



Pinehurst Conference Brochure

December 7-9, 2022

Pinehurst Resort, Pinehurst, NC

In Person Event

PROGRAM AT A GLANCE

TUESDAY, DECEMBER 6, 2022

9:00 a.m. Exhibits Open

10:00 a.m. - 4:00 p.m. Launching the BH/IDD Tailored Plan: The Essentials

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 7

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

Sponsored by Community Choices, Inc., Community Based Care, LLC, Monarch, OnTarget, RHA Health Services, Secure Telehealth, Therap Services, Universal Mental Health Services, Inc.

7:30 a.m. Registration Opens

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

9:00 a.m. - 10:30 a.m. Opening Plenary

Navigating A Turbulent Landscape: Building Resilience in Organizations Serving Consumers with Complex Needs

Sponsored by Easterseals UCP

10:30 a.m. - 11:00 a.m. Session Breaks & Visit Exhibitors

Sponsored by Community Choices, Inc, Community Based Care, LLC, Monarch, OnTarget, PORT Health Services, Rapid Resources for Families, RHA Health Services, Secure Telehealth, Therap Services, Universal Mental Health Services, Inc.

11:00 a.m. - 12:00 p.m. Sparking Innovation

- State Vision on Medicaid Care Delivery and Payment Redesign
- Technology to Support Behavioral Health Provider Success over the Next 5 Years
- Understanding the Role and Value of Youth and Family Peer Support
- New Funding for Behavioral Health Technology - How Far Can it Take Us?
- Changing the I/DD LANDscape in North Carolina
- Lessons Learned from Epidemic
 to Pandemic

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

Sponsored by Community Choices, Inc, Community Based Care, LLC, OnTarget, Monarch, RHA Health Services, Secure Telehealth, Therap Services, Universal Mental Health Services, Inc.

1:00 p.m. - 1:30 p.m. Lunch and Learn Meetings

1:30 p.m. – 3:00 p.m. Concurrent Sessions

- Provider Choice How to Decide on Joining an ACO vs. CIN
- Health Risk-Informed Telemedicine:
 A Model for Improving Health
 Equity for People with I/DD
- Ensuring Seamless, Statewide Care for Foster Children: the NC Child and Family Improvement Initiative
- Achieving Healthy Generations in North Carolina's Indian Country
- Enabling Better Healthcare
 Outcomes by Providing Targeted
 Solutions to Reduce Healthcare
 Disparities
- Role of Behavioral Health Systems in Supporting Reproductive Health A-Z in the Tailored Plan Populations

3:00 p.m. - 3:30 p.m. Session Breaks & Visit Exhibitors

Sponsored by Community Choices, Inc, Community Based Care, LLC, Monarch, OnTarget, PORT Health Services, Rapid Resources for Families, RHA Health Services, Secure Telehealth, Therap Services, Universal Mental Health Services, Inc.

3:30 p.m. – 5:00 p.m. General Session

Integrated Care: What is the State's Vision?

5:00 p.m. - 5:30 p.m. Selfies with Santa Sponsored by CCR Consulting

6:30 p.m. – 7:30 p.m. Consumer Caucus

7:30 p.m. Friends of Bill and Lois W

8:30 p.m. 12:00 a.m. Dance Party

Sponsored by CitiBlock, Citizens Insurance Agency, Coastal Horizons, Easterseals UPC, MindHealthy, NC Brookhaven Behavioral Health, Pride in NC, WellCare Health Plans of NC

Wednesday LME/MCO - Office Hours Times to be announced

THURSDAY, DECEMBER 8

6:30 a.m. – 9:30 a.m. Breakfast

Sponsored by Carolina Complete Health, Easterseals UCP, GHA Autism Supports, GT Independence, Healthy Blue NC, Seaside Healthcare, Janssen/Johnson & Johnson, UnitedHealthCare, WellCare Health Plans of NC

7:30 a.m. Registration Opens

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

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

- Standard Plans: Using Value Added Services to Achieve Whole Person Care
- New Supports for Collaborating with Primary Care
- Virtual Care Beyond the Pandemic: Opportunities for Continued Growth
- Transforming SUD care in North Carolina through Best Practices and Integration
- From Theory to Practice: New Horizons in North Carolina's Person-Centered Planning
- Empowering Youth Voice in Treatment Planning & Program Operations

11:00 a.m. – 11:30 a.m. Session Break & Visit with Exhibitors

Sponsored by Carolina Complete Health, GHA Autism Supports, GT Independence, Healthy Blue NC, OnTarget, PORT Health Services, Seaside Healthcare, Rapid Resources for Families, Secure Telehealth, Janssen/Johnson & Johnson, United Healthcare

11:30 a.m. – 1:00 p.m. Lunch

Sponsored by CitiBlock, Citizens Insurance Agency, Carolina Complete Health, Coastal Horizons, GHA Autism Supports, GT Independence, Healthy Blue NC, MindHealthy, NC Brookhaven Behavioral Health, Pride in NC, Seaside Healthcare, Janssen/Johnson & Johnson, United Healthcare

12:30 p.m. - 1:00 p.m. Lunch & Learn Meetings



PROGRAM AT A GLANCE

1:00 p.m. - 2:00 p.m. General Session

Navigating the BH/IDD Tailored Plans

2:00 p.m. - 2:30 p.m. Session Break & Visit Exhibitors

Sponsored by Carolina Complete Health, GHA Autism Supports, GT Independence, Healthy Blue NC, OnTarget, PORT Health Services, Seaside Healthcare, Rapid Resources for Families, Secure Telehealth, Janssen/Johnson & Johnson, United Healthcare

2:30 p.m. - 3:30 p.m. Sparking Innovation

- Shifting from Structure to Process and Outcomes in Behavioral Health
- Mission Possible: Advancing Whole Person Care by Employing People with I/DD and Family Members as Care Extenders
- The AI Trifecta: Staff Retention
 + Maximized Reimbursement +
 Improved Clinical Care
- Building Bridges between Behavior Health and Brain Injury
- Tips for Revenue Cycle Success in NC Managed Care
- Capacity Restoration: Current Forensic Services for Mental Health Defendants in North Carolina and

Future Innovations

3:30 p.m. - 4:00 p.m. Break & Visit with Exhibitors

Sponsored by Carolina Complete Health, GHA Autism Supports, GT Independence, Healthy Blue NC, OnTarget, Seaside Healthcare, Rapid Resources for Families, Secure Telehealth, Janssen/Johnson & Johnson, United Healthcare

4:00 p.m. - 5:00 p.m. General Session

Implementing Olmstead: An Update and Conversation

5:30 p.m. - 6:30 p.m. Innovations Awards Reception

Sponsored by Alexander Youth Network, Carolina Complete Health, Community Choices, Inc., Community Based Care, LLC, GHA Autism Supports, GT Independence, Healthy Blue NC, Impresiv Health, innovaTel Telepsychiatry, Janssen/Johnson & Johnson, MediSked, Monarch, OnTarget, RHA Health Services, Risk Strategies, Seaside Healthcare, Secure Telehealth, Streamline Healthcare Solutions, Therap Services, United Healthcare, Universal Mental Health Services, Inc.

7:30 p.m. - 8:30 p.m. Friends of Bill and Lois W

FRIDAY, DECEMBER 9

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

Sponsored by Alexander Youth Network, Impresiv Health, innovaTel Telepsychiatry, MediSked, Risk Strategies, Streamline Healthcare Solutions

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

- Medicaid Transformation DHHS, Tailored Plan, and CMA Perspectives
- Some Goals Shouldn't Have a Finish Line: Building Sustainable DEI Initiatives
- Real Life Lessons Evaluating the Tailored Care Management Model
- DHHS Innovations in Complex Care Management
- From Unrecognized to Essential: Emerging Trends and Best Practices in Direct Support Workforce Recruitment and Retention in a Post-Pandemic World

11:00 a.m. - 11:30 a.m. Session Break

Sponsored by Alexander Youth Network, Impresiv Health, innovaTel Telepsychiatry, MediSked, OnTarget, PORT Health Services, Rapid Resources for Families, Risk Strategies, Secure Telehealth, Streamline Healthcare Solutions

11:30 a.m. - 12:30 p.m. Closing Plenary

Dealing with Change? Think Like a Champion

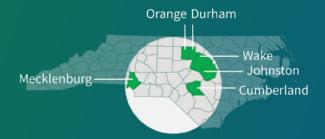
12:30 a.m. - 12:45 a.m. Door Prize Drawing

12:45 p.m. Adjourn





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See if the **Alliance Health Tailored Plan** is right for you! **800-510-9132**

CRITICAL CONNECTIONS PEOPLE • DATA • CARE

WHY YOU SHOULD ATTEND

We are on the precipitous of another massive shift in the Medicaid managed care program with the implementation of the BH/IDD Tailored Plan planned for December 1, 2022. This is the next step in transitioning North Carolina's Medicaid program to a system of managed, integrated whole person care. The BH/IDD Tailored Plan integrates behavioral health and substance use disorder, intellectualdevelopmental disability, physical health, pharmacy, care management and brain injury services for those with severe and persistent mental illness, I/DD and SUD needs under one program to be managed by NC's LME/ MCOs. The Standard Plan's integrated care for the mild to moderate behavioral health population began in July 2021.

