



Thursday, August 04, 2022

AREA BOARD REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
4:00-6:00 p.m.

MEMBERS PRESENT: Glenn Adams, Cumberland County Commissioner, JD (via Zoom); Leigh Altman, Mecklenburg County Commissioner, JD (via Zoom); Heidi Carter, Durham County Commissioner, MPH, MS (via Zoom); Carol Council, MSPH; David Curro, Vice-Chair, BS (via phone); Dena Diorio, MPA (via Zoom); Vicki Evans (via Zoom); Amy Fowler, Orange County Commissioner, MD (via Zoom); Ted Godwin, Johnston County (via Zoom); David Hancock, MBA, MPAff (Board Vice-Chair); D. Lee Jackson, BA (via Zoom); Lynne Nelson, Chair, BS (Board Chair); Pam Silberman, JD, DrPH; and Anthony Trotman, MS (via Zoom)

APPOINTED MEMBERS ABSENT: Maria Cervania, Wake County Commissioner, MPH; John Lesica, MD; Lodies Gloston, MA; and Samruddhi Thaker, PhD

GUEST(S) PRESENT: Marie Dodson, Alliance CFAC (via Zoom); Denise Foreman, Wake County Manager's office (via Zoom); Yvonne French, NC DHHS/DMH (Department of Health and Human Services/Division of Mental Health, Intellectual Disability, and Substance Abuse Services) (via Zoom); and Mary Hutchings, Wake County Finance Department (via Zoom)

ALLIANCE STAFF PRESENT: Brandon Alexander, Communications and Marketing Specialist II (via Zoom); Cheala Garland-Downey, Executive Vice-President/Chief Human Resources Officer; Kelly Goodfellow, Executive Vice-President/Chief Financial Officer; Sandhya Gopal, Senior Director of Government Relations; Veronica Ingram, Executive Assistant II; Angel Felton-Edwards, Senior Vice-President/Population Health and Care Management (via Zoom); Shawn Mazyck, Senior Vice-President/Provider Network (via Zoom); Jameelah Melton, MD, Chief Medical Officer (interim); Ann Oshel, Senior Vice-President/Community Health and Well-Being (via Zoom); Sara Pacholke, Senior Vice-President/Financial Operations; Brian Perkins, Senior Vice-President/Strategy and Government Relations; Monica Portugal, Executive Vice-President/Chief Risk and Compliance Officer; Aalece Pugh-Lilly, Senior Director Community Health and Well-Being (via Zoom); Robert Robinson, CEO; Matthew Ruppel, Senior Director of Program Innovation (via Zoom); Sean Schreiber, Executive Vice-President/Chief Operating Officer; Lori Skinner-Campbell, Senior Vice-President/Quality Management (via Zoom); Ashley Snyder, Senior Director of Accounting and Finance (via Zoom); Tammy Thomas, Senior Vice-President/Business Evolution (via Zoom); Sara Wilson, Chief of Staff; Carol Wolff, General Counsel; and Ginger Yarbrough, NCQA Accreditation Manager (via Zoom)

1. CALL TO ORDER: Board Chair Lynne Nelson called the meeting to order at 4:04 p.m.

AGENDA ITEMS:	DISCUSSION:
2. Agenda Adjustments	There were no adjustments to the agenda.
3. Public Comment	There were no public comments.
4. Chair's Report	<p>Chair Nelson reported the following:</p> <ul style="list-style-type: none">• This was Pam Silberman's last board meeting. Chair Nelson presented her with a commemorative plaque on behalf of the board and staff. She thanked Dr. Silberman for her leadership and service on the board.• As noted in the by-laws, each year the Board Chair appoints committee chairs and membership. She advised board members to look for an email from Ms. Ingram regarding FY23 (2022-2023) committee appointments.• Annually, the Board has chosen to have the executive committee serve as the ad hoc committee to provide preliminary performance review of the CEO and make recommendations to the full board. She asked if the board would like to continue this practice. <p><u>BOARD ACTION</u></p> <p>A motion was made by Dr. Silberman to appoint the Executive Committee as the FY23 ad hoc committee to provide preliminary review of the CEO and make recommendations to the Board; motion seconded by Ms. Council. Motion passed unanimously.</p>

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AREA BOARD REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
4:00-6:00 p.m.

AGENDA ITEMS:	DISCUSSION:
5. CEO's Report	<p>Mr. Robinson reported the following:</p> <ul style="list-style-type: none">• Introduction of New Staff: Mr. Robinson introduced Lori Skinner-Campbell, Senior Vice-President/Quality Management.• Recent Tailored Plan Readiness Review: Mr. Robinson reviewed the process to prepare for the December 1, 2022, start date. Most recently the last portion was an onsite review, which occurred on July 25 and 26. Results are anticipated soon.
6. Consent Agenda	<p>A. Draft Minutes from June 2, 2022, Board Meeting – page 4</p> <p>B. Audit and Compliance Committee Report – page 9</p> <p>C. Executive Committee Report – page 31</p> <p>D. Quality Management Committee Report – page 33</p> <p>The consent agenda was sent as part of the Board packet; it is attached to and made part of these minutes. Chair Nelson requested to remove the draft June 2, 2022, board minutes from the consent agenda.</p> <p>BOARD ACTION</p> <p>A motion was made by Commissioner Altman to approve the minutes with omission of the June 2, 2022, board minutes; motion seconded by Commissioner Fowler. Motion passed unanimously.</p>
7. Committee Reports	<p>A. Consumer and Family Advisory Committee – page 36</p> <p>The Alliance Consumer and Family Advisory Committee, or CFAC, is made up of consumers and/or family members that live in Cumberland, Durham, Johnston, Wake, Mecklenburg, and Orange counties who receive mental health, intellectual/developmental disabilities, traumatic brain injury and substance use/addiction services. CFAC is a self-governing committee that serves as an advisor to Alliance administration and board of directors. The Alliance CFAC meets at 5:30pm on the first Monday of each month via Zoom. Sub-committee meetings are held in individual counties; the schedules for those meetings are available on Alliance's website. This report included minutes and documents from all counties which held CFAC meetings in May 2022.</p> <p>Marie Dodson, CFAC Vice-Chair, presented the report. Ms. Dodson shared that Dr. Michael McGuire is the new chairperson and she is serving as the new Vice-Chair. Most county subcommittees did not meet in July except for the Mecklenburg CFAC. She shared that the annual report should be ready by September 1. The CFAC meeting also included providing input on Alliance's website and brochures, so that both are more user friendly. The CFAC report is attached to and made part of these minutes.</p> <p>BOARD ACTION</p> <p>The Board received the report.</p> <p>B. Finance Committee – page 72</p> <p>The Finance Committee's function is to review financial statements and recommend policies/practices on fiscal matters to the Board, including reviewing/recommending budgets, audit reports, and financial statements. This Committee also reviews and recommends policies and procedures for managing contracts and other purchase of service arrangements. This month's report included documents and draft minutes from the previous meeting.</p> <p>David Hancock, Committee Chair, presented the report. He shared preliminary results of FY23 year-end; stated that Sara Pacholke, Senior Vice-President/Financial Operations is retiring; noted receipt of fund balance from Cardinal Innovations, which is related to Mecklenburg and Orange counties' realignment with Alliance; and reviewed contracts that the committee recommends for board approval. The Finance Committee report is attached to and made part of these minutes.</p>

Thursday, August 04, 2022

AREA BOARD REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
4:00-6:00 p.m.

AGENDA ITEMS:	DISCUSSION:
	<p><u>BOARD ACTION</u></p> <p>A motion was made by Ms. Diorio to appoint Kelly Goodfellow as Finance Officer under G.S. 159-24 effective August 12, 2022, replacing the current Finance Officer, Sara Pacholke; motion seconded by Vice-Chair Hancock. Motion passed unanimously.</p> <p>A motion was made by Ms. Council to commit \$19,106,124 of the county realignment fund balance transfer to invest in Mecklenburg County and Orange County; motion seconded by Commissioner Altman. Motion passed unanimously.</p> <p>A motion was made by Dr. Silberman to authorize the CEO to enter into a contract with Blaze Advisors for implementation and management of network projects for an amount not to exceed \$1,036,832; motion seconded by Ms. Council. Motion passed unanimously.</p>
8. Closed Session(s)	<p><u>BOARD ACTION</u></p> <p>A motion was made by Commissioner Fowler to enter closed session pursuant to NC General Statute 143-318.11 (a) (1) to prevent the disclosure of information that is confidential and not a public record under NCGS 122C-126.1; motion seconded by Vice-Chair Hancock. Motion passed unanimously.</p>
9. Reconvene Open Session	The Board returned to open session.
10. Special Update(s)/ Presentation(s)	<p>A. Service Expansion Update, Part One – page 79</p> <p>This was part one of a two-part presentation highlighting the goals and process for accessing and developing the Alliance provider network. The presentation included a brief history of the evolution of the Alliance network, information on the network adequacy and network development plan, review of data and process used for determining expansion activities, and an overview of recent network expansion and development activities. Sean Schreiber, Executive Vice-President/Chief Operating Officer, presented the update. The second part of this presentation will be presented at the next board meeting on September 1, 2022. The presentation is saved as part of the board's files.</p> <p>B. Legislative Update</p> <p>Brian Perkins, Senior Vice-President/Strategy and Government Relations, presented the update. He reviewed highlights from the recent NC General Assembly session, which ended in July. He noted an adjustment to the budget that was signed into law (2022 Appropriations Act (HB 103/SL 2022-74)) and reviewed elements of the budget adjustment bill that are applicable to Alliance and the people it serves (e.g., implementation date for Tailored Plans is December 1, 2022; new opioid treatment funding, etc.). The presentation is saved as part of the board's files.</p> <p><u>BOARD ACTION</u></p> <p>The Board accepted the updates/presentations.</p>
11. Adjournment	All business was completed; the meeting adjourned at 6:15 p.m.

Next Board Meeting
Thursday, September 01, 2022
4:00 – 6:00 pm

Minutes approved by Board on September 1, 2022.



**Alliance Health
BOARD OF DIRECTORS
Agenda Action Form**

ITEM: Draft Minutes from the June 2, 2022, Board Meeting

DATE OF BOARD MEETING: August 4, 2022

BACKGROUND: The Alliance Health (Alliance) Board of Directors (Board) per North Carolina General Statute 122C is responsible for comprehensive planning, budgeting, implementing, and monitoring of community based mental health, developmental disabilities and substance use/addiction services to meet the needs of individuals in Alliance's catchment area. The minutes from the previous meeting are attached and submitted for review and approval by the Board.

SPECIFIC INFORMATION FOR BOARD REVIEW (if applicable/available): N/A

REQUEST FOR AREA BOARD ACTION: Approve the draft minutes from the June 2, 2022, meeting.

CEO RECOMMENDATION: Approve the draft minutes from the June 2, 2022, meeting.

RESOURCE PERSON(S): Lynne Nelson, Board Chair; Robert Robinson, CEO

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Thursday, May 05, 2022

AREA BOARD REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
4:00-6:00 p.m.

