



Critical PEOPLE • DATA • CARE
Connections
SPRING CONFERENCE



CENTER *for*
INTEGRATIVE
HEALTH

insight to innovation

Conference Brochure

June 12-14, 2023

Hilton Raleigh North Hills Hotel
Raleigh, NC

PROGRAM AT A GLANCE

MONDAY, JUNE 12

6:30 a.m. – 9:30 a.m.
Breakfast

CAPITOL BALLROOMS A-G

Sponsored by Community Choices, Inc, Community Based Care, LLC, Eleos Health Monarch, RHA Health Services, Therap Services, Universal Mental Health Services

7:30 a.m.
Registration Opens
FOYER

8:30 a.m. – 5:00 p.m.
Exhibits Open
FOYER & BALLROOMS 1&2

9:00 a.m. – 10:30 a.m.
Opening Plenary
BALLROOMS 3-5

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
FOYER & BALLROOMS 1&2

Sponsored by Sponsored by CCR Consulting, Community Choices, Inc, Community Based Care, LLC, Monarch, RHA Health Services, 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 **BALLROOM 5**
- Technology to Support Behavioral Health Provider Success over the Next 5 Years | **BOXWOOD**
- Changing the I/DD LANDscape in North Carolina | **BALLROOM 4**
- The AI Trifecta: Staff Retention + Maximized Reimbursement + Improved Clinical Care | **BALLROOM 3**

12:00 p.m. – 1:30 p.m.
Lunch
CAPITOL BALLROOMS A-G

Sponsored by Alera Health, Carelon Behavioral Health, Citizens Insurance Agency, Community Choices, Inc., Community Based Care, LLC, Daymark Recovery Services, Eleos Health, MediSked, Monarch, NC Brookhaven Behavioral Health, Orbit Billing Solutions, RHA Health Services, Risk Strategies, Streamline Healthcare Solutions, Therap Services, Universal Mental Health Services, Inc., Vaya Health, Zeomega

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

- How to Overcome Workforce Challenges with Augmented Intelligence by **Eleos Health** **CONGRESSIONAL BOARDROOM**
- Provide Quality Care for More People, Faster: the Top 3 Measures to Demonstrate Value by **Therapy Brands** | **BOARDROOM 5**

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

- Medicaid Transformation DHHS, Tailored Plan and CMA Perspective **BALLROOM 3**
- Enabling Better Healthcare Outcomes by Providing Targeted Solutions to Reduce Healthcare Disparities **BALLROOM 4**
- Ensuring Seamless, Statewide Care for Foster Children: the NC Child and Family Improvement Initiative **BALLROOM 5**
- Provider Choice - How to Decide on Joining an ACO vs. CIN **DOGWOOD & BOXWOOD**

2:00 p.m. – 5:00 p.m.
LME/MCO Office Hours

Alliance Health | **BOARDROOM 5**

Eastpointe | **SANDALWOOD 6**

Partners Health Management
JUDICIAL 4

Sandhills Center | **CAPITOL BALLROOM B**

Trillium Health Resources
CONGRESSIONAL 3

Vaya Health | **OAKWOOD 7**

3:00 p.m. – 3:30 p.m.
Session Breaks & Visit Exhibitors
FOYER & BALLROOMS 1&2

Sponsored by CCR Consulting, Community Choices, Inc, Community Based Care, LLC, Monarch, RHA Health Services, Therap Services, Universal Mental Health Services, Inc.