Our theme this year, Critical Connections: People-Data-Care stems from the truth that as we move further along with integrated care, connections will be critical to success. This shift requires a true focus on people, with an essential need for data sharing that facilitates care integration. This theme will be woven throughout the sessions which will be led by national and state experts offering insightful information, updates and policy details designed to inform and guide leaders and stakeholder through these challenging times.

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, Provider Organization leaders; Healthcare Professionals and Administrators. State and Private Hospital leaders, Qualified Professionals, State Agency leaders, DHHS leaders, State and Local DSS, Psychologists, Psychiatrists, Counselors, LCSW, Social Workers, CFAC members, Consumers, Family Members, Advocates, Peer Support staff, County Commissioners, members of the General Assembly, and others interested in our system.

EXPAND YOUR NETWORKING!

This conference will offer the easy to use conference program Whova. This mobile APP and web platform provides attendees an enhanced networking experience with many opportunities to connect, share and access information through:

- Direct Messaging before, during and after the Conference, create and host Virtual or In-Person Meet Ups
- Communications Start Conversations on Topics of Importance
- Continue Session Discussions with Speakers & Attendees
- **Share/Post** Job Openings, Upcoming Events, Articles, Links and Photos
- Connect with Exhibitors via online Chats
- Quick Access to All Session Materials, the Agenda and Handouts
- 3 Month to Use Whova and Message Participants, Post Information, Review Session Materials, Watch Virtual Sessions and Talk to Speakers and Exhibitors

Not familiar, with Whova? Watch this quick Whova Introduction video.



COVID CONSIDERATIONS:

This is an in person only event that will be enhanced with the use of Whova Web and Mobile APP. We will not require mask wearing, but ask that those who are not vaccinated or at risk of more severe impact due to disabilities, consider wearing a mask during Conference events. All those that register to attend in person, by doing so, are accepting personal health responsibility/liability. i2i does not accept liability in this matter.

THIS CONFERENCE IS BEING CO-SPONSORED BY AHEC Family Medicine Residency



EARN UP TO 11.5 HOURS OF CONTINUING EDUCATION CREDITS

Contact hours: 11.5 hours for behavioral health professionals and other healthcare disciplines.

Substance Abuse - 11.5 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 - 11.5 Contact hours for social workers are included in this program. This program does not provide specific NBCC Credits. However, per LPC licensure guidelines, you may submit up to 11.50 contact hours of continuing education by attending programs by affiliates of the National Area Health Education Center Education (NAO). SR-AHEC is a member of the NAO.

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



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jennifer.davis@ontargetclinical.com

Lauren Carr Wiggs Regional Sales Manager 704.944.2894

lauren.wiggs@ontargetclinical.com



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2022 EXHIBITORS - MORE TO COME!

Alexander Youth Network

Arc of NC

Benchmarks

CapGrow Partners

CARF International

- * Carolina Complete Health
- * Children's Hope Alliance
- * CitiBlock
- * Coastal Horizons
- * Community Based Care
- * Community Choices, Inc.

CST Data by Cornerstone

- * Developmental Disabilities Resources
- * Easterseals UCP
- * Echo Group

Emtiro Health

- * GHA Autism Supports
- * GT Independence

* Healthy Blue NC

IntellectAbility

- * innovaTel Telepsychiatry
- * JANSSEN/JOHNSON
- * Joel T. Cheatam Inc. dba Citizens

Insurance Agency

Key Autism Services

- * Medisked
- * MindHealthy
- * Monarch
- * NC Brookhaven Behavioral Health

NC DHHS

Netsmart

New Hope Treatment Center

North Carolina Providers Council

Old Vineyard Behavioral Health Services, Inc.

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- * Seaside Healthcare
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Skill Creation

Southern Family Medicine, Inc.

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* Therap Services

Timber Ridge Treatment Center

Turning Point Homes, LLC

- * UnitedHealthCare
- * Universal MH Services, Inc.

WellCare Health Plans of NC, LLC

Youth Haven Services

WinCare, Inc.

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.



Call Member and Recipient Services 1-877-685-2415





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Visit our website and follow us on social media for updates and more information.

Trillium Health Resources.org

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 adding physical services for those placed on the **Trillium Tailored Plan** this December.

PINEHURST HOTEL AND RESORT

HOTEL RESERVATIONS

SPECIAL HOTEL 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

Three (3) Bedroom Condo.....\$333.00++ per unit, per night

Condos require use of all bedrooms to book

Hotel Room Block Ends - November 7, 2022.

TO MAKE RESERVATIONS CALL 1-855-287-1286

(no online reservations)

Space in the main Carolina Hotel is very limited due to room renovations. Attendees will also accommodated at the Holly Inn, Villas, the Manor or other nearby hotels.

Click Here for more information on the Pinehurst Resort.

If you were unable to stay on the Pinehurst Resort property during the Conference but want to take advantage of the discounts, you can book a room at the \$111 discounted rate either 2 days before or after the conference and receive Spa and Golf discounts - Merry Christmas!

Offer based on room availability, which is limited, so act quickly.

PINEHURST RESORT AMENITIES DON'T MISS OUT

As part of your Pinehurst hotel rate (a 10% fee is charged), resort guests are welcome to take advantage of the Fitness Center (in the Spa building), afternoon Tea in the Carolina hotel lobby, bicycles, practice putting greens and the driving range, hotel transportation, and valet parking.

Pinehurst Airport Shuttle

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

Overflow Hotels in Pinehurst

i2i is making arrangements with a number of nearby area hotels (5-10 minutes away) to accommodate additional rooming needs. Please check the **Conference webpage** for details and reservation links.





ELEGANT CONFERENCE BREAKFAST

Conference Breakfast - full and two-day conference registrants (regardless of hotel accommodations) attendees 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), 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.



ATTRACTIONS

HOLIDAYS IN PINEHURST ARE SPECIAL!

- The Village of Pinehurst is Dressed Up for Christmas Live Village Christmas Tree, Beautiful Homes, Restaurants & Shops all Decorated for the Season!
- Last Chance to Golf the World-Renowned Pinehurst Courses – at major discounts!
- Receive 30% Discount at the Pinehurst Resort Spa!
- Fine Dining at Resort and Surrounding Area
- More Shopping, Restaurants and Fun Things to do in nearby Southern Pines



Golf the Famous Pinehurst Courses!

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.

Community

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

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!



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! *Chairs will be sanitized in between each service.*

Be sure to Thank Our Massages Sponsors! Alexander Youth Network, Carolina Complete Health, Community Choices, Inc., Community Based Care, LLC,

GHA Autism Supports, GT Independence, Healthy Blue NC, Impresiv Health, innovaTel Telepsychiatry, Janssen/Johnson & Johnson, MediSked, Monarch, RHA Health Services, Risk Strategies, Seaside Healthcare, Streamline Healthcare Solutions, Therap Services, United Healthcare, Universal Mental Health Services, Inc.



Selfies with Santa

Wednesday, December 7 5:00 - 5:30 p.m.

Sponsored by



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Dance Party! (Tentative)

Wednesday, December 7 8:30 p.m. - Midnight

Sponsored by CitiBlock,
Citizens Insurance Agency,
Coastal Horizons, Easterseals
UPC, NC Brookhaven Behavioral
Health, Pride in NC, WellCare
Health Plans of NC



PHONALIO

Innovation Awards Reception - All Invited to Attend

Thursday, December 8 5:30 p.m. - 6:30 p.m.