MEMBERS PRESENT: Glenn Adams, Cumberland County Commissioner, JD; Leigh Altman, Mecklenburg County Commissioner, JD (via Zoom); Heidi Carter, Durham County Commissioner, MPH, MS (via Zoom); Maria Cervania, Wake County Commissioner, MPH (via Zoom); Carol Council, MSPH; David Curro, BS; Vicki Evans (via Zoom)-entered at 5:13 p.m.; Amy Fowler, Orange County Commissioner, MD (via Zoom); Lodies Gloston, Vice-Chair, MA; Ted Godwin, Johnston County Commissioner (via Zoom); David Hancock, MBA, MPAff; D. Lee Jackson, BA (via Zoom); John Lesica, MD (via Zoom); Lynne Nelson, Chair, BS; Pam Silberman, JD, DrPH (via Zoom); Samruddhi Thaker, PhD (via Zoom); and Anthony Trotman, MS (via Zoom)

APPOINTED MEMBERS ABSENT: Dena Diorio, MPA

GUEST(S) PRESENT: Mary Hutchings, Wake County Finance Department (via Zoom); Denise Foreman, Wake County Manager's Office (via Zoom); Yvonne French, NC DHHS/DMH (Department of Health and Human Services/Division of Mental Health, Intellectual Disability, and Substance Abuse Services) (via Zoom); and Alex Vanderford (via Zoom)

ALLIANCE STAFF PRESENT: Brandon Alexander, Communications and Marketing Specialist II (via Zoom); Scott Bailey, Integrated Health Consultant Supervisor (via Zoom); Joey Dorsett, Senior Vice-President/Chief Information Officer (via Zoom); Angel Felton-Edwards, Senior Vice-President/Population Health and Care Management (via Zoom); Doug Fuller, Senior Director of Communications (via Zoom); Cheala Garland-Downey, Executive Vice-President/Chief Human Resources Officer; Kelly Goodfellow, Executive Vice-President/Chief Financial Officer; Veronica Ingram, Executive Assistant II; Mehul Mankad, Chief Medical Officer; Shawn Mazyck, Senior Vice-President/Provider Network (via Zoom); Sara Pacholke, Senior Vice-President/Financial Operations; Brian Perkins, Senior Vice-President/Strategy and Government Relations; Monica Portugal, Chief Compliance Officer; Robert Robinson, CEO; Paige Rosemond, Director of Foster Care Support (via Zoom); Essence Scott, Community Health Worker (via Zoom); Sean Schreiber, Executive Vice-President/Chief Operating Officer; Ashley Snyder, Senior Director of Accounting and Finance (via Zoom); Tammy Thomas, Senior Vice-President/Business Evolution; Sara Wilson, Chief of Staff; Carol Wolff, General Counsel (via Zoom); Ginger Yarbrough, interim Quality Management Director (via Zoom)

1. CALL TO ORDER: Board Chair, Lynne Nelson called the meeting to order at 4:04 p.m.

AGENDA ITEMS:	DISCUSSION:
2. Agenda Adjustments	Chair Nelson shared one adjustment: an update on the IDD Peer Support Pilot; the update will be presented after closed session. There were no other adjustments to the agenda. <u>BOARD ACTION</u> A motion was made by Vice-Chair Gloston to approve the agenda adjustment; motion seconded by Commissioner Adams. Motion passed unanimously.
3. Public Comment	There were no public comments.
4. Chair's Report	Chair Nelson shared that the June meeting has three annual agenda items; traditionally this meeting has run longer than the standard two hours. She encouraged members to plan for a longer meeting and shared an overview of the process to approve the next fiscal year's budget and elect board officers.
5. CEO's Report	Mr. Robinson shared the following: <ul style="list-style-type: none">May is mental health awareness month.

Thursday, May 05, 2022

AREA BOARD REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
4:00-6:00 p.m.

AGENDA ITEMS:	DISCUSSION:
	<ul style="list-style-type: none">Starting May 10 Alliance will launch the <i>Re-Think and Re-Tool Healthcare in the New Era</i> podcast. The podcast is available via Apple Podcasts, Google Podcasts, and the Stitcher app; it can also be viewed at AllianceHealthPlan.org/podcast or Alliance Health - YouTube.I2I CONFERENCE: If board members are interested in attending this conference, they may contact Ms. Ingram for more information and to register.EQR (external quality review) SCORE: the agency's EQR score is 100%; he congratulated staff for their efforts to achieve this score.
6. Consent Agenda	<p>A. Draft Minutes from April 7, 2022, Board Meeting – page 4 B. Client Rights/Human Rights Committee Report – page 8 C. Executive Committee Report – page 44 D. Network Development and Services Committee Report – page 46</p> <p>The consent agenda was sent as part of the Board packet; it is attached to and made part of these minutes. There were no comments or discussion about the consent agenda.</p> <p>BOARD ACTION A motion was made by Commissioner Altman to approve the minutes; motion seconded by Dr. Lesica. Motion passed unanimously.</p>
7. Committee Reports	<p>A. Consumer and Family Advisory Committee – page 49 The Alliance Consumer and Family Advisory Committee (CFAC) is composed of consumers and/or family members from Alliance's catchment area who receive mental health, intellectual/developmental disabilities or substance use/addiction services. This month's report included draft minutes from the steering and county CFAC meetings.</p> <p>Dave Curro presented the report on behalf of Jason Phipps, CFAC Chair. Mr. Curro reviewed recent meetings including an update on the foster care program, Medicaid Transformation, and a recent community recovery event. The CFAC report is attached to and made part of these minutes.</p> <p>BOARD ACTION The Board received the report.</p> <p>B. Finance Committee – page 78 The Finance Committee's function is to review financial statements and recommend policies/practices on fiscal matters to the Board, including reviewing/recommending budgets, audit reports, and financial statements. This Committee also reviews and recommends policies and procedures for managing contracts and other purchase of service arrangements. This month's report included documents and draft minutes from the previous meeting.</p> <p>David Hancock, Committee Chair, presented the report. Mr. Hancock reviewed highlights from the recent financial statement; he also reviewed a contract reviewed by the committee and recommended to the Board for approval. The Finance Committee report is attached to and made part of these minutes.</p>

Thursday, May 05, 2022

AREA BOARD REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
4:00-6:00 p.m.

AGENDA ITEMS:	DISCUSSION:
	<p><u>BOARD ACTION</u> A motion was made by Mr. Hancock to approve the increased amount of SQL and Windows server licenses related to increased (number of) staff for an amount not to exceed \$676,000; seconded by Commissioner Adams. Motion passed unanimously.</p> <p>Sara Pacholke, Senior Vice-President/Financial Operations, provided an update on the FY22 (2021-2022) budget and a detailed overview of the recommended FY23 (2022-2023) budget. The FY22 budget update included the financial summary and fund balance as of March 31, 2022. The FY23 recommended budget presentation included a reminder of the budget timeline, the budget process by funding source, FY23 total recommended budget, Medicaid, state, and local services summaries, and next steps. This information was presented to the Finance Committee before it was presented to the Board. The presentation is saved as part of the board's files.</p> <p><u>BOARD ACTION</u> The Board received the report.</p> <p>C. Audit and Compliance Committee – page 113 The purpose of the Audit and Compliance Committee is to put forth a meaningful effort to review the adequacy of existing compliance systems and functions and to assist the Board in fulfilling its oversight responsibilities. This Committee also develops, reviews, and revises the By-Laws and Policies that govern Alliance. This report included draft minutes from the previous meeting.</p> <p>Dave Curro, Committee Chair, presented the report. Monica Portugal, Executive Vice-President/Chief Risk and Compliance Officer, reviewed the Committee's recommendation: that the Board approves the updated Records Retention and Destruction Schedule. Per State policy, the Board of Directors must adopt the schedule before action can be taken by the organization. The report is attached to and made part of these minutes.</p> <p><u>BOARD ACTION</u> A motion was made by Vice-Chair Gloston to adopt the updated Records Retention and Destruction schedule; motion seconded by Mr. Hancock. Motion passed unanimously.</p>
8. Closed Session(s)	<p><u>BOARD ACTION</u> A motion was made by Commissioner Fowler to enter closed session pursuant to NC General Statute 143-318.11 (a) (1) and (a) (6) to prevent the disclosure of information that is confidential and not a public record under NCGS 122C-126.1 and to consider the qualifications, competence, and performance of an employee; motion seconded by Commissioner Adams. Motion passed unanimously.</p>
9. Reconvene Open Session	<p>The Board returned to open session.</p>
10. Special Update/ Presentation: IDD Peer Support Pilot – page 116	<p>Alliance Health partnered with Optum, National Association Council on Developmental Disabilities (NACDD), and North Carolina Council on Developmental Disabilities (NCCDD) to develop and pilot a peer supports training program for individuals who live independently with the use of Home and Community-Based Services (HCBS).</p> <p>Sara Wilson, Chief of Staff, presented the update. She noted progress on the pilot program and peer support specialist curriculum. This pilot was to develop a new training curriculum for IDD (intellectual/developmental disabilities), which is based on a similar training for</p>

Thursday, May 05, 2022

AREA BOARD REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
4:00-6:00 p.m.

AGENDA ITEMS:	DISCUSSION:
	<p>MH/SUD (mental health/substance use disorder) peer supports. Ms. Wilson noted the original modality for this training was changed from a classroom setting to a virtual one.</p> <p>Ms. Wilson introduced Scott Bailey and Essence Scott. Mr. Bailey reviewed Essence Scott's position and orientation to Alliance. Ms. Scott expressed gratitude for the opportunity, shared lessons learned from the training, and that she is looking forward to building her caseload.</p> <p><u>BOARD ACTION</u> The Board accepted the update.</p>
11. Adjournment	All business was completed; the meeting adjourned at 5:41 p.m.

Next Board Meeting
Thursday, June 02, 2022
4:00 – 6:00 pm

Minutes approved by Board on [Click or tap to enter a date..](#)



**Alliance Health
BOARD OF DIRECTORS
Agenda Action Form**

ITEM: Audit and Compliance Committee Report

DATE OF BOARD MEETING: August 4, 2022

BACKGROUND: The purpose of the Audit and Compliance Committee is to put forth a meaningful effort to review the adequacy of existing compliance systems and functions and to assist the Board in fulfilling its oversight responsibilities. This Committee also develops, reviews, and revises the By-Laws and Policies that govern Alliance.

This report includes draft minutes from the previous meeting.

SPECIFIC INFORMATION FOR BOARD REVIEW (if applicable/available): The Committee has recommended that the Board approves the FY22 Compliance Plan for continued use until such time the North Carolina Department of Health and Human Services has approved the new FY23 Plan.

REQUEST FOR AREA BOARD ACTION: Approve the report. Approve the Compliance Plan.

CEO RECOMMENDATION: Approve the report.

RESOURCE PERSON(S): David Curro, Committee Chair; Monica Portugal, Chief Compliance Officer

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Wednesday, June 15, 2022

BOARD AUDIT AND COMPLIANCE COMMITTEE - REGULAR MEETING
(virtual meeting via videoconference)
4:00-5:00 p.m.

APPOINTED MEMBERS PRESENT: ☒ David Curro, BS (Committee Chair); ☒ Vicki Evans (Board Member); ☐ D. Lee Jackson, BA; ☒ John Lesica, MD; ☒ Samruddhi Thaker, PhD (Joined by telephone only.)

BOARD MEMBERS PRESENT: None

GUEST(S) PRESENT: Rachel Webster, CliftonLarsonAllen, LLP; Liz Ferguson, CliftonLarsonAllen, LLP

STAFF PRESENT: Monica Portugal, EVP, Chief Risk & Compliance Officer; Lynn McKoy, Director of Corporate Compliance; Joshua Knight, Director of Internal Audit; Jamie Preslar, Administrative Assistant III

- 1. WELCOME AND INTRODUCTIONS** – The meeting was called to order at 4:04 p.m.
- 2. REVIEW OF THE MINUTES** – The minutes from the April 20, 2022, meeting were reviewed; a motion was made by Ms. Evans and seconded by Dr. Lesica to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Independent Audit Plan FY22	Rachel Webster and Liz Ferguson of CliftonLarsonAllen, LLP (CLA) shared the FY23 audit plan, including an introduction of the audit engagement team and timeline, engagement deliverables, governance communication, details of the audit plan in the areas of internal controls, claims and IBNR, revenues, pension plan, and funding - single audit requirements. The team also provided an accounting standards update in the area of leases effective fiscal year ending June 30, 2022. Curro asked questions. Webster provided answers. The Committee was in agreement with the audit plan. Auditors left the meeting.	Results of the audit will be presented by the Auditors at the December meeting.	December 2022
4. Board of Directors Conflict of Interest FY22	Portugal informed the Committee that two Board Members have not yet submitted the conflicts of interest disclosure form for FY22, referencing the Board of Directors Conflict of Interest policy. Based on a prior motion by the Committee to issue a Warning in this situation, Portugal proposed attempting to obtain these forms one last time before suspending membership/stipend, offering options for informal outreach. Curro suggested that Portugal reach out to these two Board Members by August. Committee agreed with this course of action.	Portugal to email two Board Members regarding overdue FY22 Conflict of Interest Disclosure forms with Curro on copy.	August 1, 2022
5. Annual Review of Compliance Plan	Portugal provided a brief history of the Compliance Plan and explained that it must be approved annually by the Board. For FY23 the Compliance Plan has been rewritten with many revisions to address changes for the Tailored Plan. Per Portugal, the State has not yet provided feedback regarding the FY23 Compliance Plan submitted, but has approved continued use of the FY22 Compliance Plan until the State approves the FY23 Compliance Plan. Evans asked a question. Portugal responded. No further discussion by the Committee.	The FY22 Compliance Plan will be submitted to the Board of Directors for approval for continued use until the FY23 Compliance Plan is approved by the State.	August 2022 (Unless the Compliance Plan for FY23 is received prior.)

