



WINTER CONFERENCE

# DELIVERING ON INTEGRATION: OPTIMIZING CONNECTIONS



CENTER *for*  
INTEGRATIVE  
HEALTH

insight to innovation



## December 7-8, 2023

**CONFERENCE BROCHURE**

Pre-Con Symposium, December 6th  
Benton Convention Center | Winston-Salem, NC

# PROGRAM AT A GLANCE

## WEDNESDAY, DECEMBER 6, 2023 PRE-CONFERENCE DAY

7:30 a.m. – 9:00 a.m.

Registration Opens & Breakfast

8:30 a.m.

Pre-Conference Exhibits Open

10:00 a.m. – 4:30 p.m.

Pre-Con Symposium

Medicaid and Integrated Care: A Closer Look at Waivers, Transitions and Expansion

12:00 p.m. – 1:30 p.m.

Lunch & Visit with Exhibitors

1:00 p.m. – 4:30 p.m.

Competitive Integrated Employment Summit Valuing All Perspective

3:30 p.m. – 3:45 p.m.

Break & Visit with Exhibitors

4:30 p.m.

Open Evening –  
Explore Winston Salem!

## THURSDAY, DECEMBER 7

6:30 a.m. – 9:00 a.m.

Breakfast Buffet

Sponsored by Alexander Youth Network, Carolina Complete Health, Community Based Care, Community Choices, Inc., Daymark Recovery Services, Eleos Health, GHA Autism Supports, GT Independence, Healthy Blue NC, Impresiv Health, IntellectAbility, Medisked.

7:30 a.m.

Registration Opens

8:30 a.m. – 4:00 p.m.

Exhibits Open

9:00 a.m. – 10:00 a.m.

Opening Plenary

Artificial Intelligence: Harnessing its Power to Improve Care

10:00 a.m. – 10:30 a.m.

Session Breaks & Visit Exhibitors

Sponsored by Alexander Youth Network, Carolina Complete Health, Community Based Care, Community Choices, Inc., Daymark Recovery Services, Eleos Health, GHA Autism Supports, GT Independence, Healthy Blue NC, Impresiv Health, IntellectAbility, Medisked, NC PAL, Vaya Health

10:30 a.m. – 11:30 p.m.

Sparkling Innovation

- Embracing Enabling Technology with a User Adoption Strategy
- The Value of Family Peer Support Connections for Individuals with Complex Needs
- Mobile Tools Powering Social Determinant Solutions
- Reimaging Care: Improving Residential Treatment
- Revolutionizing Enhanced Support Services Embracing the Smart Living Model
- Addressing Whole Person Health: Promoting Dental Home for Children with Special Needs
- ABA: The Good the Bad and the Progress
- Population Health, Whole-Person Care from a Medication Therapy and Duplication Assessment Starting Point-Polypharmacy

11:30 a.m. – 1:00 p.m.

Lunch  
Visit with Santa

Sponsored by Alexander Youth Network, CARF, Carolina Complete Health, Citizens Insurance Agency, Community Based Care, Community Choices, Inc., Daymark Recovery Services, Eleos Health, GHA Autism Supports, GT Independence, Healthy Blue NC, Impresiv Health, IntellectAbility, Medisked, NC PAL, SPARC Services and Programs, WellCare Health Plans of NC, Vaya Health

12:30 p.m. – 1:00 p.m.

Lunch and Learn Meetings

1:00 p.m. – 2:30 p.m.

Concurrent Sessions

- Standard Plans and Collaborative Partnership: Behavioral Health and Medical Settings Working Together
- Connection and Care Management Making a Difference
- Developing an Integrative Mindset for Cross System Collaboration: Partnering Differently
- Peer Operated Centers: Springboards for Community Health and Mental Health Solutions
- Advancing Whole Person Care Through Certified Coommunity Behavioral Health Clinics
- NC PAL & AHEC Statewide Infrastructure to Support Pediatric Integration and Collaboration

2:30 p.m. – 3:00 p.m.

Session Breaks & Visit Exhibitors

Sponsored by Alexander Youth Network, Carolina Complete Health, Community Based Care, Community Choices, Inc., Daymark Recovery Services, Eleos Health, GHA Autism Supports, GT Independence, Healthy Blue NC, Impresiv Health, IntellectAbility, Medisked, NC PAL, Vaya Health

3:00 p.m. – 4:00 p.m.

General Session

Delivering on the Vision: Strengthening Whole Person Care with Medicaid Expansion

4:15 p.m. – 5:30 p.m.

Innovation Awards Reception

Sponsored by Alexander Youth Network, Carolina Complete Health, Community Based Care, Community Choices, Inc., Daymark Recovery Services, Eleos Health, GHA Autism Supports, GT Independence, Healthy Blue NC, Impresiv Health, IntellectAbility, 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

6:30 p.m. – 7:30 p.m.

Consumer Caucus

7:30 p.m.