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, Carolina Complete Health, Community Choices, Inc., Community Based Care, LLC, GHA Autism Supports, GT Independence, Healthy Blue NC, Impresiv Health, innovaTel Telepsychiatry, Janssen/Johnson & Johnson, MediSked, Monarch, RHA Health Services, Risk Strategies, Seaside Healthcare, Streamline Healthcare Solutions, Therap Services, United Healthcare, Universal Mental Health Services, Inc.







Together, with our partners and providers, we help our members live fuller, healthier lives.



For more information about WellCare of North Carolina, visit us at WELLCARENC.COM



NEW LME/MCO OFFICE HOURS

With the launch of the Tailored Plans on December 1st, the conference is a great opportunity to offer you time to ask questions of the Tailored Plan management staff. Participating LME/MCOs staff will be available on Wednesday to offer you a chance to stop in and ask questions related to the care management/coordination, value added services and more.

SERVICES, RESOURCES & INFORMATION

With over **100 Exhibitors** at the Conference, you will have access to a broad spectrum of resources to aid you in making the transition to whole person, integrated care and Medicaid managed care. You can 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 and connect, all participating Exhibitors will have a profile on the Whova APP.

LUNCH & LEARN MEETINGS

Get more in-depth information about resources that help you succeed in the new whole person care environment. After lunch, you can choose to participate in one these 30 minute meetings focused on a new service, technology product or resource you may need to be adapt to the Medicaid managed care changes in NC. You can

host a Lunch & Learn in person and/or virtually, contact jean@i2icenter.org.

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2022 CONFERENCE REGISTRATION INFORMATION

CONSUMERS TAKE 50% DISCOUNT ON REGISTRATION FEES

CRITICAL CONNECTIONS

PEOPLE • DATA • CARE

In-Person Conference - December 7-9, 2022 | In-Person Pre-Con Symposium December 6, 2022 | 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, 2022**. You may REGISTER ON SITE as space allows, but email **jean@i2icenter.org** to check on session availability.

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 <u>aviance@i2icenter.org</u> with names of registrants and free registrant name. (does not apply to Pre-Con Registration).

| REGISTRATION FEES | | EARLY BIRD BY 10/31 | AFTER |
|-------------------------------------|---------------------------------|------------------------|----------|
| IN-PERSON CONFERENCE | | D1 10/31 | 10/31 |
| FULL CONF. REGISTRATION (12/7-12/9) | | \$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 O | NLY) | \$75/day | \$75/day |
| IN-PERSON PRE-CONFERENCE SYMPOSIUM | | | |
| TUESDAY, DECEMBER 6 | | \$195 | \$215 |

CANCELLATION POLICY

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.





A Secure and Reliable Platform for your Virtual Health Appointments

- We are built on the widely accepted **Zoom Video Conferencing Platform**
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E: INFO@securetelehealth.com

TUESDAY, DECEMBER 6, 2022 | 10:00 A.M. - 4:00 P.M.

TRANSFORMATION PRE-CON **SYMPOSIUM**

Launching the BH/IDD Tailored Plan: The **Essentials**

This day-long session will be packed with new information and updates on the BH/IDD Tailored Plan launch. We will be just one week into the Tailored Plans and still in the implementation phase of the launch. NC DHHS leaders will provide conferees with the latest information on topics including BH/IDD Tailored Plan care management, metrics that address the quality of the services, the intent and importance of medical homes, mechanisms to ensure the flow of claims and payments, and the parameters around network adequacy.

OBJECTIVES:

- Describe the most recent developments in the BH/IDD Tailored Plan implementation
- Identify the components of the BH/IDD Tailored Plan that lead to whole person care, including care management, quality measures and medical homes
- · Understand the structure of the Tailored Plan that is built to support Medicaid members and

providers such as timely payments and sufficient provider networks

Pre-Con Symposium Continuing Education Earn up to 3.25 Hours of Continuing Education Credits

Contact hours: 3.25 hours for behavioral health professionals and specific NBCC Credits. However, other healthcare disciplines.

Substance Abuse: 3.25 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 - 3.25 Contact hours for social workers are included in this program.

This program does not provide per LPC licensure guidelines, you may submit up to 11.50 contact hours of continuing education by attending programs by affiliates of the National Area Health Education Center Education (NAO). SR-AHEC is a member of the NAO.

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

SPEAKERS:



DAVE RICHARD Deputy Secretary for NC Medicaid, NC DHHS



BROWN, MD Chief Medical Officer for Behavioral Health & IDD, NC DHHS



SHANNON DOWLER, MD. FAAFP **CPE Chief Medical** Officer, North Carolina Medicaid, NC DHHS



KELLY CROSBIE, MSW, LCSW Chief Quality Officer, DHB



JAY LUDLAM Deputy Director DHB



LOUL ALVAREZ Associate Director, Population Health, DHB



JAIMICA WILKINS Deputy Director, **Quality and** Evaluation, DHB



BETH MCDERMOTT Associate Director of Quality Management, DHB



CHELSEA GAILEY Quality Measurement Lead, DHB



SAM THOMPSON Associate Director of Program Evaluation, DHB



THANK YOU i2i FRIENDS



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OPENING PLENARY SESSION

9:00 A.M. - 10:30 A.M.

Navigating A Turbulent Landscape: Building Resilience in Organizations Serving Consumers with Complex Needs

The health and human service market landscape is shifting. At a national level, virtual delivery systems, retail clinics (and Amazon), and an expanding health plan footprint are changing the expectations of consumers and payers. At a state level, North Carolina is undergoing a major realignment of the structure of financing and reimbursement, delivery system design, and consumer access. For executive teams of organizations in the field, these changes are happening in the wake of the pandemic and in the midst of an economic environment marked by inflation, low unemployment, and slow growth.

The question for executive teams is how to develop a strategy for success and sustainability in this emerging environment - and develop the organizational resilience to navigate the turbulence. In her keynote address, *OPEN MINDS* **Chief Executive Officer, Monica E. Oss** will provide a briefing on these trends shaping the field - and an overview of the management best practices that build organizational resilience and foster future success.



- Identify new perspectives on the trends that are reshaping performance expectations in the health and human service landscape
- Review the changing performance expectations of consumers and payers
- Discuss the key management practices that contribute to organizational success in a changing market



SPEAKER:
MONICA OSS
Chief Executive Officer,
Open Minds

OPENING PLENARY SESSION EXCLUSIVELY SPONSORED BY





CLOSING PLENARY SESSION

11:30 A.M. - 12:30 P.M.

Dealing with Change? Think Like a Champion

We live in a day of constant change. If you are not changing and adapting whether it is economic, social, technological, or regulatory you will be left behind. We in the health, behavioral, IDD and substance use system know this all too well and are in the throes of a significant system transformation. To help us grow, adapt and thrive, our closing plenary speaker, Johnny Quinn, a U.S. Olympian will lay out a clear plan to help you develop a Champion Mindset - giving you and your organization the ability to adapt to change and come out stronger and ready to take on the challenges ahead.

OBJECTIVES:

- Identify the elements that make up a Champion Mindset
- Review why adapting to change is so important
- Discuss how to thrive in a changing environment and come out ahead





















SPEAKER:

WILL BOWEN

Olympic Bobsledder, Author and Motivational Expert is a highly sought-after speaker for businesses and organizations of all sizes. Known for his thought-provoking and actionpacked speeches, Johnny has been featured on: ABC, BBC, CBS, CNN, ESPN, FOX, NBC, TIME, USA Today and the Wall Street Journal.





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Assertive Community Treatment | Autism and Applied Behavior Analysis | Camp and Recreation Services Care Management | Child and Adult Mental Health Services | Crisis Intervention Early Childhood Development | Foster Care | Individual and Community Services Employment and Job Readiness | Intensive In-Home Services | Multisystemic Therapy | Residential Services Respite | Specialized Consultative Services | Wraparound Services

SPARKING INNOVATION

11:00 A.M. - 12:00 P.M.