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on [Click or tap to enter a date..](#)

Wednesday, June 15, 2022

BOARD AUDIT AND COMPLIANCE COMMITTEE - REGULAR MEETING
(virtual meeting via videoconference)
4:00-5:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p><u>COMMITTEE ACTION:</u> A motion was made by Ms. Evans to approve the FY22 Compliance Plan for continued use until State approval is received on the FY23 Compliance Plan; motion seconded by Dr. Lesica. Motion passed unanimously.</p>		
6. Annual Review of Policies	<p>Portugal summarized to explain why the Committee is looking at all eighty-seven current Board Policies with the recommendation to retain thirty-two of them (three with revisions), and to retire the remaining fifty-five. Portugal also pointed out two proposed new policies, and the recommendation to update categorization. The Committee had received this information for review prior to the meeting. Portugal introduced McKoy. Evans and Curro asked questions. Portugal responded and guided the Committee through the items being considered.</p> <p><u>COMMITTEE ACTION:</u> A motion was made by Ms. Evans to approve the following policies for continued use without revisions; motion seconded by Dr. Thaker. Motion passed unanimously.</p> <ul style="list-style-type: none"> BO-1 Compliance with Local Government Budget and Fiscal Control Act BO-10 Financial Stability BO-17 Investments BO-19 Budget Transfers BO-20 Eligibility for Services BO-9 Fund Balance C-5 Employee Code of Ethics and Conduct GA-2 Strategic Planning BL Board of Directors By-Laws G-1 Board of Directors Conflict of Interest G-10 Delegation of Authority to the Chief Executive Officer G-11 Guidelines for Public Comment at Board of Directors Meetings G-12 Area Authority Relations with Catchment Area County Boards of Commissioners G-13 Board of Directors Media Policy G-15 Emergency Succession for the Chief Executive Officer G-2 Board of Directors Meeting Attendance Compensation G-3 Board of Directors Processes G-4 Development of Policies and Procedures G-6 Chief Executive Officer Compensation G-7 Evaluation of Chief Executive Officer G-8 Board of Directors Code of Ethics 	Will be submitted to the Board of Directors.	September 2022

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on [Click or tap to enter a date..](#)

Wednesday, June 15, 2022

BOARD AUDIT AND COMPLIANCE COMMITTEE - REGULAR MEETING
(virtual meeting via videoconference)
4:00-5:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>G-9 Consumer, Family Advisory Committee HR-1 Equal Employment Opportunity HR-19 Reduction-in-Force HR-4 Conditions of Employment HR-5 Classification and Compensation HR-6 Employee Benefits HR-7 Alcohol and Drug Free Workplace HR-9 Sexual Harassment</p> <p><u>COMMITTEE ACTION:</u> A motion was made by Ms. Evans to approve the following policies with revisions; motion seconded by Dr. Thaker. Motion passed unanimously.</p> <p>BO-2 Risk Management C-1 Corporate Compliance Plan GA-1 Management of Service Delivery</p> <p><u>COMMITTEE ACTION:</u> A motion was made by Ms. Evans to retire the following Board Policies effective 9/1/2022; motion seconded by Dr. Lesica. Motion passed unanimously.</p> <p>BO-8 Management of Financial Risk CR-1 Members' Rights to Dignity, Privacy, and Humane Care CR-2 Members' Right to Confidentiality CR-3 Member Choice CR-4 Advanced Directives/Advanced Instructions CS-1 Customer Services IT-1 General Computer Use IT-5 IT System Backup</p> <p><u>COMMITTEE ACTION:</u> A motion was made by Ms. Evans to retire the following Board Policies effective 12/1/2022; motion seconded by Dr. Lesica. Motion passed unanimously.</p> <p>BO-11 Financial Operations Manual BO-12 Accounting by Funding Source BO-13 Coordination of Benefits</p>		

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on [Click or tap to enter a date..](#)

Wednesday, June 15, 2022

BOARD AUDIT AND COMPLIANCE COMMITTEE - REGULAR MEETING
(virtual meeting via videoconference)
4:00-5:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	BO-14 Cyclical Financial Reporting BO-15 Claims Adjudication BO-16 Purchasing BO-18 Service Codes in Alpha BO-4 Travel and Employee Expense Reimbursement BO-5 Cellular Communication Devices BO-6 Paybacks CC-1 Coordination of Care by Special Health Care Population C-2 Guarding against Fraud and Abuse C-3 Financial Incentives C-4 Employee Conflict of Interest C-6 Records Retention C-7 Legal Proceedings Involving Service Records GA-3 Reporting of Abuse, Neglect, Dependency and Exploitation GA-4 Health and Safety GA-5 Emergency Management Plan GA-6 Internal Control GA-7 Business Continuity Plan GA-8 Corporate Communications GA-9 Non-Discrimination G-14 Dispute Resolution HR-10 Leave HR-11 Family and Medical Leave Act HR-12 Clinical Staff Credentialing HR-14 Disciplinary Action HR-15 Performance Management HR-16 Separation HR-17 Employee Complaint HR-18 Employee Grievance HR-2 Recruitment and Selection HR-8 Time and Attendance IT-4 Eligibility Load, Error Handling and Reconciliation PN-1 Selection and Retention of Providers PN-2 Letters of Support PN-3 Provision of Services by Relative/Legal Guardian PN-5 Rule Waiver Requests QM-1 Member, Provider and Stakeholder Satisfaction QM-2 Management and Investigation of Member Grievances		

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on [Click or tap to enter a date..](#)

Wednesday, June 15, 2022

BOARD AUDIT AND COMPLIANCE COMMITTEE - REGULAR MEETING
(virtual meeting via videoconference)
4:00-5:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>QM-3 Management of Incidents UM-1 Accessibility of Utilization Review/Utilization Management Process UM-2 Pre-Review Screening for Certification UM-3 Utilization Review Criteria UM-4 Utilization Review Process UM-5 Appealing Clinical Utilization Management Decisions</p> <p><u>COMMITTEE ACTION:</u> A motion was made by Ms. Evans to approve the following new policies; motion seconded by Dr. Lesica. Motion passed unanimously.</p> <ul style="list-style-type: none">• Whistleblower Protections• Member and Recipient Rights <p><u>COMMITTEE ACTION:</u> A motion was made by Dr. Lesica to approve changes in Board Policy numbering to include two categories; motion seconded by Ms. Evans. Motion passed unanimously.</p> <ul style="list-style-type: none">• Governance• Administrative		

7. **ADJOURNMENT:** The meeting adjourned at 5:14 p.m.; the next meeting will be August 17, 2022, from 4:00 p.m. to 5:30 p.m.

*Items shared during meeting are stored with these meeting minutes in the Audit & Compliance Committee folder.

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on [Click or tap to enter a date..](#)



Corporate Compliance Plan

FY223

Adopted by the Board of Directors: October 4, 2012
Reviewed and Approved by the Board of Directors: June 11, 2013
Reviewed and Approved by the Board of Directors: June 5, 2014
Reviewed and Approved by the Board of Directors: June 4, 2015
Reviewed and Approved by the Board of Directors: June 2, 2016
Reviewed and Approved by the Board of Directors: June 1, 2017
Reviewed and Approved by the Board of Directors: June 7, 2018
Reviewed and Approved by the Board of Directors: June 6, 2019
Reviewed and Approved by the Board of Directors: October 3, 2019
Reviewed and Approved by the Board of Directors: June 4, 2020
Reviewed and Approved by the Board of Directors: June 3, 2021
Reviewed and Approved by the Board of Directors:

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CORPORATE COMPLIANCE PLAN

I. Introduction and Statement of Purpose

It is the policy of Alliance Health (Alliance) to follow ethical standards of business practice established by Alliance's Board of Directors and Management Team, by oversight agencies, and state and federal law. Alliance has an ongoing commitment to ensure that its affairs are conducted in accordance with applicable law and sound ethical business practice. Alliance Board of Directors, employees, and Provider Network are fully informed of applicable laws and regulations to which Alliance is obligated so that they do not inadvertently engage in conduct that may raise compliance issues. Alliance recognizes that its business relationships with contracted providers, vendors and members (Medicaid enrollees and recipients of behavioral healthcare services) are subject to legal requirements and accountability standards.

To further its commitment to compliance and to protect its employees and contracted providers, Alliance places emphasis on its Compliance Plan to address regulatory issues likely to be of most consequences to Alliance operations. The Compliance Plan establishes the following framework for corporate compliance by Alliance Board of Directors, management, employees and providers:

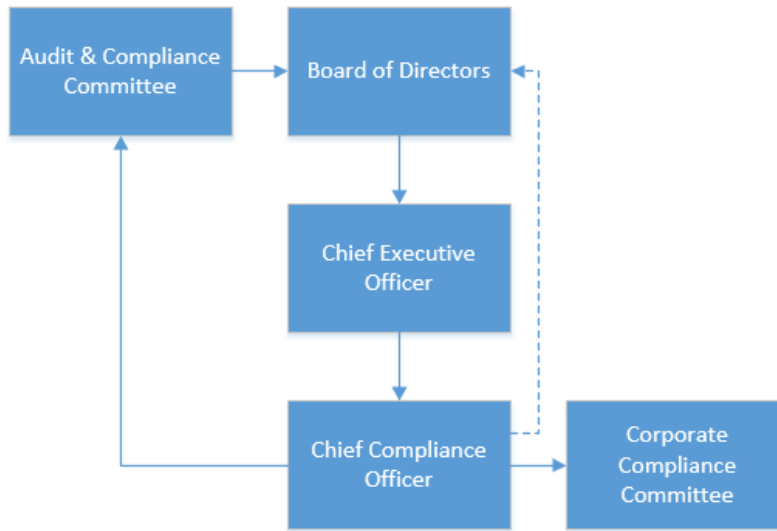
- A. Designation of a Chief Compliance Officer, a Board Audit & Compliance Committee and Corporate Compliance Committee charged with directing the effort to enhance compliance and implement the Compliance Plan;
- B. Incorporation of standards, policies, and administrative guidelines directing Alliance personnel and others involved with operational practices;
- C. Prevention and identification of criminal and unethical conduct and legal issues that may apply to business relationships and methods of conducting business;
- D. Effective education and training for the Chief Compliance Officer, Board of Directors, management and employees addressing obligations for adherence to applicable compliance requirements;
- E. Development and implementation of informational materials and training for employees, subcontractors, providers, and members addressing obligations for adherence to applicable compliance requirements and information to prevent dishonest behavior which results in fraud, waste of public funding, and program abuse;
- F. Implementation of mechanism for employees to raise questions and receive appropriate guidance concerning regulatory and operational compliance issues;

- G. Development and implementation of an ongoing monitoring and auditing process identifying potential risk areas and operational issues requiring remediation;
- H. Development and implementation of a process for employees, subcontractors, providers and recipients to report possible compliance issues, such as legal and ethical violations, or to report fraud, waste, and abuse, including a process for such reports to be fully and independently reviewed;
- I. Enforcement of standards through documented disciplinary guidelines, policies and training addressing expectations and consequences;
- J. Formulation of plans for corrective action or remediation plans to address identified areas of noncompliance;
- K. Evaluation of the effectiveness of the overall compliance efforts of Alliance to ensure that operational practices reflect current compliance requirements and address strategic goals to improve Alliance operations.

This Compliance Plan is not intended to set forth all of the substantive programs and practices of Alliance that are designed to achieve compliance and integrity. In addition to this Plan, Alliance has developed and implemented a variety of monitoring processes for providers. The compliance practices included in those efforts will be coordinated with this Plan to direct Alliance's overall compliance efforts.

It is intended that the scope of all compliance activities promotes integrity, ensures objectivity, fosters trust and supports the stated values of Alliance.

II. Compliance Program Structure



Compliance Program Organizational Chart

A. Chief Compliance Officer (CCO)

The Chief Compliance Officer has been delegated day-to-day operational responsibility for the Alliance compliance program. The CCO will report compliance efforts and identified issues directly to the Chief Executive Officer (CEO) who has overall responsibility to ensure that Alliance has an effective compliance program. The CCO will report directly as necessary and required to the Board of Directors. The Alliance Board of Directors is accountable for governing Alliance as a knowledgeable body regarding the scope and operations of the compliance program, including expectations, practices, identified risk issues and compliance remediation.

The Chief Compliance Officer is responsible for the following activities:

1. Formulate, review, and revise policies and procedures to guide all activities and functions of Alliance that involve issues of compliance;
2. Ensure processes for compliance integrate with and support Alliance quality management and provider network monitoring processes;
3. Develop, in conjunction with the Audit & Compliance Committee and other relevant parties, the Code of Ethics and Conduct for Alliance employees and providers;
4. Develop methods to ensure that employees and providers are aware of Alliance's Code of Ethics and Conduct and understand the importance of compliance;
5. Develop and deliver educational and training programs;

6. Develop and monitor internal systems and controls to carry out Alliance standards, policies and procedures as part of Alliance's daily operations;
7. Receive, review, and investigate instances of suspected internal and external compliance issues, communicate findings and develop action plans with the program suspected of noncompliance and as appropriate with the assistance of the Compliance Committee;
8. Oversee program integrity activities, such as claims audits, data analytics, and special investigations to detect and resolve instances of provider and enrollee fraud and abuse;
9. Refer to NC Medicaid Office of Compliance and Program Integrity suspected cases of fraud for determination of credible allegation;
10. Prepare annual compliance summary for the Audit and Compliance Committee to evaluate the effectiveness of compliance efforts, as set forth in this Plan;
11. Conduct an annual risk assessment, as set forth in this Plan, with Alliance leadership and the Audit and Compliance Committee;
12. Prepare the annual compliance work plan, as set forth in this Plan, with the Audit and Compliance Committee;
13. Prepare revisions to the Compliance Plan together with the Audit and Compliance Committee, as set forth in this plan;
14. Report to the Board of Directors and assist them in fulfilling their oversight responsibilities through the Audit and Compliance Committee; and
15. Provide other assistance with compliance initiatives as directed by the CEO and/or Board of Directors.

