. – 5:45 p.m.

Dance Party! (Tentative)

Wednesday, December 8, 2021
5:00 p.m. – Midnight

Sponsored by



SAVE THE DATE

i2i CENTER
2022 CONFERENCE
& EXHIBITION

DECEMBER 7-9, 2022
PINEHURST, NC



VALUE ADDED RESOURCES

EXHIBITORS - SERVICES, RESOURCES & INFORMATION



You will have access to over 100 Exhibitors that have a spectrum of resources to aid you in making the transition to whole person, integrated care and Medicaid managed care. Get connected to 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. To help you find what you need more easily, all participating Exhibitors will have a full listing on the Whova APP with details about their services.

QUICK TRAININGS

We are planning to add additional content to the Virtual Conference - 30-minute Quick Trainings to help you better understand topic like Electronic Health Records, Data Collection, Telehealth, Value Based Contracting, Technology that expand services and other relevant content. **If you would like to present a Quick Training, please email jean@i2icenter.org**



LUNCH & LEARN EVENTS

These half hour meetings offer you more in-depth information about resources that help you in the transition to managed care. After lunch, you can choose to participate in one 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. **You can host a Lunch & Learn in person and/or virtually, contact jean@i2icenter.org.**

EXPERT HELP

There is so much change taking place right now that many organizations are looking for some outside assistance to help them with the transformation. i2i will make available connections to consultants and experts on the Whova APP to help to make your attendance even more productive. **Email jean@i2icenter.org if you would like to be listed as a consultant.**



Become An *OPEN MINDS* Circle Member!

The *OPEN MINDS* Circle is the best source of market and management information for executives of organizations serving consumers with chronic conditions and complex support needs.

OPEN MINDS brings you more than what is happening. We provide the insights needed to determine what new developments mean for your strategy. And, we go one step further. Our field-tested management models and hands-on executive experience help your executive team turn strategy into organizational sustainability and success.



Market Intelligence
To Track Every
Development &
Data Point



Strategic Analysis &
Advice To Empower
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2021 EXHIBITORS - YOUR RESOURCES EXPERTS!

Accu Reference Medical Labs

Alcohol Drug Council of NC

*** Alexander Youth Network**

Benchmarks

Blaze Advisors

Blue Ridge Pharmacy

*** Broadstep**

Butler Furniture

CapGrow Partners

CCR Consulting

Children's Behavioral Health Solutions

*** Coastal Horizons**

*** Community Based Care**

*** Community Choices, Inc.**

CST Data

*** Developmental Disabilities Resources**

*** Easter Seals UCP NC & VA**

*** Eastpointe Human Services/WellCare**

*** Encounterworks EMR**

Genoa Healthcare

*** GHA Autism Supports**

*** GT Independence**

*** Healthy Blue NC**

iCentrix Analytics

*** innovaTel Telepsychiatry**

*** Janssen/Johnson & Johnson**

*** Joel T. Cheatam Inc. dba Citizens Insurance Agency**

Key Autism Services

*** Lutheran Services of the Carolinas**

MARC, Inc.

*** Medisked**

*** Monarch**

NAMI NC

*** NC Providers Council**

Netsmart

New Hope Treatment Center

Odyssey Software

Old Vineyard Behavioral Health Services

Omni Visions, Inc.

*** OnTarget**

Opeeka

Oxford Houses of North Carolina

Owl Health

Pride in North Carolina

QBS, LLC

Quillo

*** Rapid Resources for Families**

*** RHA Health Services**

Rubicon Management Inc.

Sandata

Scales Training

*** Seaside Healthcare**

*** Secure Telehealth**

Shatterproof

Skill Creations Inc.

Southern Pharmacy Services

Springbrook Autism Behavioral Health

*** The Echo Group**

*** Therap Services**

This End Up

Timber Ridge

*** Trillium Health Resources**

Turning Point Homes LLC

*** UnitedHealthCare**

*** Universal MH Services, Inc.**

Vidant

Winters Oliver

Youth Haven Services

*** indicates i2i Friends and/or Conference Sponsor**

TUESDAY, DECEMBER 7, 2021 | 10:00 A.M. – 4:00 P.M.

TRANSFORMATION PRE-CON SYMPOSIUM

Tailored Plan Transition and Implementation: Now and Going Forward IN PERSON ONLY

North Carolina made a historical change on July 1, 2021 when the Standard Plans began serving the majority of the non-dual eligible Medicaid population. In July, the Behavioral Health I/DD Tailored Plan awards were announced in preparation for the 2022 implementation of Tailored Plans. Once both Plans are underway the majority of Medicaid members will be served in an integrated managed care product that will provide a robust set of physical health, behavioral health, I/DD, TBI, long-term services and supports and pharmacy benefits. This is a massive change for the State that fits with the NC DHHS shift to whole person care. Additionally, the impact of the pandemic and the heightened awareness of racial and health disparities have added new dimensions to the change. The session will conclude with a panel discussion from Tailored Plan leaders. Topics of discussion include: how Tailored Plans are a part of the vision and are moving forward; key components of the Tailored Plan and how it is different than the current system; the State's expectations for service provision by moving to integrated care and value; strategies for closing gaps in health equity, supporting the member experience and cross-system collaboration.

OBJECTIVES:

- Describe the reason for the shift to Medicaid managed care
- Define the State's plans for achieving integrated care
- Review how future Tailored Plans and Standard Plans will work together to address physical health needs
- Review the State work on health equity and focus on consumers
- Discuss LME/MCO preparations for Tailored Plan implementation, provider expectations, the role of CFACs and addressing unmet health related resource needs.

Continuing education credits will be available for this session.