State Vision on Medicaid Care Delivery and Payment Redesign

North Carolina is undergoing major shifts to the framework of the BH/IDD/SUD and physical health care public system. DHHS remains dedicated improving the health of North Carolinians through an innovative, whole-person centered and well-coordinated system of care, which addresses both medical and non-medical drivers of health, advances health equity, and promotes trusted, team-based care that is centered in the community. The Department has implemented a number of transformative changes including the launch of Standard Plans and Tailored Plans and soon, the Child and Families Specialty Plan. DHHS also laid out its overarching strategy to improve the quality of care in Medicaid and has made significant investments in a number of other key reforms, including: improving access to and quality of primary care, catalyzing community-based care management, and connecting Medicaid members to resources that address non-medical needs. Participants will have an opportunity to hear about the vision DHHS has set out to advance the use of innovative payment models that reward health care providers for delivering high-quality, high-value care and achieving improved health outcomes, as opposed to paying for the volume of services delivered.



Discuss the Department's current thinking on how to further evolve the vision for whole person care using innovative care delivery and payment reforms to improve member outcomes.

Technology to Support Behavioral Health Provider Success over the Next 5 Years

This session will provide an overview of the technology and functionality behavioral health providers require now and in the future. We will discuss the drivers in healthcare over the next 5 years and what platforms and functionalities are needed to be patient-centric, support mobile in-home and virtual services, be driven by data and technology, and support care coordination across the continuum with internal and external members of the care team. We will provide time for Q+A to address concerns from the audience and further elaborate on why these technologies are so important.

OBJECTIVES:

Identify the drivers of healthcare over the next 5 years and gaps in your current technology, review and be able to prioritize which technologies might be more important immediately vs. long term, identify a framework for your organization regarding technology needs required now and in the future.



SPEAKER:
KELLY CROSBIE,
MSW, LCSW
Chief Quality Officer,
NC Medicaid, Division of
Health Benefits



ELIZABETH
KASPER, MSPH
Special Policy Advisor,
Alternative Payment
Models, NC Medicaid,
Division of Health
Benefitsfits



SPEAKER: MICHAEL R. LARDIERI, LCSW Sr. VP, Strategy, Core Solutions



SPARKING INNOVATION

11:00 A.M. - 12:00 P.M.

Understanding the Role and Value of Youth and Family Peer Support

Youth and Family Peer Support Providers bring a significant value to mental and behavioral health systems and services. Many mental health professionals have limited training and experience in collaborating with Youth and Family Peer Support Providers, so the presenters will describe the roles and unique expertise of Family Partners and Youth Peer Support Partners. The presenters will focus on the meaning of authentic lived experience and the training required to serve in these roles. The session will include a discussion of how mental health professionals can consider any personal lived experiences they also may have, while also honoring and elevating the unique perspectives of those who have lived experience but are not trained as clinicians.



Define lived experience in the context of Family and Youth Peer Support, describe the roles of Family and Youth Peer Support providers, along with the training and lived experience required to serve in these roles, identify opportunities that mental health professionals can collaborate with Family and Youth Peer Support Partners to enhance outcomes for youth and families.



SPEAKERS: CHRISTINE MURRAY, PH.D., LCMHC, LMFT Director of the Center for Youth, Family, and Community Partnerships, UNCG

FREDERICK DOUGLAS
Certified Family Training Coordinator, UNCG



KYLE REECE
Youth Training
Coordinator at a UNCG

New Funding for Behavioral Health Technology How Far Can it Take Us?

Understand the changing landscape of funding for behavioral health information technology needs from the federal level on down. The federal SUPPORT ACT legislation created a pilot for behavioral health IT that has not yet been rolled out and there is a bipartisan effort to provide additional funding to finance behavioral health IT adoption through the Center for Medicare and Medicaid Innovation (CMMI). Understand why this is so important for North Carolina as we move to an integrated managed care system. Providers and advocates play an important role both in whether these efforts to fund BH IT are successful and whether the programs ultimately show success.

OBJECTIVES:

Identify the specific legislative provisions and bills that are targeted at increasing funding for behavioral health IT, discuss the basic arguments about why this funding is necessary, review the basics of how to take advantage of these programs when they rollout to the state and local level.



SPEAKER:
KRISTOPHER
VILAMAA
Partner at
Mostly Medicaid



SPARKING INNOVATION

11:00 A.M. - 12:00 P.M.

Changing the I/DD LANDscape in North Carolina

In October 2021, the Leadership Alliance for Neurodevelopmental Disabilities (LAND) was awarded a four-year grant to help bring about systemic change for the I/DD community in North Carolina. This grant is getting at the needs of the individuals who are using services, their families and their natural supports and leveraging/coordinating resources to face the challenge of unmet needs. The initiative's name is "Meet the Need NC: Changing the I/DD landscape across the state." At the heart of the initiative is an Advisory Council of 40+ people representing a diverse group of communities across North Carolina. It includes self-advocates (those with developmental disabilities) and advocates (their families) representing a diverse list of developmental disabilities; and individuals from a cross section of NC Agencies, providers, nonprofits, researchers, healthcare professionals, and advocacy organizations. The initiative is using the Collective Impact model with diverse populations to develop and implement a Common Agenda to meet the goals of the grant. The presentation will focus on the benefits and challenges of using the Collective Impact model with diverse populations to affect change



Discuss the Collective Impact model as a way of bringing diverse groups together toward a Common Agenda, review the benefits and challenges of the Collective Impact model vs traditional planning methods, review the NCCDD LAND/Meet the Need NC grant as an example of using Collective Impact to achieve systemic change for the I/DD community in North Carolina; and review how the Meet the Need NC initiative is working to change the I/DD landscape across the state.

Lessons Learned from Epidemic to Pandemic

The Opioid epidemic has had an enormous impact nationwide. This session will explore the history, research and trends surrounding the opioid epidemic. We will look at lessons learned from everything from Epidemic to Pandemic to the ever-present overdose rates that we continue to wrestle with. Strategies for destigmatizing addiction and implementing proven treatment strategies will be explored, including the role of medications. There will also be discussion of the key reframes necessary for the field to move forward successfully - especially when it comes to finding the best utilization for opioid settlement and other related funding opportunities.

OBJECTIVES:

Review the Research and Trends of the Opioid Epidemic and its relationship to overdose rates and the C19 Pandemic, discuss strategies for de-stigmatizing Opioid Use Disorder and the medications used to treat it, review key "reframing" needed for pain, harm reduction, "MAT", treatment & recovery, identify what we are learning and finding ways to maximize the opioid settlement & other related funding.



SPEAKERS:
ELIZABETH FIELD
Program Director,
Leadership Alliance for
Neurodevelopmental
Disabilities (LAND), 2

Neurodevelopmental Disabilities (LAND), a program of Mental Health Transformation Alliance



STACY MORGAN
Executive Director, Mental
Health Transformation Alliance



LINDA KENDALL FIELDS
Collective Impact Consultant



TALLEY WELLS

Executive Director, North

Carolina Council on

Developmental Disabilities



SPEAKER:

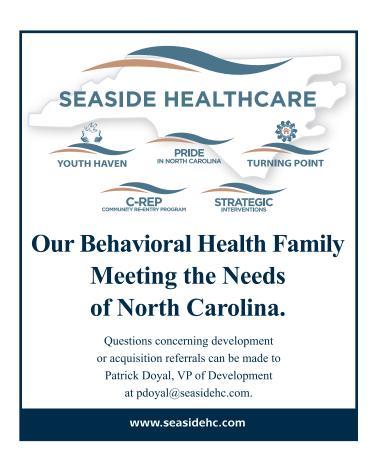
KENNY HOUSE,

LCAS, CCS

VP of Clinical Services
for Coastal Horizons
and Chairperson for
NC Association for the
Treatment of Opioid
Dependence (NCATOD)



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CONCURRENT SESSIONS

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

Provider Choice - How to Decide on Joining an ACO vs. CIN

This session will focus on the models of accountable care organizations specifically for the integration of behavioral health service providers. Different model types, e.g., clinically integrated networks, IPAs, ACOs, etc. across the country will be presented and the functionality and resources offered by belonging to the network for the participant will be discussed. The session will also cover fees, financing and the examples of value-based contracting seen in other locales that drive return on investment and strategic growth through partnership with others. A case study format will be incorporated.