Friends of Bill and Lois W

**SEASIDE HEALTHCARE**

YOUTH HAVEN PRIDE IN NORTH CAROLINA TURNING POINT

C-REP COMMUNITY RE-ENTRY PROGRAM STRATEGIC INTERVENTIONS

**Our Behavioral Health Family**

**Meeting the Needs of North Carolina.**

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

[www.seasidehc.com](http://www.seasidehc.com)

# PROGRAM AT A GLANCE

## FRIDAY, DECEMBER 8

6:30 a.m. – 9:00 a.m.  
Breakfast

Sponsored by Monarch, Orbit Billing, RHA Health Services, Risk Strategies, Seaside Healthcare, Streamline Healthcare Solutions, Therap Services, United HealthCare, Universal Mental Health Services, Inc., ZeOmega

7:30 a.m.  
Registration Opens

8:30 a.m. – 4:00 p.m.  
Exhibits Open

9:00 a.m. – 10:30 a.m.  
Concurrent Sessions

- Using Technology to Advance Equity in the Move to Tailored Plans in Medicaid Transformation
- A Conversation Between Community and State Partners to Strengthen Integrated Care
- Improving Whole Person Care in a Tailored Plan World: A Multidisciplinary Partnership
- Advancing the Trifecta: Public Health, Behavioral and Physical Health in Achieving Whole Person Care
- NC PAL: Leveraging Statewide Psychiatric Access for Children with I/DD and their Families
- How System of Care Supports the High-Fidelity Wraparound Process

10:30 a.m. – 11:00 a.m.  
Session Break & Visit with Exhibitors

Sponsored by Alliance Health, IntellectAbility, Janssen/Johnson & Johnson, Monarch, Orbit Billing Solutions, OnTarget, RHA Health Services, Risk Strategies, Seaside Healthcare, Skill Creations, Streamline Healthcare Solutions, Therap Services, United HealthCare, Universal Mental Health Services, Inc., ZeOmega, ZMark

11:00 a.m. – 12:00 p.m.  
General Session

National Medicaid Trends and Challenges: The Power of Connection

12:00 p.m. – 1:30 p.m.  
Lunch

Sponsored by Alliance Health, Carelon, Janssen/Johnson & Johnson, Monarch, Orbit Billing, OnTarget, RHA Health Services, Risk Strategies, Seaside Healthcare, Skill Creations, Streamline Healthcare Solutions, Therap Services, United HealthCare, Universal Mental Health Services, Inc., ZMark, ZeOmega

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

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

- Duke Health AMH+: A Primary Care Focused Approach to Tailored Plan Care Management
- Leveraging AI to Enhance Care Management Experience
- Changing the LANDscape of Care in North Carolina
- A Toolkit for Providers: Practical information and Lessons Learned to approach Technology from Person Centered Lens
- Developing Local Solutions: Improving SUD Access and Outcomes
- Focus on Prevention with Children and Families
- Turning Possibilities into Opportunities: Work Together NC

2:30 p.m. – 3:30 p.m.  
Session Break & Visit Exhibitors

Sponsored by Alliance Health, IntellectAbility, Janssen/Johnson & Johnson, Monarch, Orbit Billing Solutions, OnTarget, RHA Health Services, Risk Strategies, Seaside Healthcare, Skill Creations, Streamline Healthcare Solutions, Therap Services, United HealthCare, Universal Mental Health Services, Inc., ZeOmega, ZMark

3:00 p.m. – 4:00 p.m.  
Closing Plenary

New Strategies to Strengthen NC's Public Safety Net

4:00 p.m.  
Door Prize Give Away

4:15  
Conference Adjourns

## VIRTUAL TOPICS:

Virtual Sessions begin at 10:00 a.m. 12/7 with presentations available to view any time for up to 3 months!

- Not if But When you Use AI – Important Issues You Should Know
- NC 988 and the Crisis Continuum
- Health Risk Informed Telemedicine: A Model for Improving I/DD Health Equity
- Enhanced Care Coordination and Patient Follow-Up Using NC HealthConnex
- Child First – Together We Can
- Fetal Alcohol Spectrum Disorders: An Overview for Service Providers



**Ranked #1  
Best in KLAS**



Top Performer for Payer  
Care Management  
Solutions 2022 and 2023

# DELIVERING ON INTEGRATION OPTIMIZING CONNECTIONS

## WHY YOU SHOULD ATTEND

Over the past few years, the pace of system change has been rapid, from service management and delivery of behavioral, intellectual/developmental disabilities (I/DD) and substance use disorder (SUD) services to advancements in technology and meeting new workforce challenges. These transformations underscore the need to advance community, individual and professional pathways to **Deliver on Integration** through **Optimizing Connections**. Whole person care hinges on connections across all aspects of treatment, most importantly for individuals with multiple health and service support needs. Effective communication between primary and behavioral healthcare professionals, as well as among care managers, community organizations, plan managers, providers, hospitals, local agencies, peer professionals, educators, and of course with service recipients, is foundational to integrated care.

This year the i2i Conference is focused on **broadening and strengthening** these partnerships by demonstrating innovative ways to provide care, describing new value-added community relationships, and highlighting technology that can assist. The conference will also offer insightful updates from state leaders on Medicaid Standard and Tailored Plans, as well as on Medicaid expansion. Distinguished experts from the national health and human service industry will provide updates on federal policies and priorities and offer news on important market, technology, and management trends. Overall, this conference will deliver the tools and supports needed for North Carolina's plan to advance integrated, whole person care.

## WHO SHOULD ATTEND?

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

## MORE 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
- **Start Discussions** on Topics of Interest
- **Connect** with Exhibitors, Attendees and Speakers
- **Access** to All Session Materials, Agenda and Power Points
- **Extend Session Q&A with Speakers** – forgot to ask a question, post your question after session ends!
- **Share & Post** – Job Openings, Upcoming Events, Articles, Links and Photos
- **3 Month Access** – forgot to download a power point, want to watch a virtual session? No problem, you have up to 3 months to access the platform! You can continue to **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](#).

**THIS CONFERENCE IS BEING CO-SPONSORED BY** Southern Regional AHEC Area Health Education Center

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

**EARN UP TO 9 HOURS OF CONTINUING EDUCATION CREDITS FOR CONFERENCE**

**Contact hours:** Up to **9** hours for behavioral health professionals, social workers, and other healthcare disciplines.