KELSI KNICK, MSW, LCSW
Deputy Director, BH & IDD Tailored Plans, NC Medicaid

SARA GREGORSKY, MSPH
Chief of Managed Care, NC Medicaid

BEHAVIORAL HEALTH/IDD TAILORED PLAN PANEL



MODERATOR:
DAVID R. SWANN,
MA, LCAS, CCS, LPC, NCC
MTM Services Senior
Integrated Healthcare
Consultant and Senior
National Council Consultant



BONITA PORTER
Chief Compliance
Officer and Tailored Plan
Implementation Team
Lead, Sandhills Center
for MH/DD/SASS



**SEAN
SCHREIBER**
EVP Network and
Community Health,
Alliance Health



RHONDA COX Executive
Vice President & Chief
Population Health Officer,
Vaya Health

SPEAKERS:



DAVE RICHARD
Deputy Secretary, NC
Medicaid



SHANNON DOWLER, MD
Chief Medical Officer,
NC Medicaid



CARRIE BROWN, MD
Chief Medical Officer
for BH/IDD, NC DHHS



VICTOR ARMSTRONG,
MSW
Chief Equity Officer,
NC DHHS



KELLY CROSBIE,
MSW, LCSW
Chief Quality Officer,
NC Medicaid



KRYSTAL HILTON, MPH
Associate Director,
Population Health,
NC Medicaid



MICHELLE LAWS,
PHD, MA
Assistant Director for
Consumer Support
& Stakeholder
Engagement, DMH/
DD/SAS



KEITH MCCOY, MD
Deputy Chief Medical
Officer for BH/IDD
Community Systems, NC
Division of MH/DD/SAS



KELLI CARSON
Chief Operating
Officer at Eastpointe
Human Services



RHETT MILTON
Chief Executive Officer at Partners
Behavioral Health Management



LEZA WAINWRIGHT CEO
Trillium Health Resources



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WEDNESDAY, DECEMBER 8, 2021

OPENING PLENARY SESSION

9:30 A.M. – 10:30 A.M.

Drivers of Change: Seizing Opportunity, Creating a New Future

Change is a constant, and so it's essential that we understand the environment in which we advocate for and deliver mental health and addictions treatments and supports. This presentation examines the current drivers:

- An ongoing pandemic has accentuated increased access possibilities through telehealth, workforce shortages and shortcomings, and the need for nimbleness to respond.
- The start to a transformation in the North Carolina Medicaid program to integrated, managed care has brought new roles to the system and distinguished between high to moderate need and low need MH/SUD consumers.
- A national commitment to addressing ongoing racial and health inequities.
- The federal focus on home and community-based services has brought new funding and regulation that has possibilities of increasing capacity to serve individuals with complex needs as well as any impact the new American Rescue Plan may have on services in the future.
- A national focus on value that balances quality care and cost and Social Determinants of Health that address the connection between physical, behavioral health, SUD services—including medications—and housing, food security, transportation and safety.

Increasing numbers of people are searching for relief - from help with stress to treatment for complex psychiatric and substance use disorders. We will explore this growing demand and outline public and private sector responses, answering a series of policy and practice questions. Participants will engage in a fast-paced discussion and will learn how managers and providers can position themselves for all these changes to ensure success and improve care for consumers. Consumers, family members, individuals with lived experience will understand the what can be achieved through person-driven and whole person care.

OBJECTIVES:

- Review the issues that are driving the need for change
- Describe national and state trends in health and human services
- Identify next steps for stakeholders in the MH/IDD/SUD public system



SPEAKER:

**LINDA
ROSENBERG, MSW**

Director of External Relations,
Columbia University Department
of Psychiatry

**OPENING PLENARY SESSION
SPONSORED BY**



FRIDAY, DECEMBER 10, 2021

CLOSING PLENARY SESSION

10:00 A.M. – 11:30 A.M.

Revolutionize Your Organization: Complaint Free Solutions that Work

Overall, executives, employees and staff deal with numerous complaints on a daily basis. How would you like to be able to better understand what is being said when someone complains, what constitutes a complaint and get the tools to decipher what the person really wants and needs. These skills have the potential to revolutionize your work environment and help you better communicate with your employees or anyone! You'll leave the presentation inspired, mindful of your own complaints, and motivated to approach others with new, simple and effective strategies.

OBJECTIVES:

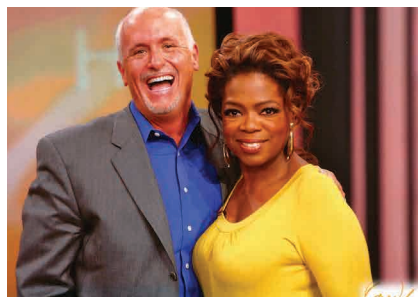
- Review how to identify a true concern from a complaint
- Discuss how to effectively address an individual using complaint language to express themselves
- Review how the Complaint Free® Movement skills can be adapted to improve employee relations, your overall work environment and daily life



SPEAKER:

WILL BOWEN

International Speaker, Author and
Founder of the Complaint Free®
Movement



Our closing plenary speaker, Will Bowen is the founder the Complaint Free® Movement, which has improved the lives of more than 13 million people worldwide. Will Bowen been featured on:

- Oprah
- NBC's Today Show
- CBS Sunday Morning
- The ABC World News Tonight
- 60 Minutes and more

Newspapers, and magazine articles around the world have been written about Will including *People* magazine, *Newsweek*, *Forbes*, *The Wall Street Journal*, *O* magazine, *Self* magazine and *Chicken Soup for the Soul*. Will Bowen is an in-demand speaker and trainer who travels the world working with top executives and their employees. Will personally presented his 6 millionth Complaint Free Bracelet to Dr. Maya Angelou who provided the forward for his book *A Complaint Free World: How to Stop Complaining and Start Enjoying the Life You Always Wanted*. Will will be available to sign this book for you personally following his presentation.

WEDNESDAY, DECEMBER 8, 2021

SPARKING INNOVATION

11:00 A.M. – 12:00 P.M.