OBJECTIVES:

- Review what is an ACO (or CIN) and the typical functionality offered to the participant
- Discuss what is expected in terms of participation knowledge, competencies, time and resources
- Identify how to make a "go/no go" decision for participation

Health Risk-Informed Telemedicine: A Model for Improving Health Equity for People with I/DD

Equitable access to telemedicine and other healthcare services is a challenge for people with intellectual and developmental disabilities (I/DD) because most clinicians are not aware of the unique health risks that exist for this population. As a result, the health conditions most likely to result in morbidity and mortality are overlooked or misdiagnosed. This panel presentation highlights an innovative model and public/private partnership with the Missouri Division of Developmental Disabilities comprised of three key elements: online clinician education in I/DD healthcare, the use of web-based health risk-informed data, and I/DD competent telemedicine supports. Strategies for preventing unnecessary emergency department visits, promoting identification and diagnosis of often-missed health conditions, and addressing health disparities for people with I/DD will be explored.

OBJECTIVES:

- Identify the factors that contribute to health inequities for people with I/DD
- Define the elements of I/DD-competent healthcare
- Describe the health risks and conditions most likely to result in preventable morbidity and mortality for people with I/DD
- Review the benefits of I/DD competent telehealth for people with IDD



SPEAKERS: CAROL DUNCAN CLAYTON, PHD Consultant



ORVILLE MERCER, COO Chestnut Health Systems, Illinois Invited

DAVID BERKY
Chief Executive Officer,
Illinois Health Practice Alliance



MIKE RHODES, CEO Blaze Advisors



PEGGY TERHUNECEO and President, Monarch



SPEAKERS: CRAIG ESCUDÉ, MD, FAAFP FAADM President, IntellectAbility



KIM STOCK, RN
Missouri Division
of Developmental
Disabilities, Director of
Quality Enhancement



MAULIK M. TRIVEDI, MD, FACEP StationMD, Chief Strategy Officer



CONCURRENT SESSIONS

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

Ensuring Seamless, Statewide Care for Foster Children: the NC Child and Family Improvement Initiative

North Carolina's six LME/MCOs launched the NC Child and Family Improvement Initiative on May 1, 2022, to create a statewide solution to the current pressing challenges of the service delivery system. In collaboration with local DSS agencies, service providers, and members of LME/MCO Consumer and Family Advisory Committees (CFACs), the Initiative has addressed the nine critical objectives identified as cornerstones of a statewide model to support seamless access to quality care for children in foster care regardless of where they live in North Carolina.

To date, the LME/MCOs have: created a statewide provider network; ensured a standardized, seamless process for children moving from LME/MCO regions and changing custody to a new DSS; developed a rapid access to care by reducing authorization barriers for residential treatment; increased capacity for crisis care across the state; co-located LME/MCO care managers across NC's County and regional DSS offices, established a standardized reimbursement rate; adopted standardized, child-specific In-Lieu-Of Services; developed a standardized, statewide referral system for all residential and Therapeutic Foster Care providers; and standardized coordinated response frameworks in collaboration with local DSS departments.

- Describe the mission, vision, and implementation updates from the six LME/ MCO CEOs regarding their collaborative 2022 North Carolina Child and Family Improvement Initiative
- Review the nine shared, statewide, and system-based objectives within the context of the Initiative and Tailored Care Management
- Discuss case study examples that illustrate the benefits of the Initiative



PANELISTS:
JOY FUTRELL
Trillium Health Resources



BRIAN INGRAHAM Vaya Health



ROB ROBINSON Alliance Health



SARAH STROUD Eastpointe



RHETT MELTON
Partners Behavioral Health
Management

VICTORIA WHITT Sandhills Center



MODERATOR: LANIER CANSLER Founder and CEO, CCR Consulting



CONCURRENT SESSIONS

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

Achieving Healthy Generations in North Carolina's Indian Country

NC has approximately 180,000 tribal members in NC. This number represents both state and federally recognized tribal members. American Indians are disproportionately affected by many chronic conditions, including heart disease, cancer, diabetes, and stroke, as well as unintentional injuries (accidents). American Indians and Alaska Natives also have a high prevalence and risk factors for mental health and suicide, obesity, substance use, sudden infant death syndrome (SIDS), teenage pregnancy, liver disease, and hepatitis. This session will examine the systemic issues contributing to these higher health burdens and the role that providers, health plans and state agencies can play in changing these alarming trends for Indigenous People. Using the NC Medicaid Quality Framework, the session will highlight options specific for tribal populations in NC.



- Discuss the root causes of health disparities found in Native Americans
- Review health disparities in Native Americans in North Carolina and nationally
- Identify innovative programs found in Indian Country that are addressing health and social determinants of health
- Review public policy steps to program sustainability through Medicaid and State funds while promoting tribal self-governance and sovereignty

Enabling Better Healthcare Outcomes by Providing Targeted Solutions to Reduce Healthcare Disparities

Data is one of the keys to unlock our ability to address healthcare disparities. In this session, attendees will receive data-driven insights to changes occurring in communities of color because of the pandemic, the widening health disparities, and racial inequities in contracting. Speakers will provide a cross section of data from various disparity studies conducted in the past 2-3 years. Attendees will also hear success stories & recommendations on how to move forward with service improvements that could significantly improve health care for People of Color & Underserved Communities. The panelist will feature the experience of a psychiatrist working in this state for over 30 years who is also a person of color. She will share tools for the audience to apply in their own agencies, which will aid in closing the gap in health disparity.

- Describe a holistic, data-driven view of the challenges impacting People of Color and underserved communities
- Review how to become more effective in providing services to People of Color and in underserved communities
- Identify (additional) available resources to assist in providing better care



SPEAKERS:
GWYNNETH WILDCATT
Member Services Director
EBCI Tribal Option



DAWN COLEY, VP
Health Care Development &
Tribal Relations, Indigenous
Pact PBC, Inc.



TAMMY MAYNOR, JD Lumbee Tribe of NC, Director of Governmental Affairs



DR. MICHAEL TOEDT, MD, FAAFP, RADM, USPHS (RETIRED) CCR Consulting, Inc

DR. FRANCYS CREVIER
National Council of Urban Indian Health



FACILITATOR:
TARA LARSON
President and Managing
Principal, CCR Consulting



SPEAKERS:

MAIA COLLIER
Chief Operating Officer,
NC Brookhaven Behavioral
Health



DR. C PAMELA LOWE-HOYTE Medical Director, NC Brookhaven Behavioral Health



ANNETTE H. STEVENSON, CPSD President, Stevenson Consulting Group



CONCURRENT SESSIONS

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

Role of Behavioral Health Systems in Supporting Reproductive Health A-Z in the Tailored Plan Populations

Many Tailored Plan members have their primary connection to the healthcare system with their MH/SUD/I/DD providers. MH/SUD/IDD providers play a crucial role in supporting connection to reproductive and gynecologic services as the most marginalized are often minimally connected, if at all, to healthcare supportive of sexual health needs. The panel will provide up-to-date information on sexual and reproductive health options and preventative health care for clients, including a focus on disparities in access to various contraceptive methods, perinatal health inequities and opportunities to bridge gaps. The panel will address the interface between MH/IDD/SUD professionals and sexual/reproductive health care, as well as on specialized care management supports available, including CMHRP and CMARC to support perinatal health and dyadic (parent/infant) health.



SPEAKERS: TERESA GARRETT, MD Behavioral Health Medical Director, WellCare of NC



MICHELE BENOIT-WILSON, MD FACOG Medical Director, WellCare of NC, WakeMed Health, OBGYN

*Invited Dr. Latanya Sobczak *Invited Eastpointe Care Management Staff

- Describe a patient centered framework for identifying and working with individuals around reproductive health wishes and needs, and different family planning options, including contraception and long-acting reversible contraception
- Identify the resources available to pregnant clients through the care management for high risk pregnancy program, as well as resources available post-partum for high risk members through the care management for at risk children program
- Review specific risks around mental health and substance use morbidity and mortality in the perinatal period and opportunities to intervene made easier by extension of post-partum Medicaid to 12 months
- Describe reproductive and sexual health care disparities impacting marginalized populations, including unhoused individuals, adolescents, BIPOC individuals and those with I/DD, and options for bridging gaps to reduce disparities in healthcare access and treatment



GENERAL SESSION

3:30 P.M. - 5:00 P.M.

Integrated Care: What is the State's Vision?

This general session is a unique opportunity to hear from medical leaders in NC DHHS about their definition of integrated care and how it can improve outcomes for individuals using services in the public health and human services system. The foundation of North Carolina's shift to Medicaid managed care is around integrated care. Strong coordination of behavioral, substance use, and intellectual/developmental disability services, physical health services, pharmacy and non-medical drivers of health has shown better outcomes of services and success for service-users. Speakers will address good and bad examples of integrated care with an interactive discussion.