**Pending Approval Substance Abuse – 9** hours of NCASPPB Credit will be awarded to participants who attend 100% of the program. Southern Regional AHEC adheres to NCASPPB Education Provider Guidelines.

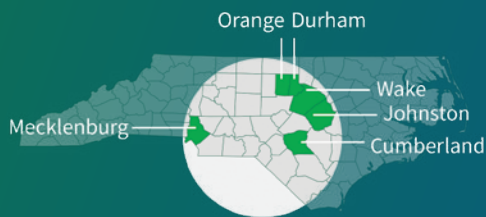
**Social Workers and others** – This program **does not** provide specific NBCC Credits. However, per LPC licensure guidelines, you may submit up to 9 contact hours of continuing education by attending programs by affiliates of the National Area Health Education Center Education (NAO). SR-AHEC is a member of the NAO.



# Alliance Health Tailored Plan

Designed for people who need help to address a serious mental illness, substance use disorder, intellectual/developmental disability, or traumatic brain injury

- ✓ Some benefits are available only by enrolling in the Alliance Health Tailored Plan
- ✓ Includes physical health care and prescriptions for Medicaid members
- ✓ You may be eligible even if you are uninsured
- ✓ Alliance Health serves people who reside in Cumberland, Durham, Johnston, Mecklenburg, Orange and Wake counties



Visit [AllianceTailoredPlan.org](https://AllianceTailoredPlan.org)  
or call us today at  
**800-510-9132**



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

# THANK YOU CONFERENCE SPONSORS

## PLATINUM SPONSORS



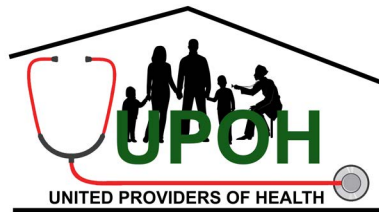
## GOLD SPONSORS



## SILVER SPONSORS



# THANK YOU CHAMPION DONORS



# 2023 EXHIBITORS

\* Indicates Sponsors

Accu Reference Medical Lab  
Acadia Health - Childrens Behavioral Health Solutions  
\* **Alera Health**  
\* **Alexander Youth Network**  
Allied Behavioral Health Integration (BHI)  
Brain Injury Assn  
CapGrow Partners  
\* **Carelon**  
\* **CARF International**  
Carolina Dunes Behavioral Health  
\* **Carolina Complete Health**  
Coastal Horizons Center  
\* **Community Based Care**  
\* **Community Choices, Inc.**  
Constellation Quality Health  
Core Solutions  
CST Data  
CTS Health Integrated Wellness  
\* **Daymark Recovery Services**  
Eastpointe Human Services  
Easterseals UCP  
\* **Eleos Health**  
Genoa Health  
Genoa Telepsychiatry  
\* **GHA Autism Supports**  
\* **GT Independence**  
\* **Healthy Blue NC**  
\* **Impressive Health**  
\* **IntellectAbility**  
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\* **Medisked**  
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National Service Office for Nurse Family

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\* **NC-PAL**  
NC APSE  
NC Providers Council  
NCFASD Informed, Inc.  
Neil Medical Pharmacy  
Netsmart  
North Carolina Telehealth Network Association  
\* **OnTarget**  
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Oxford Houses Of North Carolina  
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\* **RHA Health Services**  
Risk Strategies  
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Sandata  
Scales Training Company LLC  
\* **Seaside Healthcare**  
Scioto  
Southeastern Integrated Care  
SimplyHome  
\* **Skills Creations**  
Southern Pharmacy Services  
\* **SPARC Services and Programs**  
Springbrook Autism Behavioral Health  
\* **Streamline**  
\* **Therap Services**  
The Arc of NC.  
This End Up Furniture Co.  
Timber Ridge Treatment Center, Inc.  
\* **UnitedHealthCare**  
\* **Universal MH Services, Inc.**  
\* **Vaya Health**  
\* **WellCare Health Plans of NC, LLC**  
Winters-Oliver Insurance Agency  
\* **ZeOmega Population Health Management Solutions**  
Zero Gravity  
\* **Zmark**

EXHIBIT SIGN UP

REGISTER TODAY!





Deb Kelly throws the first pitch at the Morehead City Marlins baseball game in August, 2023.

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**



- [@TrilliumHealthResources](#)
- [@TrilliumNC](#)
- [@TrilliumHealthResources](#)
- [@Trillium](#)

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

**[TrilliumHealthResources.org](https://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** when it launches.



# WINSTON SALEM

# HOTEL RESERVATIONS

## SPECIAL HOTEL RATES

Special conference rates are available at **The Marriott Winston-Salem** and the **Embassy Suites by Hilton**, both are located just across the street from the **Benton Convention Center** and each have **direct access to the Benton**.

### MARRIOTT WINSTON SALEM

425 North Cherry Street Winston-Salem, NC 27101

**CONFERENCE RATE.....\$129/night**

*The rate above is good 3 days before and after the event.*

24-hour business center and health club, complimentary wireless Internet access and concierge services, as well as gift shops/newsstands. **Onsite restaurant:** American cuisine offered at Butcher and Bull restaurant which features a bar/lounge. Breakfast can also be purchased. Room services offered during limited hours.

**During the busy times of participant arrival, the Marriott will have bellman/valets to assist or you can utilize the luggage cart.**

[CLICK HERE TO MAKE YOUR RESERVATION](#)  
**OR CALL 1-800-320-0934**

Please be sure to let them know you are with the i2i Center conference. The room block is good until **November 15, 2023, or until the room block sell out.** We encourage you to make reservations as soon as possible.