3:30 p.m. – 4:30 p.m.
General Session
BALLROOM 3-5

No Health without Mental Health: Investing & Improving North Carolina's Behavioral Health and Resilience

Sponsored by Partners Health Management

6:30 p.m. – 7:30 p.m.
Consumer Caucus
DOGWOOD

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

8:30 p.m. 12:00 a.m.
Dance Party
CAPITOL BALLROOM F&G

Sponsored by Alera Health, Carelon Behavioral Health, Citizens Insurance Agency, Cityblock, Easterseals UPC, MindHealthy, NC Brookhaven Behavioral Health, Pride in NC, SPARC Services and Programs, Ukeru Systems, Vaya Health, and WellCare

TUESDAY, JUNE 13

6:30 a.m. – 9:30 a.m.
Breakfast
CAPITOL BALLROOM A-G

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

7:30 a.m.
Registration Opens
FOYER

8:30 a.m. – 5:00 p.m.
Exhibits Open
FOYER & BALLROOMS 1&2

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

- Standard Plans: Using Value Added Services to Achieve Whole Person Care | **BALLROOM 5**
- New Supports for Collaborating with Primary Care | **BALLROOM 4**
- Transforming SUD care in North Carolina through Best Practices and Integration | **BALLROOM 3**
- From Unrecognized to Essential: Emerging Trends and Best Practices in Direct Support Workforce Recruitment and Retention in a Post-Pandemic World | **BOXWOOD/DOGWOOD**

11:00 a.m. – 11:30 a.m.
Session Break & Visit with Exhibitors
FOYER & BALLROOMS 1&2

Sponsored by Carolina Complete Health, GHA Autism Supports, GT Independence, Healthy Blue NC, Seaside Healthcare, Janssen/Johnson & Johnson, United Healthcare

VIEW AGENDA, SESSIONS & SPEAKER INFORMATION

REGISTER ONLINE: [I2ICENTER.ORG/EVENTS/CONFERENCE](https://i2icenter.org/events/conference)

PROGRAM AT A GLANCE

11:30 a.m. – 1:00 p.m.
Lunch

CAPITOL BALLROOMS A-G

Sponsored by Alexander Youth Network, Cityblock, Citizens Insurance Agency, Carolina Complete Health, GHA Autism Supports, Impresiv Health, GT Independence, Healthy Blue NC, innovaTel Telepsychiatry, MindHealthy, Janssen/Johnson & Johnson, NC Brookhaven Behavioral Health, Pride in NC, Seaside Healthcare, SPARC Services and Programs, Ukeru Systems, United Healthcare

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

- Managing Care - a System Working for North Carolina

CONGRESSIONAL BOARDROOM

Sponsored by Zeomega

1:00 p.m. – 2:00 p.m.
General Session

BALLROOMS 3-5

Navigating the BH/IDD Tailored Plans

2:00 p.m. – 2:30 p.m.

Session Break & Visit Exhibitors

FOYER & BALLROOMS 1&2

Sponsored by Carolina Complete Health, GHA Autism Supports, GT Independence, Healthy Blue NC, Seaside Healthcare, Janssen/Johnson & Johnson, United Healthcare

2:30 p.m. – 3:30 p.m.
Sparkling Innovation

- Mission Possible: Advancing Whole Person Care by Employing People with I/DD and Family Members as Care Extenders | **BALLROOM 5**
- Applying Augmented Intelligence to Workforce Challenges and Care Delivery as a Provider in North Carolina | **BALLROOM 4**
- Tips for Revenue Cycle Success in NC Managed Care | **BALLROOM 3**
- Building Bridges between Behavior Health and Brain Injury | **BOXWOOD**
- Capacity Restoration: Current Forensic Services for Mental Health Defendants in North Carolina and Future Innovations | **DOGWOOD**

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

FOYER & BALLROOMS 1&2

Sponsored by Carolina Complete Health, GHA Autism Supports, GT Independence, Healthy Blue NC, Seaside Healthcare, Janssen/Johnson & Johnson, United Healthcare

4:00 p.m. – 5:00 p.m.
General Session

BALLROOM 3-5

Integrated Care: What is the State's Vision?