SPEAKERS:

DR. CARRIE BROWN

Chief Medical Officer for
Behavioral Health & IDD,
NC DHHS



SHANNON DOWLER, MD, FAAFP CPE Chief Medical Officer, North Carolina Medicaid, NC DHHS

OBJECTIVES:

- Define the intent of integrating care in the public health and human services system in North Carolina
- Discuss the vision and goals of NC DHHS in shifting to whole person Medicaid managed care
- Describe successful integration of care and the benefits for service-users

CATCH UP MEETINGS

VIRTUAL ONLY (PRE-RECORDED)

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CONCURRENT SESSIONS

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

Standard Plans: Using Value Added Services to Achieve Whole Person Care

The Standard Plans under North Carolina's Medicaid Managed Care have been in operation for over a year now. One optional tool that Standard Plans have to address whole person care are Value-Added Services. These are services that can improve members' health by addressing food insecurity, technology access, transportation and other personal supports. They are not formally paid by NC DHHS and Standard Plans are allowed to offer them and they can be used as a means for achieving whole person care. Yet not many members taking advantage of the Value-Added Services. This session will be panel discussion with all Standard Plans around the concepts of Value-Added Services and whole person care.

OBJECTIVES:

- Define Value-Added Services that are offered in Standard Plans.
- Describe the ways that Value-Added Services can be used to achieve whole person care.
- Identify ways in which providers can promote the use of Value-Added Services to assist Medicaid members.



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PANELISTS:
STEVEN BENTSEN,
MD, MBA, DFAPA
Behavioral Health Medical
Director, Healthy Blue NC



KEN DUNHAM, MD, CPE, FAPA Behavioral Health Medical Director, Carolina Complete Health

are



MARIA FRANKLIN, MS, LCMHC, CCM Director, Behavioral Health Services, Healthy Blue NC



TERESA GARRETT, MD Behavioral Health Medical Director, Wellcare



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



BRYAN G. SMITH, MD Medical Director, Behavioral Health, AmeriHealth Caritas North Carolina



CORRINA MILLER
Community Development
Director, UnitedHealthCare



TARA LARSON
Tara Larson, President and
Managing Principal, CCR
Consulting

MODERATOR:



CONCURRENT SESSIONS

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

New Supports for Collaborating with Primary Care

Whole person care requires collaboration with primary care providers, in this session speakers will discuss how the state built a multi-payor coalition to support mental health collaboration with primary care and describe new state partnerships and incentives to improve access to mental health in primary care practices utilizing the Collaborative Care Model. Speakers will share details of the model, the collaboration, and the training, coaching, technical assistance, and practice platform being offered to maximize access and patient outcomes.



- Describe the elements of the CoCM including its evidence base
- Identify the roles within the CoCM partnership in the state of NC
- Describe various training and coaching opportunities for PCPs on workflow and billing
- Discuss funding for the model across various payors



SPEAKERS:
SHANNON DOWLER, MD
Chief Medical Officer, NC
Medicaid at NC DHHS



TOM WROTH, MD, MPH
President Community Care of
North Carolina



KAREN MELENDEZ, MD Medical Director Support Incorporated, Member CCPN Board of Managers



CARRIE BROWN,
MD, MPH
Chief Medical Officer for
Behavioral Health and IDD at
NC DHHS

Virtual Care Beyond the Pandemic: Opportunities for Continued Growth

The pandemic resulted in a radical change in healthcare delivery through the rapid growth of virtual care. Behavioral health continues to embrace virtual care while other disciplines have returned to their pre-pandemic baselines. Examining national and state data, technology innovations and policy trends this session will prepare participants to advocate for the use of virtual care in their practices.

SPEAKERS: STEVE NORTH, MD, MPH, FAAFP Vice President of Medical Operations and NC State Medical Director at Eleanor Health

- Identify barriers and propose solutions to achieving digital health equity in your practice
- Discuss how to create secure and confidential spaces for all participants
- · Review and evaluate new technologies that may benefit your practice
- Discuss how to maintain and enhance continuity of care through a hybrid clinical relationship



CONCURRENT SESSIONS

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

Transforming SUD care in North Carolina Through Best Practices and Integration

North Carolina's 1115 SUD Waiver launches many new changes to the improve the care, outcomes and delivery of SUD services. Required training, best practice services, integrated care, revised policies and new levels of care will begin soon. Medicaid and other payers are continuing the efforts to utilize alternate payment strategies with an emphasis on the value of care to align with these changes to drive results. Attendees will learn how to prepare and increase their readiness strategies for this exciting time in the evolution of better care.



- Identify the landscape impacts leading to better care and value for SUD treatment in North Carolina
- Review existing services that will be revised for greater value as part of the 1115 SUD waiver - Diagnostic Assessment, Comprehensive Clinical Assessment, ASAM Placement Criteria
- Discuss implementing new Levels of Care and the corresponding capacity in alignment with ASAM
- Review readiness for Alternate Payment Strategies in North Carolinaincentivizing integration, better care and avoiding adverse selection

From Theory to Practice: New Horizons in North Carolina's Person-Centered Planning

This session will review a multi-year initiative by a diverse team of DMHDDSAS stakeholders to develop guidance and tools to support the implementation of the required person-centered planning training across the North Carolina system of care. PCP is a collaborative practice which emphasizes self-determination and choice in helping individuals to achieve their unique vision of a preferred life. Core principles and practices of PCP, and how these differ from traditional approaches, will be reviewed. Participants will receive concrete guidance in both the process and documentation of PCP, including strategies for respecting strengths-based, person-centered principles while also satisfying expectations associated with clinical, accreditation, and fiscal regulations. Hypothetical examples of quality PCPs will be shared as a way of illustrating key quality elements.

- Identify a minimum of three differences between traditional methods of treatment planning and best-practice Person-Centered Planning
- Review strategies for respecting strengths-based, person-centered principles while also satisfying expectations associated with accreditation and fiscal regulations
- Discuss at least two possible differences in approaches to PCP based on cultural factors
- Identify at least two benefits of PCP for consumers of services in the DHHS system of care



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



DAVID R. SWANN, MA, LCAS, CCS, LPC, NCC Senior Healthcare Integration Consultant, MTM Services



SPEAKERS:

JANIS TONDORA,
PSY.D.

Associate Professor,
Program for Recovery and
Community Health, Yale
Department of Psychiatry



JUSTIN TURNER, MSW, LCSW Human Services Program Manager I, Division of MH/DD/SAS



BRITTANY JONES, MA, LCAS, CCS Human Services Program Consultant II, Division of MH/DD/SAS



CONCURRENT SESSIONS

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

Empowering Youth Voice in Treatment Planning & Program Operations

Many times, in behavioral health services, "person-centered treatment" has become a buzzword and, sadly, is only operationalized in treatment and discharge planning. However, by incorporating Youth Voice into operational strategy and process, as well as giving Youth an elevated seat at their own treatment planning table, organizations can increase engagement in programming and treatment, increase quality and clinical outcomes, and empower their clients on their journey to wellness. This individual patient success is directly extrapolatable to the operational success of the organization. In addition to discussing the need for Youth Voice in adolescent treatment, this session will detail how organizations can create actionable, tangible changes to increase Youth Voice in operational practices, treatment planning, and enhanced clinical outcomes.



SPEAKERS:
TIMOTHY GRANT
LIVENGOOD, MSL,
MBA
National Director of
Business Development and
Strategic Accounts, Acadia
Healthcare



JIM PASCOE, MBA, CTRS-RET. Director of Residential Training and Development Acadia Healthcare

OBJECTIVES:

- · Identify the need to increase Youth Voice in operations and treatment planning
- Discuss tangible ways Youth Voice can be empowered and integrated into their own treatment planning
- · Define operational practices in which Youth Voice can be integrated to empower youth
- Review Address Youth Voice and its impact on clinical & operational outcomes



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



GENERAL SESSIONS

1:00 P.M. - 2:00 P.M.

Navigating the BH/IDD Tailored Plans

Medicaid members will still be adjusting to the transition to BH/IDD Tailored Plans for some time after go-live. This panel of BH/IDD Tailored Plan leaders will talk about their processes to assist Medicaid members and providers with an emphasis on those times when individuals hit roadblocks that may impact their access to services. North Carolina's Medicaid Managed Care includes a multitude of components that will require coordination in order to achieve integrated whole person care. This means that Medicaid members and providers will have access to new and/or different supports such as care managers, non-emergency medical transportation, integrated consideration of BH/IDD and physical health care.