Innovation in the Face of Regulatory Change – A Study in Streamlining and Empowering Staff

Explore how organizations can move beyond simply complying with regulatory mandates and shift to a growth mindset when faced with challenges. Using the recent rollout of the federal Electronic Visit Verification (EVV) mandate as a case study the presenters will outline the process their agency used to not only tackle the requirements, but to spark innovative ideas for streamlining multiple internal processes at the same time, resulting in better efficiency for the whole organization. Participants will be presented with actionable strategies that they can apply to their own agencies.

OBJECTIVES:

Discuss how to evaluate a clinical or business challenge; describe how to encourage a growth mindset within your organization; and review how to create and empower teams to plan and execute innovative ideas.

Retreat@ The Plaza: Re-Imagining Crisis Prevention, Response and Diversion

Over the past year and a half, the collision of Public Safety and Public Health has demonstrated a need for alternatives to police response, involuntary commitment, and incarceration for individuals experiencing mental health and substance use challenges. Intersecting issues of poverty and racial inequity, emergency department boarding, and forced treatment have yielded a demand for socially just, equitable, trauma informed, and culturally responsive alternatives. While communities around the country design their own responses, one NC county has spent nearly two decades building an array of peer-operated, zero and low barrier access crisis prevention, response and diversion alternatives. The most recent addition, Retreat@ The Plaza, is a peer-operated respite that provides a voluntary, unlocked, and cost effective alternative for people experiencing mental health crises to stay for up to 10 days. The peer-operated respite model works - 70% reduction in emergency department, inpatient and use of involuntary commitments for up to one year after a respite stay. In addition to reducing costly dependence on confinement in hospitals and jails, the operating costs of a peer-run respite are around \$111/day per person compared to upwards of \$2,500/day for an in-patient stay, enticing more states, counties, cities, and managed care organizations to fund this model.

COURSE OBJECTIVES:

Describe the need throughout NC for independent mental health peer-operated crisis prevention, response and diversion options; describe the impact, lessons learned, from this peer operated models; and discuss the cost savings offered by the array of crisis alternative models operated by Promise Resource Network in Charlotte.



SPEAKERS:

DOUG FINLEY Chief
Development Officer
Abound Health, formerly
A Small Miracle, LLC



SKYLAR KRAMER
Chief Operating Officer,
OnTarget



SPEAKERS:

CHERENE CARACO
Chief Executive Officer,
Promise Resource
Network (PRN)

WEDNESDAY, DECEMBER 8, 2021

SPARKING INNOVATION

11:00 A.M. – 12:00 P.M.

Executive Leadership that Builds Trust During a Recovery or Transition

2020 and beyond has been a challenging time, how organizations achieve trust and commitment from their employees during a recovery period, such as after an unforeseen crisis like a pandemic or during a transition, by way of acquisition, that leads to new executive leadership, mission/vision, and core values is critical. In this session you will learn the steps to achieving optimal organizational trust that include: clear executive messaging; establishing consistent procedures, policies, and training; and using reliable practices.

OBJECTIVES:

Review the five key priorities that help to reshape and secure organizational recovery; discuss the five fundamental qualities of “resilient leadership” that successful leaders use to address a crisis and ensure their business endures; and identify the seven key action steps of a “playbook” to ensure business practices and the financial welfare of the business are sustained and protected.

Defining the Value of Care Management for Consumers and Families

The national trend is to focus on value-based care. Value balances the quality of care with the cost of care. Often, value-based care is defined by performance of a provider. The Delta Center for a Thriving Public Safety Net funded a collaborative process in North Carolina to define the value of care management with a twist that this collaborative is predominantly made up of consumers, family members and individuals with lived experience and the goal is to define value to consumers and families. This session will include the recommendations of the collaborative members on several key components of the care management role in Medicaid managed care:

- using the comprehensive assessment to understand how the consumer defines success;
- ensuring racial and health equity in care management;
- infusing qualitative outcomes and data that address quality for the consumer and family;
- and care manager training and qualifications.

OBJECTIVES:

Describe how value-based care can be defined by consumers and family members; identify ways care managers and consumers and families can work together to ensure value; understand strategies to empower consumers and families in their care.



SPEAKERS:

SCOTT HUNTINGTON, PHD, LPC, CSCAC, ICS
Chief Clinical Officer,
Broadstep Behavioral
Health



SARAH NUNLEY, EDD-CP, MS, LMFT
Regional Clinical
Director, Broadstep
Behavioral Health



SPEAKERS:

MARY HOOPER
Consultant, i2i Center for
Integrative Health



KAREN FREY OBAS
Writer, Family/Behavioral
Health Advocate



DAMIE JACKSON-DIOP
Child and Family Advocate



LAUREN LOWERY
Network Development
Director, NC Community
Health Centers Association



ANN RODRIGUEZ
Executive Director, i2i Center
for Integrative Health

WEDNESDAY, DECEMBER 8, 2021

SPARKING INNOVATION

11:00 A.M. – 12:00 P.M.

Technology Shaping Tomorrow: Engaging Persons with I/DD and their Families in North Carolina

A major challenge to NC system transformation is the inclusion and engagement of people with disabilities and their families as active participants in their wellness. Families First in NC (FIFNC) has formed a dynamic partnership with Quillo that provides one solution to this problem. This session will demonstrate how this a new technology called Quillo Connect engages, informs and inspires people with disabilities, their families, and the broader community through micro-learning opportunities. Users choose multiple interest areas: employment, building relationships, using technology, etc. and receive short sixty-second videos designed to inspire, educate, build expectations and plan for the future. This evidence-based model was designed to keep people more informed, set higher expectations, and understand what is possible.

You will hear results from the initial phase of the statewide rollout with a focus on research and analytics measuring the impact for users.

OBJECTIVES:

Review the purpose and value of Quillo Connect for engaging consumers; describe the responses from those participating regarding the impact on their lives, expectations, plans and outcomes they are achieving; identify the needs of individuals and families both receiving and awaiting formal services; and discuss how this technology can be obtained for use in other places in NC.