5:15 p.m. – 6:30 p.m.
Innovations Awards Reception

CAPITOL BALLROOMS E-G

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

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

CONGRESSIONAL BOARDROOM

WEDNESDAY, JUNE 14

6:30 a.m. – 9:30 a.m.
Breakfast

CAPITOL BALLROOMS A-G

Sponsored by Alexander Youth Network, Daymark Recovery Service, Impresiv Health, innovaTel Telepsychiatry, MediSked, Orbit Billing Solutions, Risk Strategies, Streamline Healthcare Solutions, Zeomega

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

- DHHS Innovations in Complex Care Management | **BALLROOM 5**
- Virtual Care Beyond the Pandemic: Opportunities for Continued Growth | **BALLROOM 4**
- Empowering Youth Voice in Treatment Planning & Program Operations | **BALLROOM 2**
- Role of Behavioral Health Systems in Supporting Reproductive Health A-Z in the Tailored Plan Populations | **BALLROOM 1**

11:00 a.m.
Spring Conference Adjourns

SYMPOSIUM AGENDA

11:15 a.m. – 12:15 p.m.
Symposium Lunch

12:30 p.m. – 5:30 p.m.

BALLROOM 3-5

BH/IDD Tailored Plans and Medicaid: Critical Issues Symposium

VIRTUAL SESSIONS PRE-RECORDED - VIEW ANYTIME

- Olmstead in Action: Strategies for Inclusion, Measuring What Matters, and Engaging All Stakeholders
- Understanding the Role and Value of Youth and Family Peer Support
- Real Life Lessons – Evaluating the Tailored Care Management Model
- Lessons Learned from Epidemic to Pandemic
- Trauma-Informed Care without Seclusion and Restraints: a Dialogue about Alternatives
- Leveraging NC HealthConnex to Deliver Integrated Care by Tailored Plans
- Vocational Rehabilitation as a Component of Competitive Integrated Employment

POST YOUR QUESTIONS ON THE SESSION PAGE FOR SPEAKER RESPONSE

VIEW AGENDA, SESSIONS & SPEAKER INFORMATION

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PLAN TO JOIN US IN 2023!

i2i CENTER FOR INTEGRATIVE HEALTH CONFERENCE & EXHIBITION



CENTER *for*
INTEGRATIVE
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insight to innovation



DECEMBER 6-8, 2023

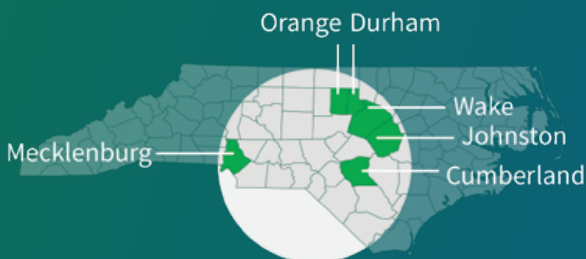
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See if the **Alliance Health Tailored Plan** is right for you! **800-510-9132**

CRITICAL CONNECTIONS PEOPLE • DATA • CARE

WHY YOU SHOULD ATTEND

North Carolina is working toward a shift in the Medicaid managed care program with the implementation of the BH/IDD Tailored Plans on October 1, 2023. 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, intellectual-developmental 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 managed by 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.



VIRTUAL LEARNING & NETWORKING!

This conference will offer the easy-to-use conference program Whova. This mobile APP and web platform provides attendees an enhanced learning and networking experience. Several topics from the December have been updated and will now be offered virtually (pre-recorded).

Virtual Sessions have added benefits:

- Attendance not limited to one day and time
- Ask questions and network with other attendees using the Session Q&A feature
- You have up to 3 months to watch a session - learn at your leisure

When it comes to **Networking**, Whova offer 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

Not familiar, with Whova? Watch this quick [Whova Introduction video](#).

COVID CONSIDERATIONS:

This is an in person 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.

CONFERENCE IS CO-SPONSORED BY



Earn Up To 4.25 Hours Of Continuing Education Credits For Post-Conference Symposium

Earn Up To 11 Hours Of Continuing Education Credits For Conference

Contact hours: 11 hours for behavioral health professionals and other healthcare disciplines.