OBJECTIVES:

- Review the mechanisms each BH/IDD Tailored Plan has to assist and support Medicaid members and providers as the implementation continues
- Describe new supports that Medicaid members and providers have available through BH/IDD Tailored Plans
- Describe ways that the BH/IDD Tailored Plans are coordinating services to achieve integrated whole person care



PANELISTS:
BRIAN INGRAHAM
Chief Executive Officer,
Vaya Health



RHETT MELTON
Chief Executive Officer,
Partners Health Management

BONITA PORTER
Chief Compliance Officer and TP
Implementation Director, Sandhills Center



SEAN SCHREIBER
Executive Vice President/
Chief Operating Officer,
Alliance Health



DR. MICHAEL SMITH
Chief Medical Officer,
Trillium Health Resources



MODERATOR:
DAVID SWANN
Senior Healthcare Integration
Consultant, MTM Services
Other LME/MCO [BH/IDD
Tailored Plans] *invited



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SPARKING INNOVATION

2:30 P.M. - 3:30 P.M.

Shifting from Structure to Process and Outcomes in Behavioral Health

In this session, audience members will learn about how to apply the Donabedian model, focusing on structure, process and outcomes to advance outcomes in behavioral health. This will be helpful for organizations looking to improve quality and/or participate in value-based care arrangements. This session would be based on this article by Eleos Health Cofounder & CEO Alon Joffe on this topic featured in **Going Digital: Behavioral Health Tech.**



Identify how to use the Donabedian model to advance behavioral health outcomes and improve quality in a managed care environment, discuss how technology can aid in shifting from process to outcomes.



SPEAKER:
DROR ZAIDE
Health Cofounder &
General Manager,
Eleos Health

Mission Possible: Advancing Whole Person Care by Employing People with I/DD and Family Members as Care Extenders

Care Management is a central element of Tailored Plans and Medicaid Managed Care. The new care extender service definition offers the opportunity to employ people with I/DD and family members as valued team members who can offer a unique and critical perspective on whole person care. Identifying strategies that can enhance success and minimize potential challenges can increase the likelihood of success for the member, care extender, team, and Tailored Plan.

This session will share perspectives and recommendations compiled from over 50 interviews with individuals with I/DD who will receive services, family members, LME-MCOs, I/DD and healthcare providers, and policymakers. Lessons learned from Behavioral Health services and other states will be shared as we choose to accept this mission and commit to success.

OBJECTIVES:

Identify a minimum of four outcomes that care extenders with lived experience can address on an individual and population level, review a minimum of three challenges that could interfere with the success of this opportunity for people with lived experience, describe a minimum of four core training topics recommended for care extenders, and identify two policies that need to be addressed to increase the success of care extenders with lived experience.



SPEAKERS:
KELLY FRIEDLANDER,
MSW, MPA
Principal, Community
Bridges



KAREN LUKEN
Disability and Health
Consultant



SPARKING INNOVATION

2:30 P.M. - 3:30 P.M.

The AI Trifecta: Staff Retention + Maximized Reimbursement + Improved Clinical Care

Organizations that are embracing new technology to support their workforce are finding that they are able to lighten the load on providers once and for all, resulting in happier staff, increased revenue and better client outcomes, as evidenced by several provider case studies. This session has been carefully curated by clinical thought leaders and cutting-edge technologists to share how two technology leaders have joined forces to bring this technology and much more to human services organizations.



SPEAKER: CHRIS YAKSCOE Director of Client Alignment, Netsmart

OBJECTIVES:

Identify how the leaders in human services are leveraging advanced technology to solve the provider shortage.

Building Bridges between Behavior Health and Brain Injury

Brain Injury is a complex, often chronic condition for individuals living with brain injury, but also their families and the community as a whole. Unemployment, economic instability, stigma, comorbidities, and other negative outcomes can be seen in the months and years after the injury. Lack of awareness and misattribution of symptoms is also common in individuals being served in the mental health, substance use, and developmental disability sector, potentially creating disruptors in comprehensive care. As North Carolina moves from a more medical model of disability to a holistic, biopsychosocial perspective, service providers and entire communities can benefit from understanding how brain injury may be prevalent. The emphasis on behavioral health and lessons from the brain injury community can help educate all private and public service sectors. This session will investigate the current overlaps within the service delivery silos and discuss opportunities for partnership and learning going forward. A review of the TBI Waiver and its history will be covered as well as what care is not covered under the Tailored Plans and how that can impact the TBI community.

OBJECTIVES:

Identify at least three ways brain injury can interact the service delivery system, at times unknowingly or with the presence of barriers to comprehensive care, discuss the overlap between brain injury, behavioral health, and social challenges to community inclusion as well as reaching optimum potential and demonstrate at least two new ways to cultivate partnerships, incorporate positive support strategies for brain injury at a systems level, and incorporate practices to accommodate for behavioral health.



SPEAKER:

DANIEL PIETRZAK

Executive Director,

Brain Injury Association
of North Carolina



SPARKING INNOVATION

2:30 P.M. - 3:30 P.M.

Tips for Revenue Cycle Success in NC Managed Care

Revenue cycle management needs to contain procedures to ensure that billing is timely and complies with payer contracts. Some providers can struggle with MCO reimbursement during Managed Care transition and this can continues long afterward. Thin margins in our industry magnify this impact. Denials prevent timely and complete payment, impacting cash flow and resource requirements in the Revenue Cycle department. The learning curve is often very difficult, especially when dealing with multiple payers with different systems and processes, and with claims and EVV aggregators. Appropriate up-front management of the Revenue Cycle can serve to minimize aggregator rejections and payer denials, thereby improving payments and required "re-touches" to get claims paid, and minimizing write-offs.



Review how home care and I/DD providers working with managed care organizations to obtain the highest percentage of billing in the shortest timeline, review how to ensure claims are as clean as possible, and discuss how to make claims follow-up consistent and timely.

Capacity Restoration: Current Forensic Services for Mental Health Defendants in North Carolina and Future Innovations

The team will outline the current services for forensic defendants in the state including options for the initial forensic assessment for capacity to proceed, current statutes that guide the process, and treatment options for capacity restoration. National trends, possible future options for Detention Based and Community Based capacity restoration services will be presented. An opportunity at the end of the session will be reserved for questions and answers.

OBJECTIVES:

Review the current model of care including assessment and treatment, for defendants when the question of capacity to proceed has been raised, discuss innovative options for capacity restoration in Detention Centers and in the Community and review the need for increasing awareness for expanding forensic services and improving on the current system of care for these individuals.



SPEAKER:
PHIL FELDMAN
Vice President of
Revenue Cycle
Management, Sandata



SPEAKERS:

AARON ROGOFF

Associate General Counsel,
NC DHHS



DR. STEVE PETERS
Licensed Psychologist,
Specializing in Forensic
Assessment and
contracted to NC Division
of Healthcare Facilities



GENERAL SESSION

4:00 P.M. - 5:00 P.M.

Implementing Olmstead: An Update and Conversation

In December 2021, NC Department of Health and Human Services published its response to the US Supreme Court's sweeping articulation of the legal right of people with disabilities to choose to live integrated, inclusive lives in the community. The State's Olmstead Plan has entered the implementation phase. Its recommendations, across the lifespan, strengthen individuals' and their families' choice for community inclusion. Its priorities address access to home and community-based services; gaps in services; diversion and transition from institutional settings; housing and transportation; competitive integrated employment; disparities in access to services; alternatives to guardianship; the workforce crisis; increasing input from individuals with lived experience; and quality assurance and performance improvement. Through a data-driven approach to achieving key outcomes, the Plan and quarterly updates promote, with Medicaid Transformation, a contemporary, alignment of the State's vision for its public health and human services system. This session is an opportunity to hear how the State Olmstead Plan is evolving and impacts other, major policy shifts to achieve whole person services, supports and healthcare.