### DIRECT ACCESS TO BENTON CONVENTION CENTER FROM HOTELS

You do not have to brave the elements to get from The Marriott or Embassy Suites to the Benton Convention Center. The Marriott has a skywalk that takes you to the lower level (exhibits and breakfast level) of the Benton Convention Center. There is an underground tunnel from Embassy Suites to the Benton that connects to the lower level of the Benton. There is also a skywalk that connects the Marriott and the Embassy Suites together.

### EMBASSY SUITES BY HILTON

60 N Cherry St, Winston-Salem, NC 27101

**CONFERENCE RATE.....\$139/night**

*The rate above is good 3 days before and after the event.*

Continental breakfast, indoor pool and a 24-hour fitness center. Additional amenities at this hotel include complimentary wireless Internet access, gift shops/newsstands, and a hair salon. Onsite restaurant: Grille Restaurant and Bar features a bar/lounge. The Embassy Suites also offers a complimentary daily reception and a complimentary continental breakfast included in the rate. Room services offered during limited hours. The Embassy Suites does not have bellman, **but offer carts to assist with your luggage.**

[CLICK HERE TO MAKE YOUR RESERVATION](#)  
**OR CALL 1-800-445-8667**

Please be sure to let them know you are with the i2i Center conference. The room block is good until **November 4, 2023, or until the room block sell out.** We encourage you to make reservations as soon as possible.

# HOTEL AND CONFERENCE PARKING

Whether staying overnight or coming in for the day, **please use the parking deck at 6th and Cherry Street** directly across the street from the Benton Center, **see map**. **This deck has 3rd floor skywalk connected to the main floor of the Benton Convention Center.** The skywalk is disability accessible. Parking rates are as follows:

**\$1 per hour OR maximum of \$9 all day or for overnight.**

## THE MARRIOTT OFFERS VALET PARKING

**UP TO 4 HOURS.....\$18**

**4-8 HOURS.....\$20**

**OVERNIGHT.....\$28**

**Please pull up to the hotels, drop off your luggage, check in, then park your car.**

There is a 2nd parking deck on Cherry Street and Marshall Street in front of the Embassy Suites approximately 1 block from the Benton Convention Center, the **LAZ parking deck**. Their **rates are DOUBLE** that of the 6th and Cherry Street deck with no skywalk access to the Benton Convention Center.

### 6<sup>th</sup> St. and Cherry St. Parking Deck

Monday – Friday 6:30 am – 5:30 pm

Every hour	\$1.00
Max and Overnight	\$9.00

Evenings and Weekends

(after 5:30 pm) Monday – Friday	\$2.00 Flat
Saturday and Sunday all Day	\$2.00 Flat

*Skywalk from 3rd level parking deck to the main level of Benton*

### Marriott Valet Only Parking

Up to 4 hours	\$18.00
4-8 Hours	\$20.00
Over 8hrs and Overnight Parking	\$28.00

### Cherry St. and Marshall St. Parking Deck

(behind Embassy Suites)

LAZ Parking

0-1 Hour	\$3.00
Each Additional Hour	\$1.00

**Daily Maximum**

Up to 12 Hours	\$10.00
12 hrs. to 24 hrs.	\$20.00
Pre-Paid Parking with in/out privileges	\$20.00
Lost Ticket per day	\$20.00

*Skywalk from 2nd level parking deck to the 2nd floor of Marriott*



## AIRPORT INFORMATION

The nearest airport to Winston-Salem is Greensboro/High Point (GSO) Airport which is 17.3 miles away. Other nearby airports include Charlotte (CLT) (72.8 miles), Raleigh/Durham (RDU) (83.3 miles), Roanoke (ROA) (86.2 miles) and Tri-Cities Regional (TRI) (124.1 miles).

# Easterseals UCP | PORT Health

## WHOLE-PERSON CARE

- We support adults, children and their families with their unique physical, behavioral, emotional and social needs
- We offer person-centered services that celebrate each individual
- We build capacity within our communities to better serve those with complex needs
- We provide collaborative, comprehensive care



### *Our Continuum of Services for Whole-Person Care*

Applied Behavior Analysis | Assertive Community Treatment | Camp & Recreation | Child First Crisis Residential for Adults & Children | Day Treatment | Early Childhood Intervention  
Employment & Job Readiness | Enhanced Child & Adult Mental Health Services (IIH, MST, CST, TMS)  
Facility-Based Crisis | Foster Care & Intensive Alternative Family Treatment (IAFT)  
Home & Community Based Services (HCBS) | Individual Placement & Supports (IPS)  
Recreation/Residential Services (MH, IDD, SUD, Perinatal) | Medication Assisted Treatment  
Medication Management & Methadone Maintenance | Mobile Crisis | On-Site Lab Services  
Outpatient Therapy (MH/SUD) | Peer Support Services (MH, IDD) | Pharmacy | Respite | SACOT  
SAIOP | School Based Therapy | Specialized Consultative Services | Tailored Care Management  
Walk-In Crisis | Wraparound Services

[eastersealsucp.com/services](http://eastersealsucp.com/services)



# ATTRACTIONS

## WINSTON SALEM IN DECEMBER

There are so many things to do in Winston Salem during December! Some of the fun holiday activities include the **Festival of Lights Tour at Tanglewood, Holiday themed Old Salem Tours, Moravian Candle Tea, and Reynolda Historic District.** We have put together a full [list of activities](#), shopping, tours and restaurants in Winston Salem to help you plan your time in.