Pending Approval Substance Abuse

11 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 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 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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EXHIBITORS

* Indicates Sponsors

* **Alera Health**

* **Alexander Youth Network**

Benchmarks

* **CARF International**

* **Carelon Behavioral Health**

* **Carolina Complete Health**

* **Children's Hope Alliance**

* **CitiBlock**

* **Community Based Care**

* **Community Choices, Inc.**

Core Solutions Inc.

CST Data by Cornerstone

* **Daymark Recovery Services**

* **Easterseals UCP**

* **Echo Group**

ECU Health Medical Center

* **Eleos Health**

Genoa Healthcare

* **GHA Autism Supports**

* **GT Independence**

* **Healthy Blue NC**

* **innovaTel Telepsychiatry**

* **JANSSEN/JOHNSON**

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

Key Autism Services

Kidspace

LIFESPAN, Incorporated

* **Medisked**

* **MindHealthy**

* **Monarch**

* **NC Brookhaven Behavioral Health**

NC DHHS

Netsmart

North Carolina Providers Council

Omni Visions

* **Orbit Billing**

Oxford Houses of North Carolina

* **Pride in North Carolina**

Pyramid Healthcare

* **RHA Health Services**

Sandata

Southeastern Integrated Care

Southern Family Medicine, Inc.

* **SPARC Services and Programs**

Tarrytown Expocare Pharmacy

* **Therap Services**

Turning Point Homes, LLC

* **Ukeru Systems**

* **UnitedHealthCare**

* **Universal MH Services, Inc.**

* **Vaya Health**

* **WellCare Health Plans of NC, LLC**

WinCare, Inc.

Youth Haven Services

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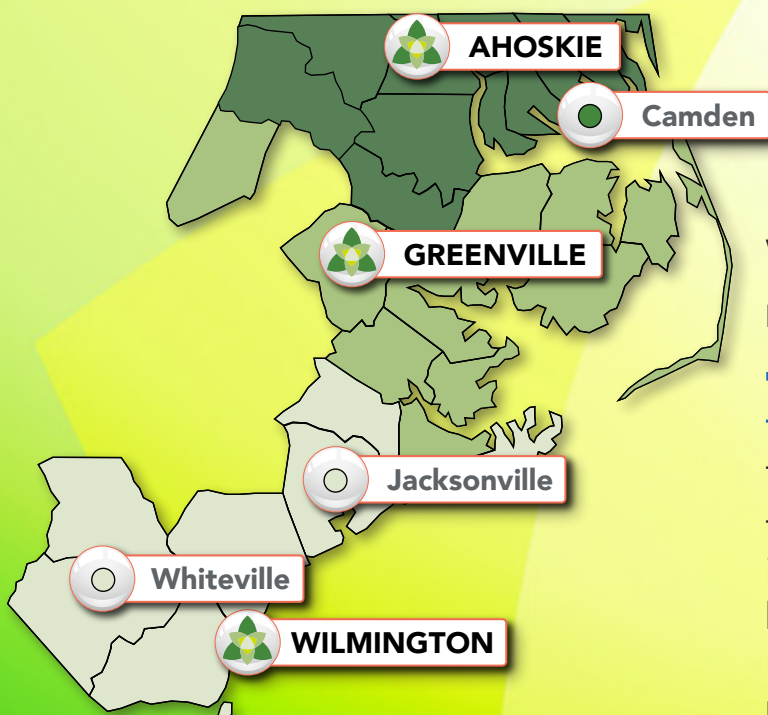
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Trillium is committed to caring and fighting for the well-being of our citizens, because well-being needs a sturdy foundation at the start to prevent issues later and keep it standing through all kinds of weather. Our number one focus is helping every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



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1-877-685-2415



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

TrilliumHealthResources.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.

HOTEL RESERVATIONS

CONFERENCE HOTEL

The conference will take place at the Hilton Raleigh North Hills Hotel in Raleigh, NC. Attendees will receive a special discounted rate of \$139 for a single or double occupancy.