B. Audit and Compliance Committee (ACC) of the Board of Directors

The purpose of the Audit and Compliance Committee (ACC) is to put forth a meaningful effort to review the adequacy of existing compliance systems and functions. To assist the Board of Directors in fulfilling its oversight responsibilities for:

1. The integrity of the organization's annual financial statements;
2. The system of risk assessment and internal controls by, among other things, approving the annual risk assessment methodology and the annual compliance work plan;
3. The organization's compliance with legal and regulatory requirements by reviewing results of external and internal audits and monitoring;

4. The independent auditor's qualifications and independence;
5. The performance of the organization's internal audit function; and
6. To provide an avenue of communication between management, the independent auditors, and the Board of Directors.

C. Corporate Compliance Committee (CCC)

To assist the Chief Compliance Officer (CCO) with the development and implementation of compliance efforts, a Corporate Compliance Committee has been formed representative of the clinical and administrative services of Alliance. The CCO or the Program Integrity Director will serve as the chair of the Committee and will not vote on any matters, unless the vote is required to break a tie. The role of the CCC is to advise the CCO, to assist in the implementation of the compliance program, and to evaluate the effectiveness of Compliance efforts. The Committee's responsibilities include:

1. Analyzing the organization's regulatory obligations;
2. Working with employees and providers to develop standards of conduct and policies and procedures that promote compliance;
3. Determining the appropriate strategy and approach to promote compliance and detection of potential risk areas through various reporting mechanisms;
4. Assisting, as appropriate, with the development of preventive and remediation plans;
5. Review provider compliance violations and oversee enforcement of disciplinary guidelines, including making determinations regarding the approval of corrective actions and other sanctions as appropriate and per Alliance policies and procedures;
6. Developing a system to solicit, evaluate and respond to compliance issues, grievances, and other problems;
7. Monitoring findings of internal and external reviews for the purpose of identifying risk areas or deficiencies requiring further monitoring or preventive and corrective action; and
8. Reviewing and analyzing trends such as results from exclusions checks, internal and external monitoring and auditing efforts, fraud, waste and abuse investigations, billing audits, enforcement actions, and final disposition.

III. Policy Guidelines and Standards of Conduct

Alliance has adopted policies and procedures specific to Alliance's operational practices. These policies and procedures are reviewed at least annually and revisions are made, as necessary. The policies and procedures specific to Alliance's compliance efforts are intended to support and further define the operational practices and responsibilities and, when possible, are integrated within existing policies and procedures.

Alliance has also adopted an Employee Code of Ethics and Conduct to guide all business activity. This code reflects a common sense approach to ensuring legal and ethical behavior. All new employees receive training and provide acknowledgement of receipt of the Alliance Code of Ethics and Conduct. As a condition of employment the Code of Ethics and Conduct is reviewed and acknowledged every year.

It is the intent of Alliance to adopt and implement a Code of Ethics specific to the Alliance Provider Network. The Network Provider Code of Ethics will guide business activities of providers who contract with Alliance.

IV. Effective Education and Training

It is essential to the Alliance Compliance Program to ensure that the Chief Compliance Officer receives effective training and education on an ongoing basis. The CCO shall seek out opportunities to receive Continuous Education Credits in order to maintain Compliance Certification and to enhance job related skills.

The CCO and CCC are responsible for ensuring Alliance policies regarding compliance are disseminated and understood by employees. To accomplish this objective, the CCO will assist with the development of a systematic and ongoing training program that enhances and maintains awareness of Alliance policies. Training materials directed to clinical, administrative or other regulatory compliance issues will be submitted to the CCO for review.

Upon hire and each year thereafter, all Alliance employees will participate in compliance training whereby a system is in place to document that such training has occurred. Compliance training may be offered as micro-learning or as one comprehensive training and may therefore occur at different times during the fiscal year. Employees will be required to take a post-test in order to measure the effectiveness of training efforts. Training materials will identify Alliance's CCO as available to respond to questions specific to compliance training or regulatory issues. Employees are made aware of their compliance obligations as a condition of employment.

Adherence to policies will be addressed within the New Employee Orientation and ongoing training programs, and employee job descriptions. Employees will be expected to demonstrate a sufficient level of understanding as a result of compliance training. If a particular compliance or risk issue develops, the CCO may recommend that identified persons attend training addressing the risk issue.

The CCO and CCC will develop compliance training opportunities for providers in the Alliance Network. Such training may include for example how to develop and implement an effective compliance program to prevent and detect healthcare fraud, waste, and abuse.

To promote compliance throughout the Alliance Network, the CCO and CCC will develop and offer training and information to members. Such training may include client rights and healthcare fraud, waste, and abuse.

V. Effective Lines of Communication

A. Reporting Compliance Issues

In keeping with Alliance policies, all employees are required to report promptly all known or suspected violations of an applicable law or regulation, the Code of Ethics and Conduct, breach of privacy or security or any Alliance policies and procedures to their supervisor, the Chief Compliance Officer (CCO), or the confidential Compliance Line. As a general practice, employees are directed to address questions about operational issues to persons having supervisory responsibility of that function. Supervisors are responsible for ensuring that issues or violations of which they are aware are immediately reported to the CCO.

As another reporting option, training materials will inform employees that they may report directly to the Alliance CCO or to a confidential third party 24 hour Hotline, Compliance Line. The training materials will provide a contact method(s) to address compliance issues to the CCO and to the Compliance Line. The CCO will use various communication methods, including electronic, web based and telephonic, to ensure timely communication of the elements of this compliance program. The various communication methods will be available 24 hours a day. The intent of publicizing various methods of communication is to ensure both convenience and confidentiality for employees and enable immediate response to submitted issues. All reports will be investigated unless the information provided contains insufficient information to permit a meaningful investigation.

Failing to report violations may result in disciplinary action. Employees reporting in good faith possible compliance issues will not be subjected to retaliation or harassment as a result of the report. Concerns about possible retaliation or harassment should be reported to the CCO or the CEO.

The Compliance Program will also include a confidential third party 24 hour Fraud and Abuse Line, as a means to offer providers, members, or other persons in the community an opportunity to report suspected fraud, waste of funding, or abuse of services anonymously. The Fraud and Abuse Line will be advertised on the Alliance website, in Consumer Handbooks, Provider Manual, and other informational and training materials. The Alliance Access and Information line is another option for placing reports of this nature.

Reported compliance concerns related to providers will be logged in the Alliance grievance database. The Senior Director of Program Integrity and/or Special Investigations Supervisor will track concerns regarding fraud, waste, and abuse in a separate compliance software. Compliance concerns related to Alliance employees will be treated as a confidential document whereby access will be limited to the CCO and designated Compliance employee/s as requested by the reporter and as allowed by law. Internal compliance matters will be tracked using a confidential compliance software available to the CCO and designated Compliance employee/s.

B. Investigating Compliance Issues

When conduct is reported that is determined to be inconsistent with regulations, rules or laws or Alliance policies and procedures, the CCO will determine the level of potential risk and respond accordingly. If this preliminary review indicates that a problem may exist, inquiry into the matter will be undertaken. This inquiry may include appropriate assistance from Legal Counsel. If potential significant risk exists, the CCO will promptly report it to the CEO. Alliance employees and providers will be expected to cooperate fully with any inquiries undertaken. The CCO shall report any compliance issues that may result in negative publicity and significant risk to Alliance to the Board of Directors.

Responsibility for conducting the investigation will be decided on a case-by-case basis by the CCO. The CCO will delegate investigations of suspected provider or member abuse or fraud to the Senior Director of Program Integrity and Special Investigations Unit. The findings will be reviewed by the Senior Director of Program Integrity to ensure consistency in the investigative process. All investigations will be documented in a confidential compliance software. Suspected cases of provider or member fraud will be referred to NC Medicaid Office of Compliance and Program Integrity for determination of credible allegation of fraud. Alliance will cooperate with NC Medicaid and/or the Department of Justice Medicaid Investigations Division on all fraud investigations.

When the compliance issue concerns an Alliance employee, the investigative process will adhere to Alliance policies and procedures regarding internal investigations and applicable Human Resources policies. To the extent practical and appropriate, efforts will be made to maintain the confidentiality of such inquiries and the information gathered. Consequences for conduct inconsistent with Alliance's policies and procedures will be addressed according to the provisions identified in the applicable policies.

VI. Enforcement of Standards and Disciplinary Guidelines

Compliance standards will be consistently enforced through appropriate disciplinary actions, up to and including termination of employment. For providers in the Alliance Network compliance with standards will be enforced through sanctions up to and including termination of contract.

The following guidelines will be used. Discipline must be:

1. documented and well-publicized;
2. consistent;

3. dependent on the severity of the violation;
4. enforced for those who commit a violation; and
5. enforced for those who fail to report a known violation

The CCO in collaboration with Human Resources, will develop policies and procedures to guide disciplinary actions. The CCO will ensure that such policies and procedures are made available to employees and providers through electronic means as well as incorporated into manuals and training materials. Disciplinary procedures will be approved by the CEO. The CCO will monitor to ensure consistent implementation of disciplinary guidelines.

VII. Internal Auditing and Monitoring

Audits and monitoring are preventative and detective compliance measures, which assist Alliance in identifying and acting on real or potential issues before they become larger compliance risks.

Audit activities are performed to ensure operational, reporting, and compliance objectives are met, and that effective and sufficient internal controls are in place. The purpose of Alliance's internal audit activity is to provide independent, objective assurance and consulting services designed to add value and improve Alliance's operations. The internal audit activity helps Alliance accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of governance, risk management, and control processes. The Office of Compliance conducts internal audits on an ad hoc and scheduled basis, in accordance with the annual Audit Plan approved by the ACC. Audit activities may include:

- Assessing and making appropriate recommendations to improve Alliance's processes.
- Evaluating risk exposures, including those related to fraud, and how risk is managed.
- Aiding Alliance in maintaining effective controls by evaluating their effectiveness and efficiency and by promoting continuous improvement.
- Comprehensive review of Alliance's adherence to regulatory requirements and guidelines.

Audits are objective and independent planned activities determined by the annual risk assessment and included in the annual compliance work plan, which includes the annual audit plan. Monitoring is a detective control often completed as a self-audit within a Department or by the Office of Compliance, for example as follow up to compliance remediation plans. Monitoring may be planned and part of the annual compliance work plan or may be conducted as a reaction to concerning trends identified as part of the Continuous Quality Improvement process, or based on concerns from within a Department, etc.

Internal audits and monitoring will be completed using tools as appropriate and will be documented in the Compliance Audit or Monitoring Report.

The CEO has delegated authority to the CCO to seek consultation with legal counsel when expert review is necessary to analyze the risk issue. If a review identifies risk issues for Alliance,

the CCO will report the facts to the CEO. In consultation with legal counsel, as appropriate, the CCO will review the situation to determine whether there appears to have been activity inconsistent with federal and state rules and regulations, Alliance policies, procedures or the Code of Ethics and Conduct.

In addition to internal audits and monitoring, the Provider Network Operations Department will conduct ongoing provider monitoring and billing audits according to Alliance's policies and procedures on provider monitoring. Results of these reviews will be communicated to the CCC by the Provider Network Evaluators and/or Quality Management Department.

Audit and monitoring activities will be reviewed by the CEO and ACC and summarized for Alliance Board of Directors, including sufficient information to evaluate the appropriateness of responses to identified violations of Alliance's policies, procedures and Federal or State laws.

VIII. Response and Remediation

When an internal compliance issue has been identified through an audit, monitoring or investigative activity, the CCO will ensure the issue is reported to the CEO and will facilitate the process to develop corrective action initiatives or to enforce standards through disciplinary actions promptly as required by policies and law.