### INNOVATION AWARDS RECEPTION - ALL INVITED TO ATTEND

**THURSDAY, DECEMBER 7  
4:15 P.M. - 5:30 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 Based Care, Community Choices, Inc., Daymark Recovery Services, Eleos Health, GHA Autism Supports, GT Independence, Healthy Blue NC, Impresiv Health, IntellectAbility, Medisked, Monarch, Orbit Billing Solutions, RHA Health Services, Risk Strategies, Seaside Healthcare, Streamline Healthcare Solutions, Therap Services, United HealthCare, Universal MH Services, Inc., ZeOmega

### ACTIVITIES, RESTAURANTS & AREA EVENTS

The i2i Conference Marriott hotel rates are available for you to come early and stay late to enjoy areas many attractions. The \$129 conference rate extends 3 days before and 3 days after the conference, giving you time to come early or stay the weekend!

#### FREE MESSAGES

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

Professional Massage Therapists will be on hand **Thursday and Friday in the Exhibit Hall from 10 a.m. - 3:00 p.m.** to relieve stress, aches, pains and just help you feel better! Chairs will be sanitized in between each service.

#### THANK YOU TO OUR MESSAGES SPONSORS!

*Alexander Youth Network, Carolina Complete Health, CCR Consulting, Community Based Care, Community Choices, Inc., Daymark Recovery Services, Eleos Health, GHA Autism Supports, GT Independence, Healthy Blue NC, Impresiv Health, 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*

#### LUNCH WITH SANTA!

**THURSDAY, DECEMBER 7 - 11:30 A.M. - 1:00 P.M.  
EXHIBIT HALL**

Santa and Mrs. Claus will be in the exhibit hall during lunch to take photos with you, make calls to your kids and families and record a video message! Don't miss a chance to visit with him!



# EXHIBITING, NETWORKING & RESOURCES

With a very **successful 20+ year history**, this conference has become a tradition for over 900 stakeholders in North Carolina. We are known for our **exceptional trainings, networking opportunities, and bringing together diverse groups** representing all levels of the system - professionals, those with lived experience, advocates, state leaders and others to learn, share and connect!

## VIRTUAL ATTENDANCE

This year, we are offering a Virtual Attendance option. There are 6 virtual session topics (pre-recorded) covering a wide array of issues geared toward our traditional attendee, and those working in integrated care settings on the healthcare side that want to learn more about behavioral health, SUD and I/DD issues impacting our shared clients. All the Virtual Session content can be found on the [Whova Agenda](#) - go to Agenda, then view virtual topics on Thursday, December 7th at 10:00 a.m..

## VIRTUAL ATTENDEES WILL ENJOY THESE GREAT BENEFITS

- **Sessions** on Timely Topics Lead by **Experts and State Leaders**.
- **Extended Access** - 3 Months to use Conference APP!
- **Ask Questions** of both **Virtual & Live In-Person Presenters** via the platform.
- Retrieve **All Handouts** from Live & Virtual Sessions, General Sessions, and Keynote presentations.
- **Connect with 100+ Exhibitors** - Industry Experts Providing Valuable Information and Resources.
- **Network** with fellow attendees - Virtual and In-Person
- **Leverage** the **Community Board** to share job openings, post information on upcoming conferences and events, participate in & start new discussions, post photos and much more.





## SERVICES & INFORMATION

With an impressive group of over **120 Exhibitors** expected to participate in the Conference, you will gain access to a diverse array of companies ready to **support** your organization, **strengthen** your management team and **assist your leadership** with on-going system challenges. This remarkable event offers a gateway to the latest advancements in technology, clinical services, direct care, AI support, assistive technology devices, consulting, data management, financial services, insurance, pharmacy, inpatient care and much more. Dedicated professionals will be available to engage with you throughout the day Thursday and Friday. To streamline your experience and facilitate meaningful connections, all participating exhibitors will be live on the Whova APP.

## LUNCH & LEARN MEETINGS

Get a deeper look at resources designed to empower your success in our rapidly changing landscape. During lunch, you'll have the opportunity to attend a 30-minute session dedicated to services, technological innovation, or resources geared toward equipping you for the on-going shift in Medicaid's integrated care transformation. **Host a Lunch & Learn in person and/or virtually, contact [jean@i2icenter.org](mailto:jean@i2icenter.org).**




# Skill Creations, Inc.

**Creating Life Skills With Those We Serve.**

*[www.skillcreations.com](http://www.skillcreations.com)*

**Our Services:** Intermediate Care Facilities • B3 • Innovations Waiver • Alternative Family Living • Emergent Need Respite Day Programs • Child Development Center

**CONNECT WITH US TODAY!** Contact Mary Katherine Hackmann  
Director of Admissions • [admissions@skillcreations.com](mailto:admissions@skillcreations.com) • (919) 734 - 7398

# DELIVERING ON INTEGRATION: OPTIMIZING CONNECTIONS

Conference - December 7-8, 2023 | Pre-Con Symposium December 6, 2023

Benton Convention Center, Winston-Salem, NC

**NEW!**

**BUNDLED REGISTRATION:  
SAVE \$130!**

This year we are offering a new Bundled Registration that includes the Conference & the Pre-Con Symposium (12/6), plus access to all Virtual Session content.

## VIRTUAL ATTENDANCE

For those that cannot join us in person, you will have access to 6 pre-recorded sessions, all live session presentation handouts, engagement with exhibitors and attendee networking. You can ask questions to live & virtual speakers using the APP. The online Community Board extends communication by allowing you to share: Job Openings, Upcoming Events, Participate In/Start Discussions, Post Photos and more.