Implementing Olmstead: NC's Plan to Align Service Delivery with the Imperative of Community

VIRTUAL ONLY

In December of 2021, the NC DHHS will complete its Olmstead Plan. The Plan, developed in concert with 46 diverse, statewide stakeholders, with support from the Boston-based Technical Assistance Collaborative (TAC), represents a comprehensive, cross-population initiative to align the State's services and supports for people with disabilities with the Americans with Disabilities Act's (ADA). Presenters will review the development of the Plan; its priorities; implementation activities, current and future; and the approach to stakeholders' ongoing monitoring and revision of the guidance document.

OBJECTIVES:

Describe the State's diverse stakeholder communities with the policy guidance and goals of the Olmstead Plan; review key Olmstead implementation activities for calendar year 2022-2024; identify questions from participants as to the role of LME/MCOs; providers; professional advocates; and people with lived experience and their families in advancing inclusive communities for all North Carolinians with disabilities; and review with participants the outreach efforts to inform broader circles about the Plan and the work that lies ahead.



SPEAKERS:

BETSY MACMICHAEL
Executive Director - First
In Families of North
Carolina (FIFNC)



MARK CLINE
Principal Technology
Consultant, Quillo



SPEAKERS:

**HOLLY RIDDLE, J.D.,
M.ED.**
Assistant Director
for Olmstead Plan
Development for the NC
Department of Health and
Human Services (NCDHHS)
in the Office of the Senior
Advisor on the ADA)



SHERRY LERCH
Senior Consultant at
the Technical Assistance
Collaborative



LISA CORBETT, JD
General Counsel for
NC DHHS

WEDNESDAY, DECEMBER 8, 2021

CONCURRENT SESSIONS

2:00 P.M. – 3:30 P.M.

Three Years as a Care Management Agency & Certified Community Behavioral Health Center – What You Can Learn

As a three year federally Certified Community Behavioral Health Center (CCBHC), Monarch has provided care management longer than any MH/IDD/SUD Provider in NC. Care management is the mechanism by which whole person, integrated care will be carried out under the Tailored Plan. Right now, many Providers are working with the state to become certified Care Managers, therefore learning from Monarch about their successes and missteps will offer some important insights. Providers will learn about tools and ideas for your own CMA and about the CCBHCs designation and how to get federal funding to cover all of your service expenses that are not covered while providing a truly integrated care experience.

OBJECTIVES:

- Review the Certified Community Behavioral Health Center (CCBHC) model and its benefits
- Understand care management expectations for MH/IDD/SUD
- Learn tips to manage care management, including hard to find people, engagement, and integrated care expectations

Critical Legal and Regulatory Updates for Medicaid Transformation and More

Panelists will present their diverse experience and perspectives on the legal and regulatory aspects of cutting-edge issues, primarily from payor and provider perspectives on Medicaid Transformation implementation in NC. This session will cover: Provider Disputes in a multi-payor contracting environment, including value-based contracting (VBC) and program integrity; 2021 NC General Assembly Legislative and Regulatory updates affecting Medicaid providers: Medicaid Transformation and COVID-related provisions; and a 2021 Medicaid Case Law Review: where the rubber meets the road.

OBJECTIVES:

- Review the appropriate pathways for dispute resolution within Medicaid managed care contracts
- Describe how to implement strategies to avoid recoupments and other program integrity actions in a post-COVID-19 and EVV oversight world
- Review amendments to existing NC law and new law affecting NC Medicaid programs and services
- Discuss 2021 case precedent of interest to managers and providers



SPEAKERS:

MONIQUE LUCAS, BSN, RN, CCM, CCCTM
Vice President, of Integrated Care and CCBHC Director, Monarch



PEGGY TERHUNE, PH.D., MBA, OT/L President and CEO, Monarch



MELISSA HALL, EVP/Chief Operating Officer for Behavioral Health, Monarch



DAVE BROWN, Chief Information Officer, Monarch



LEIGH DAUGHTRIDGE, Care Management Director, Monarch



SPEAKERS:

SARAH PFAU, JD, MPH
Senior Consultant, 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

WEDNESDAY, DECEMBER 8, 2021

CONCURRENT SESSIONS

2:00 P.M. – 3:30 P.M.

Utilizing Historical Claims Data to Plan for the Tailored Plan

Over the past few years, NC DHHS has provided LME/MCOs with detailed physical health and pharmacy paid claims data for the Medicaid recipients in their catchment area. When coupled with the MH/IDD/SUD data already processed by the LME/MCO, they can use this data to plan for the levels of care management and claims expenses that the LME/MCOs will likely experience. Interpreting physical health and pharmacy data provided by the State requires an understanding of the data elements and data definitions used in those disciplines. Combining that data with LME/MCO MH/IDD/SUD data requires joining disparate types of data together. This session will cover how LME/MCOs, Providers and Care Managers can bring everything into one consolidated view.

OBJECTIVES:

- Discuss the types of physical health and pharmacy data that is available
- Review how to read physical health data files and pharmacy data files
- Identify how to combine physical health, MH/IDD/SUD care and pharmacy data at the consumer level
- Identify historically high-cost consumers and high cost co-morbidities
- Review how to compare your historical integrated healthcare costs to your proposed PMPM

Building Regional Public-Private Partnerships to Increase Access for Marginalized Populations

Closing the service gaps and increasing access to mental health, substance use, and I/DD services will require government and private agencies partnering and working together. Public-private partnerships can serve as a catalyst to effect positive results for MH/DD/SAS government agencies seeking to expand access to, improve the quality of, and build effective community-level service infrastructures to support persons in MH/SUD recovery. Private entities bring unique competencies, efficiencies, and capital that can accelerate the ability to scale services, broaden reach, and take risks on innovation when government agencies acting alone cannot. This session will highlight the benefits and challenges of creating public-private partnerships to improve access to community-level MH/SUD services in Western NC with a focus on historically marginalized populations.