As appropriate, the CCO will develop a remediation plan. Plans may include:

1. additional or modified training and education;
2. corrective action;
3. development of new policies and procedures;
4. revision to existing policies and procedures;
5. revision to the Compliance Plan;
6. additional monitoring and auditing; or
7. reporting to outside agencies

The CCO must be involved in the development of all remediation plans that:

1. result from a significant compliance violation;
2. affect multiple departments; or
3. involve revisions or additions to the Compliance Plan or policies and procedures.

Reporting a compliance violation to an outside agency must be coordinated through the CCO prior to reporting. The Office of Compliance monitors settlement of issues reported to outside authorities.

Remediation plans, including any reporting to an external agency, should be attached to the investigative documentation in the confidential compliance software, or to the Compliance Audit/Monitoring Report. Remediation plans that require further monitoring are considered "open" and are not resolved and closed until the monitoring period is successfully completed.

In accordance with Alliance's policies and procedures, providers who have engaged in legal or ethical misconduct will be subject to consideration of penalties, sanctions, termination of contract for services and/or excluded from providing local, state, grant, and/or Medicaid funded services in the Alliance Provider Network, and/or other sanctions and penalties as required by law or state policy.

All providers' corrective action plans will be maintained electronically and will be used as historical reference tools whereby identified issues may be included in Alliance's provider profiling and review processes.

IX. Effectiveness of the Compliance Program

A. Annual Compliance Report

The Chief Compliance Officer (CCO) will ensure a review of Alliance's status with current compliance and regulatory operations. The purpose of the review is to ascertain whether the compliance operations of Alliance are of sufficient scope and within substantial compliance with Alliance's policy and regulatory requirements. The results of the self-assessment process along with a report of compliance efforts during the preceding year will be prepared by the CCO. With review and comments provided by the Corporate Compliance Committee (CCC) and Audit and Compliance Committee (ACC), the Annual Report will be presented to the Alliance Board of Directors.

B. Annual Risk Assessment and Compliance Work Plan

Annually, the CCO in collaboration with leadership will conduct a compliance risk assessment using an approved Risk Assessment tool. Risk will be identified through interviews with department heads, document reviews with input from management, results from previous audits and investigations, and review of the annual Office of Inspector General work plan, Fraud Alerts, Special Advisory Bulletins, and advice and guidance by NC Medicaid. The level of risk will be assessed based on legal, reputational and financial risk to Alliance. Based on the assessment, the ACC will prioritize the highest scored risk areas and will include at a minimum the top 5 to 10 areas in the annual compliance work plan.

C. Revisions to the Compliance Plan

This Compliance Plan is intended to be flexible and readily adaptable to changes in regulatory requirements and in the health care system as a whole. The plan will be regularly reviewed by the CCO and the ACC to assess the viability of the Plan and the inclusion of all appropriate Alliance policies and regulatory requirements. The Plan will be revised as experience demonstrates that a certain approach is not effective or suggests a better alternative. The Board of Directors will review and approve the Compliance Plan annually.

APPENDIX A

Office of Compliance Functional Structure



Office of Compliance Functional Structure

APPENDIX B

Federal Criminal and Civil Statutes Related to Fraud and Abuse in the Context of Health care

Criminal Statutes

This section contains references to criminal statutes related to fraud and abuse in the context of health care. It is not intended to be a compilation of all federal statutes related to health care fraud and abuse. It is merely a summary of some of the more frequently cited federal statutes.

- *Health Care Fraud (18 U.S.C. 1347)*
- *Theft of Embezzlement in Connection with Health Care (18 U.S.C. 669)*
- *False Statements Relating to Health Care Matters (18 U.S.C. 1035)*
- *Obstruction of Criminal Investigations of Health Care Offenses (18 U.S.C. 1518)*
- *Mail and Wire Fraud (18 U.S.C. 1341 and 1343)*
- *Anti-Kickback law/Criminal Penalties for Acts Involving Federal Health Care Programs (Section 1128B of the Social Security Act/42 U.S.C. 1320a 7b)*

Civil and Administrative Statutes

This section contains a description of civil and administrative statutes related to fraud and abuse in the context of health care. It is not intended to be a compilation of all federal statutes related to health care fraud and abuse. It is merely a summary of some of the more frequently cited federal statutes.

- *The False Claims Act (31 U.S.C. 3829-3733)*
- *Civil Monetary Penalties Law (Section 1128A of the Social Security Act/42 U.S.C. 1320a-7aa)*
- *Stark/Self-Referral Law/Limitations on Certain Physician Referrals (Section 1877 of the Social Security Act/42 U.S.C. 1395nn)*
- *Exclusion From Federal Health Care Programs (Section 1128(a), (b) and (c) of the Social Security Act/42 U.S.C. 1320a-7a)*

REFERENCES

Bellucci, Margaret, Thornton, Mary, *Corporate Compliance Manual for Behavioral Healthcare Providers*, National Council for Community Behavioral Healthcare

Troklus, Debbie, Warner, Greg, *Compliance 101 Third Edition*, Health Care Compliance Association

42 CFR § 438.608 Program Integrity Requirements.

2013 Federal Sentencing Guidelines Manual Chapter 8, Part B –Effective Compliance and Ethics Program



**Alliance Health
BOARD OF DIRECTORS
Agenda Action Form**

ITEM: Executive Committee Report

DATE OF BOARD MEETING: August 4, 2022

BACKGROUND: The Executive Committee sets the agenda for Board meetings and acts in lieu of the Board between meetings. The Executive Committee may act on matters that are time-sensitive between regularly scheduled Board meetings and fulfills other duties as set forth in the by-laws or as otherwise directed by the Board of Directors. The Executive Committees' actions are reported to the Board at the next scheduled meeting.

This report includes draft minutes from the previous meeting.

SPECIFIC INFORMATION FOR BOARD REVIEW (if applicable/available): N/A

REQUEST FOR AREA BOARD ACTION: Receive the report.

CEO RECOMMENDATION: Receive the report.

RESOURCE PERSON(S): Lynne Nelson, Board Chair; Robert Robinson, CEO

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Monday, July 18, 2022

BOARD EXECUTIVE COMMITTEE - REGULAR MEETING

(virtual meeting via videoconference)
4:00-6:00 p.m.

APPOINTED MEMBERS PRESENT: David Curro, BS (Audit and Compliance Committee Chair); David Hancock, MBA, PFAff (Board Vice-Chair and Finance Committee Chair); and Lynne Nelson, BS (Board Chair)

APPOINTED MEMBERS ABSENT: Lodies Gloston, MA (Network Development and Services Committee Chair, Client Rights/Human Rights Committee Chair); and Pam Silberman, JD, DrPH (Quality Management Committee Chair)

BOARD MEMBERS PRESENT: None

GUEST(S): None

STAFF PRESENT: Veronica Ingram, Executive Assistant II; Robert Robinson, CEO; Sara Wilson, Chief of Staff; and Carol Wolff, General Counsel

1. **WELCOME AND INTRODUCTIONS** – The meeting was called to order at 4:05 p.m.
2. **REVIEW OF THE MINUTES** – The Committee reviewed minutes from the May 16, 2022, meeting; a motion was made by Mr. Curro and seconded by Mr. Hancock to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Closed Session	COMMITTEE ACTION: A motion was made by Mr. Curro to enter closed session pursuant to North Carolina General Statute (NCGS) 143-318.11 (a) (1) and (a) (6) to prevent the disclosure of information that is confidential and not a public record under NCGS 122C-126.1 and to consider the qualifications, competence and performance of an employee. Motion seconded by Vice-Chair Hancock. Motion passed unanimously.	N/A	N/A
4. Reconvene Open Session	Committee returned to open session.	N/A	N/A
5. Agenda for August Board Meeting	Committee reviewed the draft agenda and provided input. Mr. Curro recommended connecting with Lori Caviness, Community Health and Strategy Manager and staff to Alliance CFAC, to confirm that CFAC Chair or Vice-Chair will be present to provide the CFAC report. Chair Nelson directed staff to host FY23 executive committee meetings virtually and continue hosting FY23 board meetings as hybrid meetings.	Ms. Ingram will forward the agenda to staff.	7/19/22

6. **ADJOURNMENT:** the meeting adjourned at 5:02 p.m.; the next meeting will be August 15, 2022, at 4:00 p.m.

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on [Click or tap to enter a date..](#)



**Alliance Health
BOARD OF DIRECTORS
Agenda Action Form**

ITEM: Quality Management Committee Report

DATE OF BOARD MEETING: August 4, 2022

BACKGROUND: The Quality Management (QM) Committee serves as the Board's monitoring and evaluation committee charged with the review of statistical data and provider monitoring reports. The goal of the committee is to ensure quality and effectiveness of services and to identify and address opportunities to improve LME/MCO operations and local service system with input from consumers, providers, family members, and other stakeholders.

This report includes draft minutes from the previous meeting.

SPECIFIC INFORMATION FOR BOARD REVIEW (if applicable/available): N/A

REQUEST FOR AREA BOARD ACTION: Receive the report.

CEO RECOMMENDATION: Receive the report.

RESOURCE PERSON(S): Pam Silberman, Committee Chair; Ginger Yarbrough, Acting Director of QM/NCQA Accreditation Manager

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Thursday, June 02, 2022

BOARD QUALITY MANAGEMENT COMMITTEE - REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
1:00-2:30 p.m.

This meeting was held virtually, via Zoom

APPOINTED MEMBERS PRESENT: ☒ David Curro, BS (Board member); ☒ Marie Dodson (CFAC), ☒ Pam Silberman, JD, DrPH (Board member; Committee Chair)
☒ Israel Pattison (CFAC); ☒ Carol Council (Board member); ☐ Lodies Gloston (Board member); ☐ Maria Cervania, (Board member); ☒ Amy Fowler (Board member); ☐ Samruddhi Thaker (Board member)

APPOINTED, NON-VOTING MEMBERS PRESENT: ☒ Diane Murphy, (Provider, IDD) ☒ Dava Muserallo, (Provider MH/SUD)

BOARD MEMBERS PRESENT:

GUEST(S) PRESENT: ☒ Mary Hutchings; ☒ Yvonne French (LME Liaison); ☐ Pamela Wade

STAFF PRESENT: Mehul Mankad, Chief Medical Officer; Ginger Yarbrough, Acting Director Quality Management and NCQA Accreditation Manager; Diane Fening, Executive Assistant I; Tia Grant, Quality Improvement Manager; Laini Jarrett, Quality Review Coordinator II; Jameelah Melton, Deputy Chief Medical Officer

1. WELCOME AND INTRODUCTIONS – The meeting was called to order at 1:00 pm

2. REVIEW OF THE MINUTES –The minutes from the May 5, 2022 meeting were reviewed. David Curro moved to approve the minutes and Israel Pattison seconded. The motion passed.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
OLD BUSINESS	<p>Performance Dashboard (Ginger) The three metrics that are at risk are percent of actions taken to protect the beneficiary, percentage of level 2 and 3 incidents reported within required timeframes, and proportion of new level of care evaluations completed using approved processes and instrument.</p> <p>Update re: MOUD Presentation Carlyle will be sharing some of this information to the Board today. Pam suggested to Rob that this information be presented at the county board members meeting.</p> <p>There was a request to see county demographic breakdown on Laini's slides.</p>	<ul style="list-style-type: none">Ginger will bring information about the three metrics that are at risk to the next meeting <p><i>MOUD-Medications for Opioid Use Disorder</i></p>	<ul style="list-style-type: none">8/4/22
3. NEW BUSINESS	<p>Health Equity Presentation (Laini Jarrett) Laini presented the 2021 Member Demographic Profile PowerPoint.</p>	<ul style="list-style-type: none">Laini will send the health equity presentation out to the committee and include her contact information.	<ul style="list-style-type: none">As soon as possible

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on [Click or tap to enter a date..](#)

Thursday, June 02, 2022

BOARD QUALITY MANAGEMENT COMMITTEE - REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
1:00-2:30 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>Introductions of New Committee Members (Mehul Mankad) Dr. Mankad introduced new Alliance Deputy Chief Medical Officer, Dr. Jameelah Melton. He welcomed Commissioner Amy Fowler to the board, and Samruddhi Thaker, a new board member who was not present at the meeting today.</p> <p>State Quality Strategy/Future Measures and QMIP/QAPI/PIO Update (Ginger) The official documents were not ready in time for this meeting. Ginger talked through the state's quality strategy at very high level and introduced Alliances' quality strategy and how they are interrelated with each other.</p> <p>There will not be a meeting in July. In August we will get updates on QAPI and the PIPs, state readiness deliverables, the member experience update and the POC survey.</p>	<p><i>QAPI-quality assurance and performance improvement plan</i></p> <p><i>QMIP-quality management and improvement program</i></p>	

5. ADJOURNMENT: the meeting adjourned at 2:20 pm; the next meeting will be August 5, 2022, at 1:00.



**Alliance Health
BOARD OF DIRECTORS
Agenda Action Form**

ITEM: Consumer and Family Advisory Committee (CFAC) Report

DATE OF BOARD MEETING: August 4, 2022

BACKGROUND: The Alliance Consumer and Family Advisory Committee, or CFAC, is made up of consumers and/or family members that live in Cumberland, Durham, Johnston, Wake, Mecklenburg, and Orange counties who receive mental health, intellectual/developmental disabilities, traumatic brain injury and substance use/addiction services. CFAC is a self-governing committee that serves as an advisor to Alliance administration and Board of Directors. The Alliance CFAC meets at 5:30pm on the first Monday of each month's via Zoom. Sub-committee meetings are held in individual counties; the schedules for those meetings are available on Alliance's website at <https://www.alliancehealthplan.org/about/governance/consumer-and-family-advisory-committee-cfac/>.