## BONUS:

*ALL IN-PERSON REGISTRANTS CAN ACCESS THE VIRTUAL SESSIONS.*

## ONLINE REGISTRATION

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

When completing online registrations, **YOU MUST** input the Registrant's email address otherwise they **can't access** the Conference agenda, handouts, receive messages, network online etc.. Please **DO NOT** use an administrative person's email address.

## PAYMENTS

Payment should be made online by credit card, unless administratively impossible. For those approved to mail in a check, payments are due within 30 days and ALL payments MUST be received no later than **November 17th**.

## CONFERENCE CONFIRMATION

A **Payment Receipt & Conference Registration Confirmation (with session details) will be automatically emailed to the registrant IMMEDIATELY after online registration is complete. PLEASE CHECK** your Spam, Junk or Clutter Files if you do not receive confirmation in your inbox.

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**Register 4 Staff (Full or Bundled Registrations) and the 5th Person Attends for Free!** Please email Aviance Robertson [aviance@i2icenter.org](mailto:aviance@i2icenter.org) with names of 4 registrants from your organization and she will provide instructions on the 5th registrant.

## CANCELLATION POLICY

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

**No refunds are offered for Virtual Attendees**, as access to the event via APP is available for 3 months.

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](mailto:jean@i2icenter.org) if this happens.

**Registration Questions** - Contact Aviance Robertson at [aviance@i2icenter.org](mailto:aviance@i2icenter.org)

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WEDNESDAY, DECEMBER 6, 2023 | 10:00 A.M. – 4:30 P.M.

# PRE-CON SYMPOSIUM

## Medicaid and Integrated Care: A Closer Look at Waivers, Transitions and Expansion

In this comprehensive, day-long symposium, participants will gain access to the most recent developments in system transformation and the progress toward integrated, whole person care. This includes updates regarding the NC's Innovations and Tailored Plan waivers, offering insights into their timing, transition processes, and data management.

The day will begin with an update on Medicaid Transformation from the Deputy Secretary of Medicaid, Jay Ludlam. Two pivotal components of Medicaid Transformation, the Healthy Opportunities pilot and Tailored Care Management, will be a focus of discussion in the symposium. Attendees will have the opportunity to delve into the progress made over the past year in establishing Tailored Care Management providers and services. Furthermore, the symposium will provide an in-depth review of the advancements made by the NC Health Opportunities pilot program, focusing on its efforts to address Tailored Plan member non-medical needs related to housing, food, transportation, and personal safety. Participants will also hear the latest information on Medicaid Expansion and the Public Health Emergency Unwinding. Finally, a look at the recent budget provisions around LME/MCO catchment areas and details about the evaluation and plans for LME/MCO consolidations will be discussed.

### OBJECTIVES:

- Describe the most recent developments in Medicaid Transformation and Integrated Care.
- Review I/DD Innovations Waiver implementation progress, latest changes to 1915(i) services, data and the unified waiting list.
- Identify the progress made in the implementation of Tailored Care Management
- Review the impact of Medicaid Continuous Coverage Unwinding and Medicaid Expansion on the overall system.
- Discuss the Healthy Opportunities Pilot
- Review the evaluation of LME/MCO catchment areas and next steps.

### PRE-CON SYMPOSIUM CONTINUING EDUCATION

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### SPEAKERS:



**JAY LUDLAM**  
Secretary, NC Medicaid,  
MC DHHS



**KRISTEN DUBAY**  
Chief Population Health,  
NC Medicaid, NC DHHS

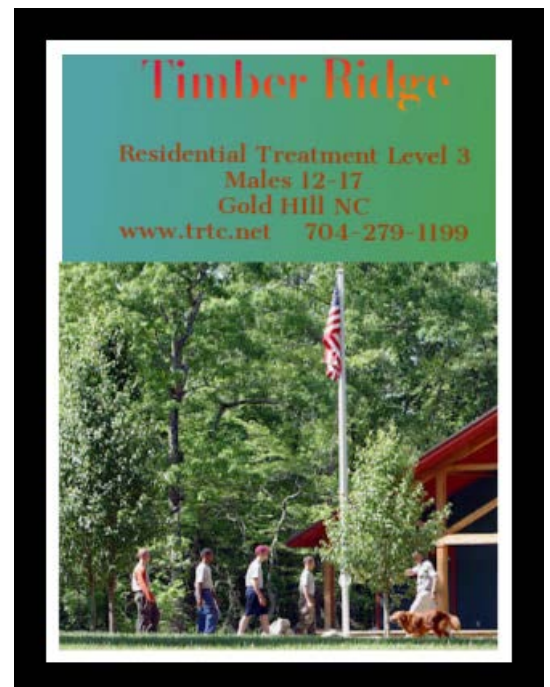


**MARIA RAMIREZ  
PEREZ**  
MPH, Healthy  
Opportunities Program  
Manager, NC Medicaid,  
NC DHHS



**MELANIE BUSH**  
Chief Operating  
Officer, NC Medicaid,  
NC DHHS

**MICHELLE MERRITT**  
IDD Clinical Consultant,  
NC Medicaid, NC DHHS





WEDNESDAY, DECEMBER 6, 2023 | 1:00 P.M. – 4:30 P.M.

# COMPETITIVE INTEGRATED EMPLOYMENT SUMMIT



*This Summit is funded through a grant by the North Carolina Council on Developmental Disabilities*

## VALUING ALL PERSPECTIVES

Everyone wants to have choice and options in their employment. Competitive Integrated Employment (CIE) is a term used to describe efforts to ensure that all individuals with disabilities have opportunities to not only work, but also work in the most integrated environment at a competitive wage. To get to this point, our state, through the NC Department of Health and Human Services, is working to determine how this can be accomplished in North Carolina. This summit provides a forum for all perspectives. A challenge is how we build upon current systems while moving to innovation and ways to support the spectrum of individuals with disabilities. The focus of the discussion will be on how perspectives can be valued as our state makes this transition.