The room block open till May 14, 2023 OR UNTIL SOLD OUT, act quickly. [You can make hotel reservations on line](#). **When making online reservations, if you are not staying the full conference**, click **“Edit Stay”** at the top of the booking page and change the dates before making a reservation.

Guests can also book reservations by calling our Hilton Worldwide reservations line at 919-872-2323 and choosing OPTION 1 or online at www.raleighnorthhills.hilton.com; by referencing the group code **I2123**.



SERVICES, RESOURCES, & INFORMATION



Are you seeking assistance with innovative technologies, financial support, new services, or other business needs? We will host over 60 exhibitors on June 12 and 13th that are ready to help you with the latest business and service solutions, advancements, information, and technologies to enhance your organizations' mission.

DANCE PARTY!



Monday, June 12
8:30 p.m. – Midnight

Sponsored by Alera Health, Carelon Behavioral Health, Cityblock, Citizens Insurance Agency Easterseals UPC, MindHealthy, NC Brookhaven Behavioral Health, Pride in NC, Ukeru Systems, SPARC Services and Programs, Vaya Health, and WellCare

INNOVATION AWARDS RECEPTION - ALL INVITED TO ATTEND

Tuesday, June 13
5:15 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, Daymark Recovery Services, Eleos Health GHA Autism Supports, GT Independence, Healthy Blue NC, Impresiv Health, innovaTel Telepsychiatry, Janssen/Johnson & Johnson, MediSked, Monarch, Orbit Billing Solutions, RHA Health Services, Risk Strategies, Seaside Healthcare, Streamline Healthcare Solutions, Therap Services, United Healthcare, Universal Mental Health Services, Inc., Zeomega

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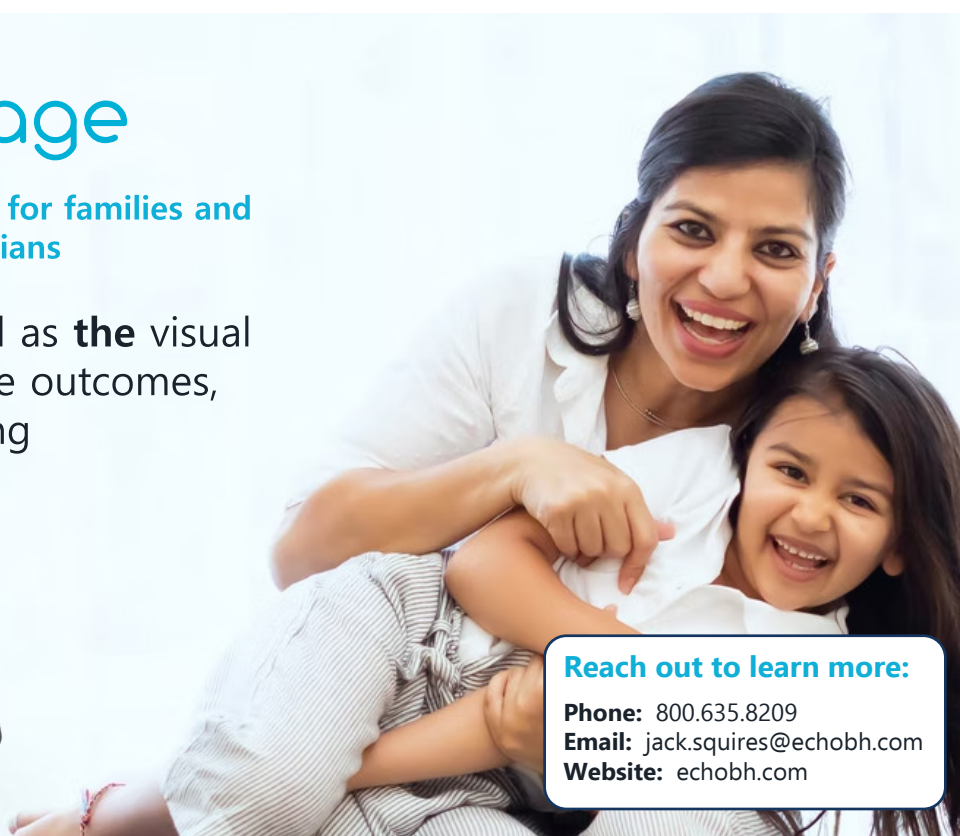
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For more information about WellCare of North Carolina, visit us at WELLCARENC.COM