This report includes minutes and documents from all counties held during May 2022 CFAC meetings.

SPECIFIC INFORMATION FOR BOARD REVIEW (if applicable/available): N/A

REQUEST FOR AREA BOARD ACTION: Accept the report.

CEO RECOMMENDATION: Accept the report.

RESOURCE PERSON(S): Jason Phipps, CFAC Past Chair; Ramona Branch, Member Inclusion & Outreach Manager; Lakeisha McCormick, Member Inclusion & Outreach Manager

[\(Back to agenda\)](#)

Monday, May 02, 2022



CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
5:30pm – 7:00 p.m.

APPOINTED MEMBERS PRESENT: ☐, ☐,

BOARD MEMBERS PRESENT: ☒ Pinkey Dunston, ☒ Trula Miles, ☒ Marie Dodson, ☒ Jerry Dodson, ☒ Jason Phipps, ☒ Brianna Harris, ☒ Sharon Harris, ☐ Shirley Francis, ☐ Brenda Solomon, ☒ Dave Curro, ☒ Annette Smith, ☒ Charlitta Burrus, ☒ Regina Mays, ☐ Felishia McPherson, ☐ Michael Maguire, ☒ Faye Griffin, ☒ Randy Sperling, ☐ Dave Swab, ☐ Steve Furman, ☐ Jean Greer, ☐ Brian Perkins, ☒ Renee Lloyd, ☒ Ruth Reynolds, ☐ Lois Stickell, ☒ Tekkyon Lloyd

GUEST(S): ☒ ShaValia Ingram, NCDHHS

STAFF PRESENT: ☒ Lori Caviness, Community Health and Strategy Manager, ☒ Aalece Pugh-Lilly, Sr. Director Community Health & Well-Being, ☒ Ramona Branch, Member Inclusion and Outreach Manager; ☒ LaKeisha McCormick, Member Inclusion and Outreach Manager; ☒ Erica Asbury, Member Inclusion and Outreach Specialist, ☒ Eileen Bennett, Member Inclusion and Outreach Specialist, ☒ Starlett Davis, Member Inclusion and Outreach Specialist, ☒ Fantasia Jones, Member Inclusion and Outreach Specialist, ☐ Douglass McDonnell, Member Inclusion and Outreach Specialist; ☒ India K. Perez, Member Inclusion & Outreach Specialist, ☐ Noah Swabe, Member Inclusion and Outreach Specialist, ☐ Rob Robinson, Chief Executive Director ☐ Sara Wilson, Alliance Health Chief of Staff, ☒ Paige Rosemond, Director of Foster Care Support

1. **WELCOME AND INTRODUCTIONS** – the meeting was called to order at 5:30 pm by Jason Phipps
2. **REVIEW OF THE MINUTES** – The minutes from the April 4, 2022 meeting were reviewed; a motion was made by Marie Dodson and seconded by Dave Curro to approve the minutes. Motion passed unanimously – with 2 minor edits.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Update on NC Children and Families Specialty Plan	<p>Paige Rosemond, Alliance Health Director of Foster Care Support, provided an update regarding the NC Children and Families Specialty Plan (CFSP).</p> <p>North Carolina's Children and Families Specialty plan (CFSP) – Alliance Health Review of CFSP Paper Policy</p> <ul style="list-style-type: none">➤ Purpose: Reduce the risk of repeated child maltreatment➤ Plan Outline:<ul style="list-style-type: none">○ Feb 2022 NCDHHS CFSP Policy Paper○ March – April 2022 Revise and Finalize CFSP RFP○ June – November 2022, Issue and Award CFSP RFP○ December 2023 CFSP Launch		

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on [Click or tap to enter a date..](#)

Monday, May 02, 2022

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING
5200 W. Paramount Parkway, Morrisville, NC 27560
5:30pm – 7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>Wells</p> <ul style="list-style-type: none">➤ One plan for Parents, Guardians, Custodians and Siblings of children/youth in Foster Care➤ Family members receiving CPS in-Home Services➤ Children receiving adoption assistance➤ Focus on preventing further penetration into the system <p>Worries:</p> <ul style="list-style-type: none">➤ Who (plan v. provider-based) ambiguity related to care management➤ Could require significant reconfiguration of existing systems➤ Waiting for legislative authority related to eligibility➤ Broad allowance for opting in and out of Statewide plan for individual counties➤ Required reunification plan, but not all Foster Children can be safely reunited <p>Wishes:</p> <ul style="list-style-type: none">➤ Delay implementation to allow for reflection on Tailored Plan roll out, lessons learned➤ Clarify expectations and roles of plan, community partners, county departments➤ Support of timely transition to sustainable plan options➤ Define the target population to sustain plan outcomes <p>Alliance Health Response to the CFSP Paper Policy:</p> <ul style="list-style-type: none">➤ Delay the implementation of the single statewide CFSP to prevent more disruption➤ Fully enroll Foster Care Youth in Behavioral Health I/DD Tailored Plans➤ Recommendation that time and resources (state and local) be immediately utilized to address identified service gaps and systemic changes➤ Take action to improved and insure standardization of key areas across LME/MCOs <p>Other Responses in addition to Alliance Health, can be found on bottom left of page. Want to ensure that all members and recipients have similar access, understanding of disparities.</p>		

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Monday, May 02, 2022

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING
 5200 W. Paramount Parkway, Morrisville, NC 27560
 5:30pm – 7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>Discussion: Purpose of the Children Family Specialty Plan and who made the original proposal for delay of the plan. One plan that covers all counties and addresses access to care challenges when children in Foster Care transition throughout state and do not have access to care because they are out of their catchment area for services. The plan is providing more consistency of services and ease of access to services, no matter where you are in the state. Originally the plan was supported unanimously, then a more in-depth look at the plan was taken, regarding what it was missing. This caused a request for more time/work to fix the CFSP before implementation. The County Commissioners Letter has caused the greatest amount of pause, given that local delivery of services is so important in the state of North Carolina.</p> <p>Discussion: Should we do a formal letter as a CFAC on our position regarding the CFSP? Paige advised that in-depth information provided to Steering Committee to ensure understanding of plan, so that a determination can be made, as a committee, as to whether to send letter/feedback regarding the delay of the CFSP. Jason stated that Committee should send a letter and discuss at local CFACs. Steering committee wants to propose letter to move forward with request to delay Child Family Specialty Plan implementation. Wake County advised on its position to support the motion of delaying the policy implementation. Jason advised he could get a draft out to everyone and dates for letter submission.</p>	<p>Jason: get a draft out to everyone and share dates for submission of letter.</p>	
4. Public Comment Individual/Family Challenges and Solutions	<p>Starlett Davis (Cumberland): Brought attention to several Mental health events held in May, information has been sent through email. Stay posted for events being shared this month.</p> <p>No additional Public Comments/Solutions</p>		
5. CFAC Chair/Vice Chair Nominations	<ul style="list-style-type: none"> ➤ Committee: Jason, Felishia, and Dave C. ➤ No nominations or emails have been sent out yet, Jason will send out email tonight ➤ Vote for Chair/Co-Chair will occur in next month's meeting <p>Discussion: Dave nominated Annette Smith and asked if anyone would like to have an opportunity to be chair or co-chair, it was discussed that nominations and votes would have to take place. Ramona suggested Ad hoc committee, Jason advised that he would send out email tonight regarding nominations. Dave suggested that he will share names for potential chairs/co-chairs and advised that those members would need to agree to nominations.</p>		

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Monday, May 02, 2022

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING
 5200 W. Paramount Parkway, Morrisville, NC 27560
 5:30pm – 7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
6. One Community in Recovery Event	<p>Updates about the conference to be shared by attendees:</p> <ul style="list-style-type: none"> ➤ Marie Dodson – Went to conference first day, discussed Dr. Hernandez, presentation, and his story. Talked about silos of funding and the recovery process being grounded in equity. Advised this is the best conference that she has attended. Stated she did not feel the usual rivalry between those looking for funding for MH or SUD. Shared about a program called Green Tree: alternative emergency response due to ER overuse, they utilize CPSS (Certified Peer Support Specialist) to help alleviate those in Mental Health Crisis. Informed committee about Netflix offering: Crip Camp: A Disability Revolution about Mind Freedom. ➤ Jerry Dodson: Advised on how hearing the stories of those who are peers and have history with SUD, trauma, or other challenges made him feel, and how it helps him to understand the recovery community a lot better than he has in the past. Advised on recovery services in the early days, most individuals involved were in recovery. Now that new rules/regulations are being put in place peers are being pushed out. Advised that pushing out those who are peers and understand the daily struggle, is a cause to rethink the rules/regulations and how it affects those in recovery. Advised on what he learned about in a session entitled, Trauma and its Impact session: Fight, Flight, Freeze. Shared about knowledge he learned about Narcan. Advised that Narcan does not affect people who are not being treated for opioid overdose, no fear that you may give Narcan to someone misdiagnosed as experiencing an overdose. Informed Committee that Narcan will not cause harm to individuals who are not actually having an overdose. <p>Discussion: Johnston County Opioid Task Force, contact Lori Caviness for more details on who to contact about information for this task force.</p>		
7. Other LME/MCO Updates	<p>Aalece Pugh-Lilly, Alliance Health Senior Director of Community Health and Well-Being, provided a brief update about Alliance Health Tailored Plan Readiness Reviews.</p> <p>Senior Director of Community Health and Well-Being – New Position</p> <ul style="list-style-type: none"> ➤ Areas that fall under her direction <ul style="list-style-type: none"> ○ Training/Education ○ Community & Member Engagement 		

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Monday, May 02, 2022

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING
5200 W. Paramount Parkway, Morrisville, NC 27560
5:30pm – 7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none">○ School Based Mental Health <p>Tailored Plan Readiness Reviews</p> <ul style="list-style-type: none">➤ Desktop reviews will be held from 3/29-8/5 – with all MCOs➤ On-site review for Alliance will be held on 7/25-7/26➤ Call Center Virtual On-Site Reviews will be held 5/10-5/12➤ Strategic Plan around Community and Member engagement, stay tuned for updates at a coming meeting. Would like feedback from Committee regarding these areas. <p>Medicaid Transformation Update</p> <ul style="list-style-type: none">➤ Medicaid Direct: Alliance leadership will provide more details about Medicaid Direct at a later date once contracts between the state and MCO's are finalized.➤ Waiting on information/finalization before providing updates about Medicaid Direct. <p>Alliance Health Training Opportunities Alliance Health Calendar of Events/Trainings</p> <p>Discussion: Encrypted/Unencrypted emails and timeframe for keeping emails for those outside of Alliance. Discussed security of Alliance emails and how we can ensure CFAC members get emails that they can save for more than 30 days, and the ability to share attachments. Shared about Training Curriculum offerings for Trauma and how to navigate through Alliance Website to view trainings.</p>		
8. State Updates	<p>ShaValia Ingram, NCDHHS – CEE Update May 2022</p> <p>May Awareness Month</p> <ul style="list-style-type: none">➤ Mental Health Awareness Month<ul style="list-style-type: none">○ Mental Health Awareness Month<ul style="list-style-type: none">• Information for Event Series sent via email○ Foster Care Awareness Month○ Borderline Personality Disorder Awareness Month○ Elder Americans Month <p>Monthly Meetings & Educational Opportunities:</p>		