## GOALS FOR THE SUMMIT:

- Learn about New Funding and Initiatives for Competitive Integrated Employment North Carolina.
- Determine ways to include all perspectives as the state increases Competitive Integrated Employment opportunities.
- Find common ground.
- Hear updated information as well as a national perspective.

## SUBJECT MATTER EXPERTS:

Subject Matter Experts from NC Department of Health and Human Services and Disability Rights North Carolina have been invited.

The Summit will be moderated by i2i Center for Integrative Health facilitators: Ann Rodriguez, MHA, Executive Director  
Mary Hooper, ACSW, Senior Consultant

## SPEAKERS



**CATHY FIKER TERRILL**  
Past President of the American Association on Intellectual and Developmental Disabilities (AAIDD), CQL| The Council on Quality Leadership as well as a former chair at the Human Services Research Institute (HRSI).



**BETSY MACMICHAEL**  
Executive Director, First in Families of North Carolina.

## TARGET AUDIENCE

**SERVICE USERS, FAMILIES, CARE GIVERS, PROVIDERS AND PAYERS.**

**SUMMIT INCLUDES LUNCH @ 12:30, PLUS PARTICIPATION IN THE PRE-CON SYMPOSIUM MEDICAID AND INTEGRATED CARE: A CLOSER LOOK AT WAIVERS, TRANSITIONS AND EXPANSION FROM 10:00 A.M. – 12:30 P.M.**

THURSDAY, DECEMBER 7, 2023

# OPENING PLENARY KEYNOTE

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

## Artificial Intelligence: Harnessing its Power to Improve Care

Artificial Intelligence (AI) is all around us and what we are hearing can sometimes be concerning, but knowledge is power. Whether we realize it or not, all of us have used AI in one form or another. The rapid rise of ChatGPT has sparked new debate around the role of AI in our society. But what about the role of AI in human services such as behavioral health, substance use disorder and intellectual and developmental disabilities? Does AI have a role to play here? Should it? In this keynote, **Dr. Dennis Morrison** will discuss the growing role of AI in society, in healthcare and in human services and why if used correctly, the use of AI can lead to better care delivery and a better work life for providers.

### OBJECTIVES:

- Discuss the difference between Artificial Intelligence and Augmented Intelligence and why the latter is the preferred term in health care.
- Describe the types of AI services being used in the human services sector today.
- Identify the extent to which AI will have an impact on health care in general and human services in particular.
- Review one short term risk of AI for all users and how to guard against it.



### SPEAKER:

**DENNIS MORRISON**  
Ph.D., Owner, Morrison Consulting

For seventeen years, he served as the CEO of two award winning companies and six years as the first Chief Clinical Officer of the largest provider of Electronic Health Records (EHR) and related services

to the behavioral health and social services sector. Morrison is a prolific author, frequent presenter (including a **TEDx talk**), podcast host and co-inventor on a patent for a behavioral healthcare outcomes software product. He also serves on a number of academic, non-profit and international boards.



His professional background also includes serving in the United States Navy as an Aerospace Physiologist training, among others, **members of TOPGUN** in the physiological hazards of flight and land and water survival. He is a licensed, instrument-rated private pilot and when he turned 70 years old he became a triathlete.

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THURSDAY, DECEMBER 7, 2023

# GENERAL SESSION

3:00 P.M. – 4:00 P.M.

## Delivering on the Vision: Strengthening Whole Person Care with Medicaid Expansion

Secretary Kinsley will give an update on the department’s priorities and the changes as a result of the passage of Medicaid Expansion in North Carolina. This includes a deeper look at the proposed funding to bolster our mental health system by making mental health services more available when and where people need them; building strong systems to support people in crisis and people with complex behavioral needs; and enabling better health access and outcomes with data and technology.

### OBJECTIVES:

- Identify Departmental priorities for those receiving Medicaid.
- Review the changes occurring as a result of Medicaid Expansion beginning December 1st.
- Discuss the proposed funding allotted to rebuild our mental health system. .



**SPEAKER:**  
**SECRETARY KODY KINSLEY**  
NC Department of Health,  
and Human Services.



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FRIDAY, DECEMBER 8, 2023

# GENERAL SESSION

11:00 A.M. – 12:00 P.M.

## Medicaid Trends and Challenges: The Power of Connection

Medicaid is facing several challenges in North Carolina and across the country, NC is grappling with unwinding Medicaid for those that became eligible during the pandemic, while also anticipating the expansion of care to almost 600,000 North Carolinians starting December 1st. In addition, preparation for the Tailored Plans is also underway to address integrated care for those with higher levels of MH/IDD/SUD and physical health needs.

The Closing Plenary will feature **Meg Murray**, a national Medicaid expert and CEO of the Association for Community Affiliated Plans, a trade association representing not for profit safety net Medicaid plans that cover 25 million lives. Meg Murray will delve into the transformative potential of partnerships between safety net health plans and community-based organizations in enhancing quality, access, and equity within healthcare systems. Meg will explore current trends within the Medicaid program, with a specific focus on the expansion of Medicaid managed care. During her presentation, she will examine the reasons behind states' decisions to embrace managed care and how Safety Net Health plans have contributed to addressing challenges related to Medicaid continuous eligibility unwinding and while also addressing social determinants of health.

### OBJECTIVES:

- Review the importance of partnerships between community-based organizations and health plans in meeting quality, access and equity in care.
- Discuss national trends affecting Medicaid services.
- Review state decisions to expand Medicaid managed care.
- Identify how public safety net plans have been part of the Medicaid unwinding challenges post pandemic.
- Review how Medicaid is addressing social determinants of health around the county.