SPEAKER:
HOLLY RIDDLE,
M.ED., J.D.
Assistant Director for
Olmstead Implementation,
Office of the Secretary,
Office of the Sr. Advisor
for the ADA, NC
Department of Health and
Human Services



SHERRY LERCH Consultant, Technical Assistance Collaborative

OBJECTIVES:

- Define the purpose and impact of the State Olmstead Plan
- Describe the elements of the State Olmstead Plan and the State's approach to implementation
- Understand how the State Olmstead Plan implementation aligns with other major policy shifts such as Medicaid Transformation



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Don't miss our conference session!

Medicaid Transformation in Flight – DHHS, Tailored Plan, and CMA Perspectives Friday, December 9th at 9:30 AM



CONCURRENT SESSIONS

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

Medicaid Transformation - DHHS, Tailored Plan, and CMA Perspectives

North Carolina is undergoing a major Medicaid transformation to managed care, emphasizing whole person care and aligning with the federal health home state plan option. Tailored Plans will serve as an integrated health plan for individuals with significant behavioral health needs and intellectual/developmental disabilities (I/DD). During this session a panel of stakeholders from the state, payer, and provider perspectives will offer insights into the process they have undergone to prepare for the Tailored Plan implementation.

OBJECTIVES:

- Describe best practices and lessons learned in the ramp up to the Tailored Plan go live
- Discuss opportunities and challenges for year one of the glide path
- Review population health data to improve the lives of North Carolinians

Some Goals Shouldn't Have a Finish Line: Building Sustainable DEI Initiatives

Diversity, Equity and Inclusion (DEI) is top of mind throughout the industry and generates a lot of talk. But real change requires an organization to take action that is both impactful and sustainable. DEI as an on-going journey, not a short-term gesture or 'box' to check. In this presentation, the Easterseals UCP Diversity Council will present the working framework for our own organizational culture renovation & how we embrace DEI as a fundamental, core value for both employees and those we serve. We will share the importance of aligning DEI with mission, leveraging reflective practice to assess current state, and how an iterative plan can lead to sustainable, long-term change.

OBJECTIVES:

- Discuss what DEI related terms mean & why they matter to your organization
- Identify strategies to assess your organization's current state & develop sustainable goals for DEI initiatives
- Review how DEI impacts employees & those served by an organization
- Identify business-case outcomes resulting from DEI initiatives

SPEAKERS:

DEB GODA

Associate Director, Behavioral Health and IDD, NC Medicaid, Division of Health Benefits, NC DHHS



LEIGH DAUGHTRIDGE Vice President of Care Management, Behavioral Health, Monarch



MEGAN ROBERSON
I/DD Clinical Director,
Trillium Health Resources



MODERATOR:
DOUG GOLUB
President, MediSked



SPEAKERS:
MICHELLE KING-STAMPS
Program Director, ACT,
Easterseals UCP



CARLA M VELEZ RAMOS Director of People & Culture, Easterseals UCP



ROLANDO RODRIGUEZ Technology Implementation Specialist, Easterseals UCP



AMANI ALSBERRY
Program Director, ICS
Eastern Region, Easterseals
UCP



ANTHONY GIBSON
Program Director, Mental
Health Services East,
Easterseals UCP



CONCURRENT SESSIONS

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

Real Life Lessons - Evaluating the Tailored Care Management Model

Care management is critical to coordinating and providing whole person care under the Tailored Plan. In this session, Partners Health Management will discuss how they assessed their Tailored Care Management (TCM) Model, looking at the training of provider organizations, the readiness assessment and implementation process, and a research study that was completed to assess its effectiveness. The TCM synthesized evidence-based approaches, e.g., the Collaborative Care Model, and was implemented over 14 months with ten provider organizations in the Partners Health Management catchment area. A quasi-experimental research design compared the Intervention Group and Comparison Group on key outcomes, e.g., cost and hospitalizations. The groups were paired on key factors using a Propensity Score Matching (PSM) process. Care Managers were embedded with each provider organization to implement the model, support fidelity, train staff, and collect data for research. Findings on outcomes, fidelity, qualitative methods, and process evaluation will be discussed.

OBJECTIVES:

- Describe the Tailored Care Management model
- Describe how to implement the Tailored Care Management model with fidelity
- · Identify successes and barriers to the implementation of the Tailored Care
- · Management model
- Review data-related outcomes of the Tailored Care Management model

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SPEAKERS:

SHANA BARUS RN, BSN, CCM
Mental Health/Substance Use Care
Management Program Manager, Partners
Health Management



GARY WALBY, PH.D., M.S.P.H., M.S. Director, Complex Systems Innovations, LLC



LEAH WILLIAMS,
DR.P.H.
M.P.H. Research
Director, Partners Health
Management



CONCURRENT SESSIONS

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

DHHS Innovations in Complex Care Management

Since 2012, North Carolina DHHS, in partnership with six Local Management Entities (LMEs) and in compliance with a United States Department of Justice Settlement Agreement, developed a system of housing, services and supports, and community integration that is now known as Transitions to Community Living (TCL). Despite having over 3000 TCL participants transition into our communities, many people's transition were delayed due to complex medical and functional treatment needs, following years of institutional care. To address these significant community transition barriers, NC DHHS and its LME/MCO partners implemented a program called Complex Care Management. This care management model utilizes the joint assessment, consultation, and active monitoring by registered nurses, and for the first time, occupational therapists, who are employed by each LME/MCO. This innovative Complex Care Management model gathers and informs the person's care team and service planning during pre-transition in the facility and assures continual complex medical and functional services are sustained well after community transition.

- Review the disability rights driving the need for complex care transitions (ADA/Olmstead Decision)
- Review complex care planning, service acquisition, and onsite monitoring in this care management model
- Discuss how to develop the personal care, home health, and other specialty in-home medical service networks
- Review member outcomes, service delivery improvement, risk management, whole-system health through managing complex care transitions into the community



SPEAKERS:
SAM HEDRICK, JD
Advisory to the Secretary on
ADA and Olmstead



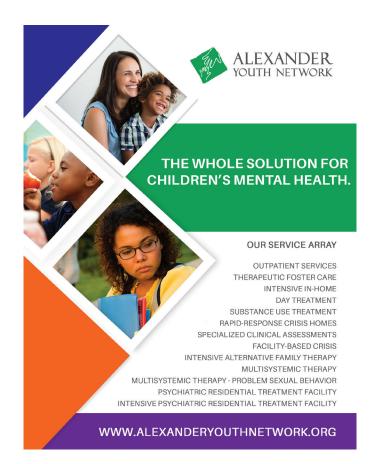
BRADFORD OWEN, LPA
Olmstead Discharge &
Transition Manager, Office of
the Secretary



DR. BAILLIARD
Associate Professor of
Occupational Therapy, Duke
University Occupational
Therapy Doctorate Division



CELESTE ORDIWAY, MSW, LCSW, LCAS Vice President of Transition and Housing, Vaya Health





CONCURRENT SESSIONS

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

From Unrecognized to Essential: Emerging Trends and Best Practices in Direct Support Workforce Recruitment and Retention in a Post-Pandemic World

This session provides a look into the profession of direct support through a 23-minute film "Invaluable: The Unrecognized Profession of Direct Support", written and produced by the University of Minnesota's Institute on Community Integration. Through personal stories and interviews with policy leaders, families, direct support professionals, advocates, business owners, and self-advocates, this film showcases the daily challenges and triumphs that direct support workers experience in an often systemically unappreciated and underfunded profession. Following the film, a moderated panel of national and local leaders will share their insights and expertise on emerging trends and best practices in direct support workforce recruitment and retention in this emerging post-pandemic world.

OBJECTIVES:

- Identify contributing factors to the current direct support workforce crisis from direct support professionals, people supported, family members, and local and national leaders
- Describe the influence of the LTSS workforce crisis on the quality of services and support
- Review best practices in recruitment and retention strategies to improve workforce stability
- Discuss potential strategies to consider in new or existing efforts to improve workforce stability in North Carolina





SPEAKERS:
BRYAN DOOLEY
Chairman of the NC Council
on Developmental Disabilities

DAVE OWEN

DSP for Mr. Dooley and representative of the Direct Support Professional workforce



BARBARA KLEIST Moderator, Director of Entrepreneurial and Development Program, University of Minnesota Institute on Community Integration



JOSEPH MACBETH, CEO
National Alliance of Direct
Support Professionals
(NADSP)



DONNA MELTZER, CEO
National Association of
Councils on Developmental
Disabilities (NACDD)

TBD, Representative from the National Alliance for Direct Support Professionals