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Monday, May 02, 2022

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING
5200 W. Paramount Parkway, Morrisville, NC 27560
5:30pm – 7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none">○ Provider and Consumer Call Update: Thursday, May 5, 2022, 3:00 pm – 4:00pm. See registration link on CEE Update for May○ Joint DMHDDSUS & DHB Update Call: Consumers and Families (May call is canceled)○ Public Hearing for NC Medicaid 1115 Waiver Proposed Amendment for families served by NC Child Welfare System: Tuesday, May 3, 2022, at 2:00 pm & Monday, May 9, 2022, at 3:00 pm○ NCDHHS I/DD Competitive Integrated Employment Series: Thursday, May 19, 2022, 12:00 pm – 1:00 pm<ul style="list-style-type: none">○ Note that dates for this series have changed. Registration link will be sent once you register, should be able to get reminders about upcoming events. <p>Upcoming Conferences:</p> <ul style="list-style-type: none">○ Healing Clients, Families, and Ourselves, May 4-6, 2022○ State Strategies for Leveraging Specialty Care Services, May 12, 2022, at 2:00 pm○ 5th annual older adult symposium, May 16, 2022 (Link available on CEE May update)○ Diversity and Inclusion Forum, First Tuesday of each month from 12:30 pm – 1:30 pm virtually <p>State and Consumer Advisory Committee (SCFAC):</p> <ul style="list-style-type: none">○ Next Meeting: Wednesday, May 11, 2022 – Hybrid Meeting at 9:00 am – 3:00 pm (In-person option is only available to committee members at this time). Please email public comments to Stacy Howard or inform her that you would like to make public comment prior to meeting. <p>State to Local Collaboration:</p> <ul style="list-style-type: none">➤ Next Meeting: May 25, 2022, at 6:00 pm – 7:30 pm <p>NC Medicaid Managed Care</p> <ul style="list-style-type: none">➤ Medicaid Hot topics Webinar Series - Thursday, May 19, 2022, at 5:30 pm		

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Monday, May 02, 2022

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING
 5200 W. Paramount Parkway, Morrisville, NC 27560
 5:30pm – 7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none"> ○ Meeting occurs every 3rd Thursday, register if you have not already ➤ Tailored Care Management Updates – NCDHHS is seeking authority to cover most of the current 1915 (b)(3) services through 1915(i) authority (Tailored Plans) See CEE May 2022 update for more details and links for information on this update. <p>Veterans Services, Members, and Families:</p> <ul style="list-style-type: none"> ➤ Resource Links for Veterans and Military Members <ul style="list-style-type: none"> ○ Conference: Lumbee Tribe of NC Veteran Stand Down – Saturday, May 21, 2022, (10 am – 2pm) at Boys and Girls Club (120 Youth Drive Pembroke, NC 28377) <p>Peer Support Specialist</p> <ul style="list-style-type: none"> ➤ Reminder about Peer Support Certification Renewal ➤ Upcoming Peer Support Trainings 40-hr and 20-hr trainings are available ➤ Press Release from the State – Checkout the website to view the newest information 		
9. CFAC Retreat	<ul style="list-style-type: none"> ➤ No additional input at this time, follow-up on this topic at next meeting. ➤ All Countries have agreed they would like to participate in CFAC retreat next fiscal year. Due to time committee table this discussion until next meet in June. 		
10. July Steering Committee Meeting Date	<p>Discussion: Monday, July 4, 2022, falls on holiday, this is the first Monday of the month of July. Committee discussed moving the meeting to another date or canceling. Committee was informed that the July Board Meeting is also cancelled.</p> <ul style="list-style-type: none"> ➤ Discussion was held regarding cancelation of July Meeting: Marie Dodson made a Motion and seconded by Dave Curro to cancel July meeting – unanimous vote. 		
11. Subcommittees <ul style="list-style-type: none"> • Wake • Durham • Cumberland • Johnston • Orange • Mecklenburg 	Annette Smith Charlitta Burruss Felishia McPherson Marie Dodson Steve Furman		

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Monday, May 02, 2022

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING
5200 W. Paramount Parkway, Morrisville, NC 27560
5:30pm – 7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
<ul style="list-style-type: none">Area BoardHuman RightsQuality Management	Ruth Reynolds Dave Curro Ramona/Lakeisha Israel Pattison/Marie Dodson/Dave Curro		
10. Announcements	<p>Upcoming Event: NAMI Walks your Way – Saturday, May 21, 2022</p> <ul style="list-style-type: none">➤ Location: Raleigh, North Carolina (9:00 am – 2:00 pm)<ul style="list-style-type: none">○ Alliance will have a table and distribute materials○ Anyone interested in attending should contact James Osborn, Director of Education and Outreach, coordinate best time to attend: jborn@alliancehealthplan.org○ Committee invited to attend, event information will be sent to group➤ Jason may not be present at June meeting due to mother being in town and vacation. <p>Discussion: Dave mentioned elections occurring next meeting.</p>		

11. ADJOURNMENT: The next meeting will be June 6, 2022, at 5:30 p.m. Motion to adjourn meeting by Dave Curro and seconded by Faye Griffin – unanimous vote to end at 7:06 pm. The next meeting will be held Monday, June 6, 2022, at 5:30 p.m.



COMMUNITY

ENGAGEMENT & EMPOWERMENT TEAM

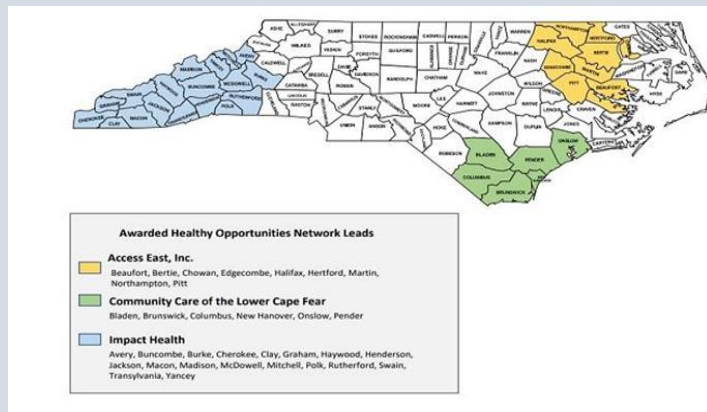
Community Update | May 2022

NCDHHS – DMH/DD/SUS

Healthy Opportunities Finally Launches in North Carolina

The Healthy Opportunities Pilot is one of many innovative approaches the North Carolina Department of Health and Human Services (NCDHHS) has taken in the last few years in its commitment to developing a system suited to improve the health and wellbeing of North Carolinians.

The Healthy Opportunities pilot aims to implement a series of well researched, coordinated, and evidenced-based methods to address both the medical and non-medical drivers of health for high-risk NC Medicaid Members. [READ MORE](#)



Have a question about anything – Send it to Us!!

The Division of Mental Health, Developmental Disabilities, and Substance Abuse Services is working to centralize questions coming in so that we can ensure questions are answered in a timely manner by the appropriate subject matter experts. To do this, we have two portals for incoming questions:

Email: BHIDD.helpcenter@dhs.nc.gov

Website: [Mental Health, Developmental Disabilities and Substance Use Services](#)

Please help us better our response time by using these avenues for submitting questions.

NC Olmstead

Learn more about NC Olmstead

<https://www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-abuse/nc-olmstead>

<https://www.ncdhhs.gov/events>

Grant Opportunities

<https://tinyurl.com/DMHDDSAS-Grants>

Press Releases from the State

To find out the newest information from the State please check our web site at:

<https://www.ncdhhs.gov/press-releases>

Awareness Month - May

May is Mental Health Awareness Month

1 in 4 adults suffers from a mental disorder each year. 50% of Americans will meet the criteria for a mental health condition in their life. Half of which will develop before the age of 14. DHHS challenges you to take time to discuss mental health in the workplace, at home, and/or in your community. Sharing is the key to breaking down negative misconceptions and attitudes that surround mental illness. As we enter the month of May let's take a moment to reflect on where Mental Health has come from in our country, we have moved from painting doors green so that it would let everyone know that there was a person in the home with a Mental Health issue. We have moved forward in our entertainment (not far enough) by using language that is first-person an inclusive way we verbally describe people who have a diagnosis of Mental illness. Have we gone as far as we can? – Absolutely not – We have come a long way and we still have a long way to go. Let's remember the accomplishments that we have made in this area and work towards building a community of inclusions for all with any type of diagnosis. Remember you are not alone.

#DHHSCares

- [NAMI](#)
- [DHHSCares](#)



Mental Health Awareness Series

Help is Available: How the National Suicide Prevention Lifeline Can Help North Carolinians in Need

Together, we can make a difference and prevent suicide. Join us for this virtual discussion with REAL Inc., operators of the NC National Suicide Prevention Lifeline, highlighting critical factors in suicide prevention, available resources, and the upcoming change to the 3-digit 988 dialing code for the Lifeline.

DATE: Thursday, May 5 • 12-1 p.m.

JOIN LINK: <https://attendee.gotowebinar.com/register/891999521153417485>

Recovery is Possible: Highlighting the Consumer and Family Experience

Reaching out for support takes strength, but recovery is possible. Join us for a virtual panel discussion promoting recovery and resiliency. Hear from community members with lived experience and their families about their journey toward recovery.

DATE: Tuesday, May 10 • 10-11 a.m.

JOIN LINK: <https://attendee.gotowebinar.com/register/5889140831654195212>

Exploring Best Practices to Treat Serious Mental Illness

Learn about community services and best practices to support individuals living with a serious mental illness and their families. Hear from mental health professionals about how these services promote positive health outcomes.

DATE: Thursday, May 12 • 12-1 p.m.

JOIN LINK: <https://attendee.gotowebinar.com/register/3707877987425519627>

The Value and Impact of Peer Support Specialists

Peer Support Specialists play an essential role in advancing recovery. Learn how Peer Specialists use their own lived experience to reach people with serious mental illness and help them on their journey to recovery. Hear about the process to become certified as a Peer Support Specialist in NC.

DATE: Wednesday, May 18 • 10-11:30 a.m.

JOIN LINK: <https://attendee.gotowebinar.com/register/1350344737566858251>

Promoting Whole Health – The Importance of Integrated Care

Integrated physical and mental health care supports whole-person health. Learn from NC providers about the various integrated care programs and best practices used across the state.

DATE: Wednesday, May 25 • 12-1 p.m.

JOIN LINK: <https://attendee.gotowebinar.com/register/4411135520155767310>

The Importance of Addressing the Intersection Between Mental Health and the Criminal Justice System

Learn about the critical importance of addressing the mental health of justice involved populations. The criminal justice system can play a vital role in advancing the mental health of North Carolinians.

DATE: Friday, May 27 • 12-1 p.m.

JOIN LINK: <https://attendee.gotowebinar.com/register/5057106298122129419>

Foster Care Awareness Month

NC Kids helps prospective families navigate the initial stages of foster care and adoption. We connect children in need of adoptive homes with families by:

- Featuring waiting children on this website and the national Adopt US Kids website. These websites identify legally free children who are awaiting adoption.
- Maintaining a central database of children available for adoption and families who are interested in adopting children from the foster care system.
- Providing matching services for waiting children with pre-approved families registered with NC Kids.



We also provide:

- Foster care and adoption support services.
- Community outreach and support services for recruitment and retention of foster and adoptive families and technical assistance to County Departments of Social Services and private Child Placing Agencies.

NC Kids works with agencies, children, and families. We are not an adoption or foster care agency and do not make any decisions about child placement.

[Recommended questions to ask when selecting a licensed child-placing agency for foster care and/or adoption.](#)

Resources:

[Who Can Foster and/or adopt](#)
[How to Foster and/or adopt](#)
[Post Adoption Support and Resources](#)
[Frequently Asked Questions](#)
[The North Carolina Heart Gallery](#)

Contact:

For more information, please call our hotline at 877-625-4371 or email us at nc.kids@dhhs.nc.gov

Borderline Personality Disorder Awareness Month

In May of 2007, the National Education Alliance for Borderline Personality Disorder (NEABPD) organized hearings before congress to educate legislators about [Borderline Personality Disorder \(BPD\)](#). A year later, in April 2008 the U.S. House of Representatives declared May as Borderline Personality Disorder Awareness Month.

Borderline personality disorder is defined as a mental health disorder that impacts the way you think and feel about yourself and how you view others. This disorder causes the person to have problems functioning in everyday life. The person can suffer from many symptoms such as self-image issues, difficulty managing emotions and behaviors, and unstable relationships to name a few. Those with BPD can suffer from an intense fear of abandonment or instability and possibly difficulty tolerating being alone. A person who is diagnosed with BPD can have inappropriate anger, impulsiveness, and frequent mood swings that tend to push others away from them even though that person would like to have a loving and lasting relationship. BPD typically begins by early adulthood, and the condition seems to worsen in young adulthood and may gradually get better with age. If you or someone that you know has a diagnosis of BPD, don't get discouraged. Many people with this disorder get better over time with treatment and can learn to live satisfying lives. [MAYO Clinic](#)

May is Elder Americans Month

The 2022 theme is *Age My Way*, an opportunity for all of us to explore the many ways older adults can remain in and be involved with their communities. The [2022 logos, poster, templates, social media graphics](#), and [activity ideas](#) are now available to help you celebrate OAM in your community. Don't forget to follow #OlderAmericansMonth for the latest from ACL, and to see what others are planning



Meetings & Educational Opportunities

Monthly Provider & Consumer Calls

Joint DMHDDSUS & DHB Update call: Providers

During this call, panelists will present policy updates to Providers from DMHDDSUS and DHB representatives followed by an open Q&A session.