OBJECTIVES:

- Define public-private partnership
- Identify the benefits of public-private partnerships in addressing needs of mental health and substance use populations
- Identify the challenges of creating and sustaining public private partnerships
- Discuss the mental health and substance use service needs of individuals in Western NC and how public private partnerships can help to address some of those needs



SPEAKERS:

VINCE JOYCE

President, e3 Informatics LLC



JENNIFER TERNAY

President, Value Based Care LLC



SPEAKERS:

MICHELLE LAWS, PHD

Assistant Director, Consumer Support Services and Community Stakeholder Engagement, NC Division of MH/DD/SAS



APRIL

BRAGG, PHD Senior Impact Officer, Substance Use Disorder, Dogwood Health Trust

WEDNESDAY, DECEMBER 8, 2021

CONCURRENT SESSIONS

2:00 P.M. – 3:30 P.M.

Transforming the Substance Use Service System: Big Changes Ahead VIRTUAL ONLY

In 2016, the Centers for Medicare and Medicaid approved NC's implementation of the 1115 SUD Waiver that will significantly impact service array and access. The NC 1115 SUD waiver uses the American Society of Addiction Medicine (ASAM) criteria as a foundation and guide for multiple levels of community based substance use services. The waiver will also bring in new services to the state, including services specifically focused on serving individuals with co-occurring substance use and traumatic brain injury, residential levels of care for adolescents and pregnant women, and new levels of withdrawal management. The waiver will also update and revise all existing policies to ensure they align with current best practices identified in The ASAM Criteria.

OBJECTIVES:

- Identify how The ASAM Criteria is reflected in the 1115 SUD Waiver
- Discuss new substance use policies and programs that are part of the 1115 SUD waiver
- Review existing services that will be revised as part of the 1115 SUD waiver
- Identify funding sources for new and existing services

Value Based Purchasing: New Approach. Improved Results VIRTUAL ONLY

The goal of value-based care is to improve the quality of life for those receiving services while incentivizing providers to focus on individual needs. To be successful, providers need data, the ability to share data and system integration that can track and report outcomes in real-time, provide interface between providers, payers, CINs and ACOs, and track milestones for alternative payment mechanisms. In this session, a team from NC DHHS will discuss value-based purchasing for the provision of Individual and Placement (IPS) Services. Attendees will learn more about value-based purchasing, its advantages and disadvantages, and how it drives quality services and improves outcomes. There will also be a review of how other states have implemented value-based purchasing for employment services and how NC DHHS has partnered with Vaya Health and providers to implement value-based purchasing for IPS services in NC.

OBJECTIVES:

- Discuss implementation strategies and the benefits of value-based purchasing
- Review the importance of enhanced partnerships in these arrangements
- Review the role of IPS CORE and optional milestones



SPEAKERS:

STACY A. SMITH,
LCMHC-S,
LCAS, NCC
Behavioral Health Policy
Analyst, Division of Health
Benefits

**STARLEEN
SCOTT-ROBBINS, LCSW**
Special Populations Team Lead/Women's
Services Coordinator Division of MH/DD/SAS

HOWARD ANTHONY,
MSW, MBA, LCAS
Substance Use Disorder
Policy Consultant, Division
of Health Benefits



SPEAKERS:

ALICE FARRAR,
NCDVRS
Chief of Employment
Services and Program
Development



TARA ALLEY Human
Services Program
Consultant II, NC Division
of MH/DD/SAS



STACY SMITH
Behavioral Health Policy
Analyst, NC Division of
Health Benefits



DAVID BOYD Network
Management Coordinator,
Vaya Health



GEORGE BLALOCK
IPS Team Lead, Daymark

WEDNESDAY, DECEMBER 8, 2021

CATCH UP MEETINGS

4:00 P.M. – 4:30 P.M. VIRTUAL ONLY

Catch Up Meetings provide the latest news and information from the State's point people on these critical program and services.

Care Management Certification

Under the BH/IDD Tailored Plan, both Advanced Medical Home Plus and Care Management Agencies are required to be certified by NC DHHS. Receive an update on what it takes to become certified and the duties and responsibilities of the new AMH+/CMAs.

SPEAKERS:

GWEN SHERROD
NC Division of Health Benefits

KRYSTAL HILTON
NC Division of Health Benefits

Ombudsman's Trends and Data – What Can We Learn

The Ombudsman plays a significant role in Medicaid managed care as the liaison between plan managers, providers and the consumers. The Ombudsman will identify systemic issues that need to be addressed.



SPEAKER:

MICHAEL LEIGHS
Deputy Director of
Engagement, NC
Medicaid, NC DHHS

Healthy Opportunities Update

The Healthy Opportunities pilot is underway and there are now three organizations contracted to serve as Provider Lead Entities (PLEs) that will coordinate with PHPs, LME/MCOs and Providers in meeting the SDOH needs of those being served under the Standard and Tailored Plans.

SPEAKER:

TO BE NAMED

Families First Prevention and Services Act — NC Implementation

The FFPSA is groundbreaking federal legislation that will change the focus of child welfare from congregate care settings for services to preventive and community-based service delivery to children. North Carolina is in the process of implementing the State's plan to comply with the FFPSA so that services qualify for federal reimbursement.

SPEAKER:

TO BE NAMED

Non-Emergency Medical Transportation

NEMT is a key way to address a non-medical drive of health—transportation. NEMT ensures that Medicaid recipients have a mechanism by which they can get to their medical appointments without the stress of paying for the transportation. Since the implementation of Standard Plans, NEMT has shifted from sole administration by the local social services to include administration by the PHPs.



SPEAKER:

MICHAEL LEIGHS
Deputy Director of
Engagement, NC
Medicaid, NC DHHS

WEDNESDAY, DECEMBER 8, 2021

GENERAL SESSION

4:00 P.M. – 5:00 P.M.

Integrated Care in the Standard Plans - What are We Learning?