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NETWORKING & VALUE ADDED RESOURCES

NEW LME/MCO OFFICE HOURS

With the launch of the Tailored Plans on October 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 Monday to offer you a chance to stop in and ask questions related to the care management/coordination, value added services and more.



LUNCH & LEARN MEETINGS

Get more in-depth information about resources that can 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.

We provide Medication Assisted Treatment (MAT), Substance Use Counseling, Mental Health Counseling, Psychiatric Medication Management, and Collaborative Care to individuals with Mental Health, Substance Use, or Alcohol Use Disorder

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

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CRITICAL CONNECTIONS

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CONSUMERS TAKE
50% DISCOUNT ON
REGISTRATION FEES

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 **June 1st.**

REGISTRATION QUESTIONS

Contact Aviance Robertson at aviance@i2icenter.org.

SPECIAL SAVINGS OFFER

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

Please contact Aviance Robertson at aviance@i2icenter.org with names of registrants and free registrant name. (does not apply to Pre-Con Registration).

REGISTRATION FEES

IN-PERSON CONFERENCE

FULL CONF. REGISTRATION (6/12-6/14) \$445

TWO DAY CONF. REGISTRATION \$410

ONE DAY CONF. REGISTRATION \$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

POST CONFERENCE SYMPOSIUM

WEDNESDAY, JUNE 14 \$215

CANCELLATION POLICY

A 25% refund is available on registrations cancelled before November 1st. **No registration refunds will be made after May 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.

WEDNESDAY, JUNE 14, 2023 | 12:30 P.M. – 5:30 P.M.

TRANSFORMATION SYMPOSIUM

BH/IDD Tailored Plans and Medicaid: Critical Issues Symposium

State policies and priorities are evolving, and this symposium will offer you the most up to date information on new policies and protocols that center on improving care integration in the Tailored Plan. In addition, a monumental change to North Carolina state policy occurred with the passage of Medicaid Expansion by the NC General Assembly (pending state budget approval). At the same time, there will be system changes occurring around the State's unwinding of the Public Health Emergency. All of these topics, as well as interactive discussion and a Q&A Panel with state leaders will be offered at the Symposium.

OBJECTIVES:

- Discuss updates to the Tailored Plan implementation set for October 1, 2023
- Review quality of care issues around mitigating member harm and integrated care under the Tailored Plan
- Identify metrics the State will use to measure quality services under the Tailored Plan
- Hear from state leaders on the intersection of NC's Medicaid Expansion and unwinding the Public Health Emergency and Medicaid's continuous coverage requirement

Post-Conference Symposium Continuing Education Earn up to 4.25 Hours of Continuing Education Credits

Contact hours: 4.25 hours for behavioral health professionals and other healthcare disciplines.

Approval Pending Substance

Abuse: 4.25 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 – 4.25 Contact hours for social workers are included in this program.

This program **does not** provide specific NBCC Credits. However, per LPC licensure guidelines, you may submit up to 11 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:



JAY LUDLAM,
Deputy Secretary
for NC Medicaid,
NC DHHS



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



KRISTIN DUBAY
Chief Population Health,
Division of Health Benefits
(NC Medicaid), NC DHHS



LOUL ALVAREZ
Associate Director,
Population Health, DHB



MELANIE BUSH
Chief Operating Officer,
Division of Health Benefits
(NC Medicaid), NC DHHS

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MONDAY, JUNE 12, 2023

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.