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### SPEAKER:

#### MARGARET A. MURRAY

Margaret A. Murray is the founding CEO of the Association for Community Affiliated Plans (ACAP). She has led the organization since its inception in 2001, steering it through tremendous growth from its origins as an Association of 14 community health center-owned plans to 80 Safety Net Health Plans across the nation, covering more than 25 million people through Medicaid, Medicare and Marketplaces.



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FRIDAY, DECEMBER 8, 2023

# CLOSING PLENARY KEYNOTE

3:00 P.M. – 4:00 P.M.

## New Strategies to Strengthen NC’s Public Safety Net

The NC DHHS Division of Mental Health, Developmental Disabilities, and Substance Use Services is an essential part of the public safety net for individuals with mental health conditions, substance use disorders, intellectual and/or developmental disabilities, and/or traumatic brain injuries. **Division Director Kelly Crosbie** will discuss developments in funding and policy for key service areas, including Crisis Services, Services for Justice-Involved Individuals, Child Behavioral Health services, IDD/TBI services, as well as workforce needs specific to these populations. These developments will be presented within the context of the department’s three priorities: behavioral health and resilience, child and family wellbeing, and a strong and inclusive workforce. This plenary address will discuss how the Division of MH/DD/SUS is building these priorities into the State Plan for Mental Health, Developmental Disabilities, and Substance Use Services during this moment of historic opportunity and need.



**SPEAKER:**

**KELLY CROSBIE**

MSW, LCSW, Director, NC Division of Mental Health, Developmental Disabilities and Substance Use Services

### OBJECTIVES:

- Discuss the vision for the MH/DD/SUD/IDD/TBI public safety net system.
- Describe the impact of the state budget on MH/DD/SUD/IDD/TBI public services.
- Discuss opportunities to strengthen services in key areas, including the crisis, justice, child behavioral health, and IDD/TBI systems and workforce.



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THURSDAY, DECEMBER 7, 2023

# SPARKING INNOVATION TOPICS

10:30 A.M. – 11:30 A.M.

- Embracing Technology with a User Adoption Strategy
- The Value of Family Peer Support Connections for Individuals with Complex Needs
- Mobile Solutions Powering Social Determinant Solutions
- Reimagining Care: Improving Residential Treatment
- Revolutionizing Enhanced Support Services: Embracing the Smart Living Model
- Addressing Whole person Health: Promoting Dental Home for Children with Special Needs
- ABA: The Good the Bad and the Progress
- Population Health, Whole-Person Care from a Medication Therapy and Duplication Assessment Starting Point – Polypharmacy

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For more information and site locations, please visit us at [www.umhs.net](http://www.umhs.net) or [www.facebook.com/UniversalMentalHealthServices](https://www.facebook.com/UniversalMentalHealthServices)

THURSDAY, DECEMBER 7, 2023

# VIRTUAL SESSION TOPICS

10:00 A.M. – 11:00 A.M.  
(PRE-RECORDED)

- Not if But When you Use AI – Important Issues You Should Know
- NC 988 and the Crisis Continuum
- Health Risk Informed Telemedicine: A Model for Improving I/DD Health Equity
- Child First – Together We Can
- Enhance Care Coordination and Patient Follow up Using NC HealthConnex
- Fetal Alcohol Spectrum Disorder: an Overview for Services Providers

## VIEW SESSION DETAILS & SPEAKERS

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THURSDAY, DECEMBER 7, 2023

# CONCURRENT SESSIONS


1:00 P.M. – 2:30 P.M.

- Standard Plans and Collaborative Partnership: Behavioral Health and Medical Settings Working Together
- Connection and Care Management Making a Difference
- Developing an Integrative Mindset for Cross System Collaboration: Partnering Differently
- Peer Operated Centers: Springboards for Community Health and Mental Health Solutions
- Advancing Whole Person Care through Certified Community Behavioral Health Clinics
- NC PAL & AHEC Statewide Infrastructure to Support Pediatric Integration and Collaboration

## [VIEW SESSION DETAILS & SPEAKERS](#)



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FRIDAY, DECEMBER 8, 2023

# CONCURRENT SESSIONS



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

- Using Tech to Advance Equity in the Move to Tailored Plans in Medicaid Transformation
- A Conversation Between Community and State Partners to Strengthen Integrated Care
- Improving Whole Person Care in a Tailored Plan World: A Multidisciplinary Partnership
- Advancing the Trifecta: Public Health, Behavioral and Physical Health in Achieving Whole Person Care
- NC PAL: Leveraging Statewide Psychiatric Access for Children with I/DD and their Families
- How System of Care Supports the High-Fidelity Wraparound Process



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## VIEW SESSION DETAILS & SPEAKERS



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[jurry.smith@streamlinehealthcare.com](mailto:jurry.smith@streamlinehealthcare.com)



FRIDAY, DECEMBER 8, 2023

# SPARKING INNOVATION TOPICS

1:30 P.M. – 2:30 P.M.

- Duke Health AMH+: A Primary Care Focused Approach to Tailored Plan Care Management
- Leveraging AI to Enhance Care Management Experience
- Changing the LANDscape of Care in North Carolina
- A Toolkit for Providers: Practical information and Lessons Learned to approach Technology from Person Centered Lens
- Developing Local Solutions for SUD Recovery
- Focus on Prevention with Children and Families
- Turning Possibilities into Opportunities: Work Together NC

## [VIEW SESSION DETAILS & SPEAKERS](#)



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