North Carolina began integrated Medicaid managed care on July 1st. At that time, Standard Plans became responsible for integrating the physical and behavioral healthcare, SUD, long-term services and supports, pharmacy and Social Determinants of Health. This session provides conferees an opportunity to hear the latest updates on issues such as how the Standard Plans are using data to integrate care, expectations of BH/SUD providers to identify physical healthcare needs, how providers are expected to connect with Advanced Medical Homes to integrate care and much more..

OBJECTIVES:

- Identify strategies Standard Plans use to integrate care
- Discuss expectations of providers to promote integration of care
- Describe lessons learned about integrated care in North Carolina



GHA Autism Supports provides quality, community services to meet the unique needs of individuals with Autism Spectrum Disorder.

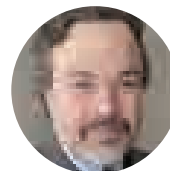
For more information, please visit us at
www.ghautismsupports.org



PHP PANELISTS:

ANDREW CLENDENIN

Executive Director,
Behavioral Health,
UnitedHealthcare
Community Plan



DR. KEN DUNHAM

Behavioral Health
Medical Director, Carolina
Complete Health



VMARIA FRANKLIN, MS, LCMHC, CCM

Director, Behavioral Health
Services, Healthy Blue NC



ERIC HARBOUR,
LCSW, MPH Behavioral
Health Manager, WellCare
of North Carolina



DR. SUE LYNN LEDFORD

Director, Field Health
Services, WellCare of
North Carolina



BARBARA MATTHEWS,

Director of Care
Management and
Population Health,
AmeriHealth Caritas



MODERATOR:

TARA LARSON Vice
President, Healthcare
Policy, Cansler
Collaborative
Resources

THURSDAY, DECEMBER 9, 2021

CONCURRENT SESSIONS

9:30 A.M. - 11:00 A.M.

Addressing Health Disparities Among Marginalized Populations: A Tribal Perspective

Population Health is a critical factor in addressing the health disparities among families in Tribal communities and can provide insights and lessons for the entire Medicaid program. This session will provide an overview from a national perspective and the application of initiatives and practices to address the health disparities and population health needs among NC Tribal communities. Speakers will offer suggestions and recommendations for health plans and providers to support tribal communities in North Carolina.

OBJECTIVES:

- Review the predominant health disparities among tribal members
- Describe the factors that create the health disparities
- Describe the role that Medicaid Transformation can provide in addressing health disparities
- Review the Indian Health Services eligibility and application in NC
- Review the concepts of cultural humility in supporting tribal communities

Adding Value to Addiction Treatment – Seizing New Opportunities in NC

The United States is observing an increase in demand for addictions treatment for many reasons - The market has responded with increasing investment, more digital tools coming to market, and provider organizations expanding their services. Preparing for this coming wave of increased demand, payers and health plans are shifting to a focus on “value” in their addiction’s treatment spending. Desired outcomes are an increase in the key metrics in value-based care - to improve early access and engagement of consumers, adherence to treatment, an appropriate length of stay and to avoid restrictive and costly emergency room visits and hospitalizations.

This interactive session will include an overview of how to produce greater value through community-based addiction services.

OBJECTIVES:

- Identify several elements necessary to ensure SUD treatment effectiveness and how to use this information to make the value proposition for your agency, organization and services
- Review and analyze value-based models and how they can be adapted to the treatment of addiction
- Identify several payer strategies that are creating innovation in creating value-based care for persons with SUDs



SPEAKERS:

GWYNNETH A. WILDCATT

Member Services Manager,
Cherokee Indian Hospital



JAMES BURNS

Network Services
Manager, Cherokee Indian
Hospital



TARA LARSON

President and Managing
Principal, Cansler
Collaborative Resources

*DR MICHAEL TOEDT

Retired US Assistant Surgeon General and
Chief Medical Officer
of Indian Health Services

**Invited*



SPEAKER:

**DAVID R. SWANN, MA,
LCAS, CCS, LPC, NCC,
MTM**

Services Senior Integrated
Healthcare Consultant and
Senior National Council
Consultant

THURSDAY, DECEMBER 9, 2021

CONCURRENT SESSIONS

9:30 A.M. - 11:00 A.M.

Stabilize Living in The Community for Individuals with Complex Needs

The Alliance of Disability Advocates has two grants funded by the State to improve compliance with the terms and conditions of a settlement agreement with the US Department of Justice to provide in-reach and transition, housing and other services to individuals in or at-risk of living in adult care homes. The Transitions to Community Living Initiative (TCLI) is North Carolina's response to the settlement and has been in place since 2012. After two years of program implementation under the grant, consumer outcomes have been very good with three out of four consumers being able to retain their housing while working on their goals related to community participation. This model, the Supporting Inclusion Planning Process (SIPP) developed by Temple University, identifies 28 activities that can be used to identify consumer goals and measured. This session will describe the intake and data collection process. This model can be used with any population transitioning from an institution to the community.

OBJECTIVES:

- Describe how cross disability peer support is successful in helping people with mental illness/mental health needs retain their housing.
- Identify consumer driven community participation goals (going to the library, shopping, learning to take public transportation, etc.) that help people with mental illness/mental health needs retain their housing.
- Discuss a mechanism that easily documents community inclusion goals and the impact of Centers for Independent Living (CIL) involvement.

Recognizing We Have Implicit Bias and How to Manage It

Without intentional effort to recognize and manage our assumptions and implicit bias, we impact our ability to fully reflect and implement System of Care values in our work with both children and adults. This session introduces a framework for exploring assumptions and implicit bias. The presentation will be interactive to include a trainer role play, a brief small group activity, and discussions to explore ways to identify and manage assumptions and implicit bias.