OBJECTIVES:

- 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

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SPEAKER:

MONICA OSS

Chief Executive Officer,
Open Minds



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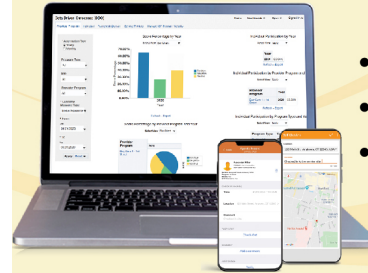
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MONDAY, JUNE 12, 2023

GENERAL SESSION

3:30 P.M. – 4:30 P.M.

No Health without Mental Health: Investing & Improving North Carolina’s Behavioral Health and Resilience

Secretary Kinsley will address the Department’s strategic priorities: investing in behavioral health and resilience, improving child and family well-being, and building a strong and inclusive workforce. He’ll share how everyone can build momentum around systemic change and invest in whole-person health through key initiatives including Medicaid Transformation.

OBJECTIVES:

- Review NC DHHS Priorities for improving behavioral health care in NC
- Discuss how you can be part of the systemic changes around whole person care
- Identify key state initiatives that will build a system of whole person care



SPEAKERS:

KODY H. KINSLEY
Secretary of the NC Department of Health and Human Services



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TUESDAY, JUNE 13, 2023

GENERAL SESSION

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 the October 1 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



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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



BARBARA HALLISEY
Chief of Clinical Programs,
Eastpointe



MODERATOR:

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

TUESDAY, JUNE 13, 2023

GENERAL SESSION

4:00 P.M. – 5:00 P.M.

Integrated Care: What's 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.

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



SPEAKERS:

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



SHANNON DOWLER, MD, FAAP

Assistant Secretary for Health Access, Chief Medical Officer for N.C. Medicaid



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VIRTUAL SESSIONS

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Using your Whova phone or web APP, you have 3 months (September) watch all the virtual sessions.

SESSIONS

Olmstead in Action: Strategies for Inclusion, Measuring What Matters, and Engaging All Stakeholders *Presented by*



HOLLY RIDDLE, J.D., M.Ed., Assistant Director for Olmstead Plan Development, NCDHHS, Office of the Senior Advisor on the ADA



SHERRY LERCH, Consultant, Technical Assistance Collaborative, Inc.

Understanding the Role and Value of Youth and Family Peer Support *Presented by*



CHRISTINE MURRAY, Ph.D., LCMHC, LMFT, Director of the Center for Youth, Family, and Community Partnerships, University of North Carolina, Greensboro



FREDERICK DOUGLAS, Family Training Coordinator, University of North Carolina, Greensboro



KYLE REECE, Youth Training Coordinator, University of North Carolina, Greensboro

Real Life Lessons - Evaluating the Tailored Care Management Model *Presented by*



DR. GARY WALBY, Director, Complex Systems Innovations, LLC



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

SHANA BARUS RN, BSN, CCM, MH/SUD Care Management Prog. Manager, Partners Health Management

Lessons Learned from Epidemic to Pandemic

Presented by



KENNY HOUSE, VP of Clinical Services, Coastal Horizons Center, Inc.

CATCH UP MEETINGS

Trauma-Informed Care without Seclusion and Restraints: A Dialogue about Alternatives

Presented by



SUSAN ROBINSON, Senior Consultant, CCR

Leveraging NC HealthConnex to Deliver Integrated Care by Tailored Plans *Presented by*



GARRETT SMITH, Business Relations Manager, North Carolina Health Information Exchange Authority



CAROLYN SPENCE, Chief Information Officer, Alexander Youth Network



JEROLD GREER, Chief Information Officer, Daymark

Vocational Rehabilitation as a Component of Competitive Integrated Employment *Presented by*



KATHIE TROTTER, MS, CRC, LCMHC, CPM, Division Director, NC Vocational Rehabilitation Services



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