OBJECTIVES:

- Review a framework for recognizing assumptions and implicit bias
- Identify examples of assumption and bias within panes of Johari Window
- Define Implicit Bias
- Discuss techniques for recognizing and managing implicit bias



SPEAKERS:

COREY MCKITTRICK
Director of Programs,
Alliance of Disability
Advocates



NINA LEGER, MSW TCLI
Manager at Alliance of
Disability Advocates



MARK SALZER, PH.D.
Psychologist and Professor
of Social and Behavioral
Sciences in the College
of Public Health, Temple
University



VICKI SMITH Executive
Director, Alliance with
Disability Advocates



SPEAKERS:

DANNETTE MCCAIN
Program Manager,
Juvenile Justice Behavioral
Health Program, UNCG



BIBBA DOBYNS
Lead Implementation
Specialist, NC High Fidelity
Wraparound Training
Program

THURSDAY, DECEMBER 9, 2021

CONCURRENT SESSIONS

9:30 A.M. - 11:00 A.M.

North Carolina Integrated Care for Kids (NC InCK): A Cross-Sector Service Integration Model

NC InCK is a service delivery and payment model launching in 2022 focused on Medicaid and CHIP-enrolled children in 5 NC Counties – Alamance, Durham, Granville, Orange and Vance funded through a grant from the Centers for Medicaid and Medicare (CMS). NC InCK aims to bring together child-specific healthcare and social services to help meet the holistic needs of Medicaid-enrolled children and their families through several key strategies that include a more holistic understanding of the needs of children and youth; integrating services across sectors for children and youth who could benefit from additional support; and finding ways to invest resources into what matters most for children, youth, and families.

OBJECTIVES:

- Describe the NC InCK model, its implementation and lessons learned to date
- Identify how NC InCK aims to improve behavioral healthcare access and delivery for children and adolescents
- Discuss how NC InCK works with guardians of InCK members to inform service model design
- Discuss how service integration programs can support effective integration of behavioral health within physical health and other core child service settings

SPEAKERS:



SARAH ALLIN NC InCK
Operations Director



CHELSEA SWANSON
Behavioral Health Lead,
NC InCK



NANCY MADENYIKA
LCSW, ACM, Lead
Integration Consultant



ASHLEY SAUNDERS,
LCMHC
Integration Consultant,
Cardinal Innovations
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THURSDAY, DECEMBER 9, 2021

GENERAL SESSIONS

1:30 P.M. - 3:00 P.M.

Shifting NC DHHS Operations to Focus on Whole Person Care

The health and human service system changes taking place in 2021 and 2022 are unprecedented in North Carolina. The confluence of national and State policy shifts and the pandemic has challenged NC DHHS. The Department has met this challenge with transparency and collaboration. Secretary Mandy Cohen, MD will join us to provide details of her vision for the public health and human services system and the multiple policy shifts that are providing the opportunity for change. Secretary Cohen will discuss topics that include:

- The next steps for NC DHHS in the transition to whole person, integrated care and how providers can align with State priorities.
- The recent restructuring of NC DHHS, including the creation of a new division focusing on children and families, and how the Secretary is addressing coordination among divisions to achieve whole person care policies.
- The ramping of value-based services and expectations for providers to focus on value.
- The NC plan to address the opioid epidemic and how the settlement and other funding will assist in this effort.
- The national attention to home and community-based services and her vision for moving forward and using American Rescue Plan Act funds to address waiting list and service availability.
- The ongoing challenge of serving complex care populations and the next steps for ensuring individuals can live and thrive in communities

OBJECTIVES:

- Review next steps in the shift to whole person, integrated care
- Identify the priorities of NC DHHS in addressing the opioid epidemic
- Discuss strategies to strengthen home and community-based services and the service system for individuals with complex needs
- Define new departments and restructuring taking place at NC DHHS to strengthen their role in this transition

The last 30 minutes of this session will include an audience Q&A with key NC DHHS Staff on the Standard Plan.



SPEAKER:

**MANDY COHEN, MD,
MPH**

Secretary North Carolina
Department of Health and
Human Services

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THURSDAY, DECEMBER 9, 2021

SPARKING INNOVATION

3:30 P.M. – 4:30 P.M.

Leveraging Data Analytics to Inform Care

Proactive care requires unlocking insights into a provider's data and applying advanced techniques such as Machine Learning (algorithms that produce insight from data) to predict and improve outcomes. Learn how providers are preparing for the future by leveraging data analytics to inform comprehensive care from referrals to discharge. Alexander Youth Network will share their experience with leveraging data to improve their business processes and how they were able to use their data for new insight to care.

OBJECTIVES:

Review how a provider organization should be thinking about the future of data-driven healthcare; discuss how other organizations are leveraging data to inform care decisions and improve outcomes; define the approaches, tools and solutions available in the marketplace to prepare for value-based care.

Emerging Practices for Peer Mentors for People with I/DD

Based on the shared belief that peer-to-peer support can help individuals with I/DD lead more self-directed, autonomous, and satisfying lives in their communities, the North Carolina Council on Developmental Disabilities, Optum, the National Association of Councils on Developmental Disabilities, Community Bridges Consulting Group, and Alliance Health partnered for the Peer Mentor Training Pilot for People with I/DD. In July, 100 applications were received and fifteen individuals with I/DD were selected to participate in the pilot. This session will review peer support within the mental health community and State Medicaid plan; discuss the rationale for peer support for persons with I/DD; provide an overview of the approach and lessons learned in developing and piloting the program, and give a NC perspective on pathways to employment.

OBJECTIVES:

Describe the potential impact of peer support for people with I/DD; discuss the components that are essential for a successful Peer Mentor training program; review the effort to build state support for the employment of Peer Supporters with I/DD in the service system; and identify the outcomes of successful peer support/mentoring for individuals with I/DD in the service system.



SPEAKERS:

CAROLYN SPENCE, CIO

Alexander Youth Network (AYN)



SRINI GORTY Founder/
CEO,

Leap Metrics



SPEAKERS:

DAN OHLER, VP

Business Development,
Public Sector Health
Services, Optum



KELLY FRIEDLANDER, MSW, MPA

Principal Consultant,
Community Bridges
Consulting Group Peer
Mentor Training Graduate,
TBD

THURSDAY, DECEMBER 9, 2021

SPARKING INNOVATION

3:30 P.M. – 4:30 P.M.

Healthy Organization Tools to Improve Hiring, Increase Retention and Employee Engagement

Organizational strategies to support exceptional clinicians, motivate front-line workers, and ensure dedicated staff to increase efficiencies, improve productivity and strengthen retention are key to success. The pandemic has been tough and healthcare workers have been hit hard. Tools from Organizational Health can help your organization address critical issues like high turnover rates, disengaged employees, burnt-out staff. Unengaged staff costs employers 34% of their salary (2021 Gallup Study). Turnover can cost up to 50% of salary. This session will introduce you to best practices related to Organizational Health and an analytics-based platform to support hiring, inspiring, and retention. Participants will learn a few simple tools to process ideation and activation. The biggest competitive advantage is not a superior strategy, faster innovation, or smarter employees. It's Healthy Organizations.

OBJECTIVES:

Identify the practical application of organizational health concepts; define the five building blocks of a healthy team (based on Patrick Lencioni's Five Dysfunctions of a Team) and what is required to develop each of the disciplines; review the tools/structure teams can use to improve overall team performance; define the tools to immediately begin adjusting hiring, inspiring, retaining staff, and leadership activities within the organization to allow all employees to bring their whole and best self to work, in turn providing improved whole-person care to clients and discuss the fiscal impact of high turnover and lack of engagement; evaluate the cost optimization, growth potential, and time savings of using the Predictive Index.

Emerging from the Pandemic: Using Data to Transform Whole Person Services and Supports for the Future

During this session, presenters representing technology, medical and provider operations will share data and stories from the public health emergency. Particular attention will be paid to COVID-19 immunizations for the I/DD population based on geography, age, type of disability, residential setting, and timeliness from each state's phased priority dates for people with disabilities. The American Rescue Plan and the 10% FMAP bump provide a unique funding opportunity to help accelerate changes in HCBS policy for critical updates to services and supports which will determine the trajectory for the future. The presenters will share lessons learned from the pandemic and its disparate effect on individuals with I/DD along with their influence on planning for the future on topics including employment, moves to more integrated setting, the DSP workforce crisis, and self-direction.

OBJECTIVES:

Review and benchmark the pre-pandemic method of service delivery; identify the lessons learned from the data over the past 18 months; and discuss how the COVID data can transform future services and supports.



SPEAKERS:

KARA GUERRIERO, MPH
President, INCITE Consulting Solutions



TONY ZIPPLE, SCD, MBA
Talent Optimization Consultant, INCITE Consulting Solutions



ERIN BLACK Senior Consultant, Strategy and Business Operations, INCITE Consulting Solutions



SPEAKERS:

DOUG GOLUB
President/Co-Founder, MediSked



JOHN NASH
Executive Director, The Arc of North Carolina



MATTHEW KAUFMAN, MD, FACEP
Chief Executive Officer, StationMD

THURSDAY, DECEMBER 9, 2021

3:30 P.M. – 4:30 P.M.

Behavioral Health Wellness for Children Highlights Integrated Care

The pandemic has shone a light on the fact that many stressors can increase an individual's mental health service and support needs. This increased need can be seen in our adult population, as well as children and adolescents. The concept of an annual behavioral health wellness check-up for children and adolescents is being further developed in several states, including North Carolina through a partnership funded by The Duke Endowment. The wellness check-up would likely be available in the primary pediatric setting that a child or adolescent accesses, including but not limited to pediatrician's offices, school-based clinics or local community health centers. Participants in this session will review an initiative underway in North Carolina to embed a behavioral health wellness check-up in our existing healthcare system.

OBJECTIVES:

Discuss national and state efforts that are moving the system toward integrated care for children; describe the key components of training and advocacy that are being used to promote the behavioral health wellness check-up; and identify advocacy strategies for progressing child and adolescent behavioral health wellness visits.

The Intersection of Person-Centeredness and Data-Driven Decision Making VIRTUAL ONLY

The concepts of person-centeredness and data-driven decision making are at the core of quality service delivery for individuals receiving supports. Service organizations must have a structure/culture that builds organizational performance indicators from the expressed needs/desires of individuals, and also collects and utilizes this individualized data to inform their ongoing philosophy, mission, and overall operations. The two ideas must work in tandem to create person driven change for individuals and guarantee a perpetual evolution of the agency to meet changing needs. This session will focus on the intersection of these two ideas and the role it plays in building quality, sustaining focus, and perpetually adapting to meet changing needs and service paradigms. Examples of the marriage of these concepts and the impact on individuals and overall service delivery will be discussed.

OBJECTIVES:

Discuss how person driven approaches can be incorporated into support planning and service delivery to improve quality; review how enhanced data literacy at all levels of the organization can better facilitate quality outcomes for individuals; and review the concepts of person centeredness and data driven decision making can work in tandem to create a person-driven service delivery model that is both responsive to individual needs and able to evolve to changing environments and expectations.



SPEAKERS:

**SARA HERRITY,
MS, LMFT**

Integration Specialist, Center of Excellence for Integrated Care, Foundation for Health Leadership & Innovation



**AMELIA MUSE, PH.D.,
LMFT**

Director, Center of Excellence for Integrated Care, Foundation for Health Leadership & Innovation



**ANN
RODRIGUEZ, MHA**

Executive Director, i2i Center for Integrative Health



**LISA TYNDALL, PH.D.,
LMFT** Integration Specialist, Center of Excellence for Integrated Care, Foundation for Health Leadership & Innovation



SPEAKERS:

ISHYA DOTSON

Assistant Director of Person-Centered Practices, Therap Services



HEATHER DAILY

Business Development Consultant, Therap Services



JASON LAWS

Director of Quality & Data Initiatives, Therap Services

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 Chief Clinical Innovation Officer, The Echo Group



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