Thursday, May 5, 2022, 3:00 p.m. — 4:00 p.m.

[Register Here](#)

Joint DMHDDSUS & DHB Update call: Consumers & Family Members

During this call, panelists will present policy updates to Consumers & Family Members from DMHDDSUS and DHB representatives followed by an open Q&A session.

May Consumer & Family Members Call is CANCELLED

NCCDD's Self Advocate Discussion

The NC Council on Developmental Disabilities (NCCDD) will again sponsor a virtual monthly self-advocate discussion series. Discussions aim to emphasize the value of people with disabilities to build and maintain relationships with NC legislators and decision-makers while bridging relationships and a network among NC self-advocates. The dates and times are as follows:

- [Wednesday, June 1, 2022, 1:00-2:00 p.m.](#)

Public Hearings for the NC Medicaid 1115 Waiver Proposed Amendment for Families Served by the NC Child Welfare System

NCDHHS is seeking to amend its Section 1115 demonstration waiver to reflect changes to the eligibility and delivery system for families being served by the North Carolina child welfare system (Child Placement Services and Child Protective Services). Join us for an overview of the key amendment requests. There will be time for questions and answers.

Webinar-based Public Hearing for the NC Medicaid 1115 Waiver Proposed Child Welfare Amendment

Tuesday, May 3, 2022, at 2 p.m. To register [click here](#).

Monday, May 9, 2022, at 3 p.m. To register, [click here](#).

The proposed amendment application is available on the NC Medicaid website at medicaid.ncdhhs.gov/more-information

North Carolina's current 1115 waiver authorizes significant transformations of the North Carolina Medicaid delivery system through a managed care program, the Healthy Opportunities Pilots and a waiver of the institution for mental diseases (IMD) exclusion for substance use disorder treatment.

NCDHHS I/DD Competitive Integrated Employment

Join Link: <https://attendee.gotowebinar.com/register/2047148136113162764>



Competitive Integrated Employment Lunch and Learn Series

Join us to learn about best practices to support individuals with intellectual and developmental disabilities (I/DD) and Traumatic Brain Injury (TBI) on their path to achieving Competitive Integrated Employment (CIE). The purpose of the series topics are to highlight actions for CIE preparation. The identified topics include, but are not limited to the following:

- What is Competitive Integrated Employment?
- Informed Choice
- How to Access Employment Services
- Benefits Counseling Overview
- NC ABLE Overview
- Guardianship and Alternatives
- Overview of NCDHHS Guide to CIE
- Employment Models and Discovery
- Career Planning and Development
- Workplace Accommodations
- Post-Secondary Education and Employment
- Assistive Technology and Employment

MARK YOUR CALENDARS

The 2022 Competitive Integrated Employment Lunch and Learn Series takes place on the third Wednesday of each month. Mark your calendar to join us on the following dates:

Topic	Date
Topic 1: Overview of NCDHHS Guide to CIE	Wed, 23, 2022, 12:00 PM - 1:00 PM
Topic 2: Informed Choice	Wed, 30, 2022, 12:00 PM - 1:00 PM
Topic 3: How to Access Employment Services	Wed, 6, 2023, 12:00 PM - 1:00 PM
Topic 4: Benefits Counseling Overview	Wed, 13, 2023, 12:00 PM - 1:00 PM
Topic 5: NC ABLE Overview	Wed, 20, 2023, 12:00 PM - 1:00 PM
Topic 6: Guardianship and Alternatives	Wed, 27, 2023, 12:00 PM - 1:00 PM

Wednesday, April 20, 2022, from 12 - 1 p.m.
How to Access Employment Services

Presented By:
• Zetta McMillan, Program Specialist for Community Rehabilitation Programs, Division of Vocational Rehabilitation Services
• Jacqui Parker, I/DD Clinical Consultant, NC Medicaid
• Angela Lightfoot, I/DD Consultant, NCDHHS

Click here to join: <https://attendee.gotowebinar.com/register/2047148136113162764>

For more information visit: www.ncdhhs.gov | NCDHHS is an equal opportunity employer and provider. - 4/2022

Note: The dates for this series have changed.

Mark Your Calendar

The DHHS Competitive Integrated Employment Lunch and Learn Series takes place on the third Wednesday of each month. Mark your calendar to join on the following dates:
May 18, 2022, June 15, 2022, July 20, 2022, Aug. 17, 2022, Sept. 21, 2022, Oct. 19, 2022, Nov. 16, 2022, Dec. 21, 2022

Women's Recovery Conference



[Register Here](#)

Healing Clients, Families, and Ourselves

Mountain Area Health Education Center

121 Hendersonville Road, Asheville, NC 28803-2868

May 4-6, 2022

Specialty Care Services

The Center for Advancing Policy on Employment for Youth will host a webinar on "State Strategies for Leveraging Specialty Care Services" on May 12 at 2:00 p.m. ET. The webinar will highlight COVID-19's impact on mental health and share a new resource published by the Office of Disability Employment Policy. Attendees will learn how states can better utilize resources to provide specialty care services for young adults in a mental health crisis.

- [Register for "State Strategies for Leveraging Specialty Care Services"](#)

Register for the 5th Annual Older Adult Mental Health Awareness Day Symposium

Mental health is critical to well-being at every age. Join a free virtual event on May 16, 2022, that will empower professionals with the latest tools to improve the lives of older adults in their communities.

The all-day symposium is sponsored by the National Council on Aging, Administration for Community Living, Substance Abuse and Mental Health Services Administration, Health Resources and Services Administration, and E4 Center of Excellence for Behavioral Health Disparities in Aging.



nc
Keynote Q&A | May 16, 2022
5th Annual Older Adult Mental Health Awareness Day Symposium

Jane Pauley
Emmy Award Winning Journalist
and Host of CBS Sunday Morning

Ramsey Atwin
President & CEO
NCOA

Logos: ACL, HRSA, SAMHSA, E4 Center

Monday, May 16, 2022

[Register for the virtual event](#)

Webinar: Learn About and Help Test New HCBS Quality Measures

Tuesday, May 3, 2022, 2:00 - 3:00 p.m.

[Register for the webinar](#)

The quality of life of persons living with all types of disabilities is closely tied to the services they receive in home and community settings. Among these services are residential supports, personal care services, mental health services, and community living supports.

Despite its importance, the quality of home and community-based services (HCBS), as well as the outcomes people with disabilities who receive them experience, has historically been difficult to define and even more difficult to measure.

Through working with researchers, measure developers, policymakers, and advocates, the [Research and Training Center on HCBS Outcome Measurement](#) (RTC/OM) at the University of Minnesota Institute on Community Integration has developed measures that focus on how well Home and Community-Based Services (HCBS) are helping people with a variety of disabilities live the lives they want.

You are invited to our Diversity and Inclusion Forum

Mental Health Awareness & Wellness

First Tuesday of every month from 12:30-1:30 (virtually)

Host is Friday Pettit, Community Liaison

Guest speakers: Andy Hagler- Executive Director of Mental Health Associations of Forsyth County.

Jason Roberts – Chief Nursing Officer of Old Vineyard Behavioral Health Services



Please register in advance for Zoom link: <https://uhsinc.zoom.us/j/96474473391?pwd=QlFaZW9MVWV0c1N3VnNpUUJldXg0QT09>

Southeastern Transgender Health Summit (SETHS)

The Southeastern Transgender Health Summit (SETHS) aims to provide relevant, evidence-based education for medical and behavioral health providers and community members in order to increase access to care and improve the quality of the care currently available for transgender patients. Tracks will focus on the needs of the patient, healthcare resources, building capacity in the community, how to access services, and how to advocate for positive health outcomes

[LEARN MORE & REGISTER](#)

Location: MAHEC Education Building OR via Live Webinar

Mary C. Nesbitt Biltmore Campus

121 Hendersonville Road, Asheville, NC 28803

Date: Saturday, June 4, 2022

Check-In: 7:00 a.m. – 8:00 a.m.

Program: 8:00 a.m. – 4:30 p.m.

Date: Sunday, June 5, 2022

Check-In: 7:00 a.m. – 8:00 a.m.

Program: 8:00 a.m. – 1:30 p.m.

State Consumer and Family Advisory Committee (SCFAC)

The State Consumer and Family Advisory

Committee (SCFAC) meeting is on the 2nd Wednesday of every month and is open to the public. April's SCFAC meeting will be held as a hybrid meeting – the in-person option at this time is only for committee members. A virtual platform and teleconference options are provided for additional attendees.

Visit the State CFAC page for more information: www.ncdhhs.gov/divisions/mhddsas/councils-commissions/state-consumer-and-family-advisory-committee.

Next Meeting: Wednesday, May 11, 2022 – Hybrid meeting

Time: 9:00 a.m. – 3:00 p.m.

Join by web browser: <https://tinyurl.com/htra3ane>

Phone in option: 1-415-655-0003 **Meeting #:** 24255343106

Passcode: N5whNFFJD33

Nothing About Us, Without Us.



State to Local Collaboration

The State to Local Collaboration Call is scheduled for every **4th Wednesday** of the month. The call-in number and conference ID will not change.

May 2, 2022, from 6:00 p.m.– 7:30 p.m.

To Join Click here: <https://tinyurl.com/yc5crpv6>

Phone in option: 1-415-655-0003 US Toll

May 25, 2022, from 6:00 p.m. –7:30p.m.

To Join Click here: <https://ncgov.webex.com/ncgov/j.php?MTID=m556a2c55f43a63ade12804aeb18089de>

Phone in option: 1-415-655-0003 US Toll

Local Consumer and Family Advisory Committee (LCFAC)

Please check with your local CFAC's to see if they are meeting in person, virtually and or blended.

NC Medicaid Managed Care

NC Medicaid Managed Care

Beneficiaries have several resources to [help answer questions](#) about their transition to NC Medicaid Managed Care. Those who want a reminder of which health plan they are enrolled in should call the [Enrollment Broker](#) at 833-870-5500 (TTY: 833-870-5588). Questions about benefits and coverage can be answered by calling their health plan at the number listed in the welcome packet or on the [What Beneficiaries Need to Know on Day One fact sheet](#). For other questions, beneficiaries can call the NC Medicaid Contact Center at 888-245-0179 or visit the "Beneficiaries" section of the [Medicaid website](#). To learn more [click here](#).

NC Medicaid Managed Care Hot Topics Webinar Series

Every 3rd Thursday of the month from 5:30 p.m.-6:30 p.m.

May 19, 2022, 05:30 PM

Jun 16, 2022, 05:30 PM

[Register for 3rd Thursday webinars](#)

Tailored Care Management Updates

With NC Medicaid's transformation to managed care, the North Carolina Department of Health and Human Services (NCDHHS) will continue to offer to Medicaid beneficiaries a comprehensive array of behavioral health, intellectual/developmental disability (I/DD) and traumatic brain injury (TBI) services.

In previous guidance, including the [Behavioral Health and Intellectual/Development Disability Tailored Plan Final Policy Guidance](#) and [Behavioral Health and Intellectual/Development Disability Tailored Plan Request for Applications](#), NCDHHS released detailed information about the Standard Plan and future Behavioral Health (BH) and I/DD Tailored Plan (Tailored Plan) benefit packages. NCDHHS currently covers a subset of BH services under its 1915(b)(3) waiver, which will sunset upon Tailored Plan launch in December 2022. NCDHHS is seeking authority to cover most of the current 1915(b)(3) services through the 1915(i) authority (Tailored Plans). Information on the 1915(i) services is available in the [NC Medicaid Transition of 1915\(b\)\(3\) Benefits to 1915\(i\) Authority white paper](#).

Updated Guidance

NC Medicaid has published updated guidance on Tailored Care Management, including updates to the [Tailored Care Management Provider Manual](#), the [use of Care Manager extenders](#), [Tailored CM 101 Frequently asked Questions](#) and [updated guidance on rates](#). For more information, please see Medicaid bulletin article [Tailored Care Management Update: AMH+/CMA Certification Round Two Desk Reviews Completed](#). All updates can be found on the Tailored Care Management webpage at: <https://medicaid.ncdhhs.gov/transformation/tailored-care-management>

Medicaid Transformation

Here are some additional sites that you may go to find more information on Medicaid Transformation:

<https://medicaid.ncdhhs.gov/transformation>

<https://medicaid.ncdhhs.gov/transformation/more-information>

NC Medicaid Beneficiary Portal

Medicaid serves low-income parents, children, seniors, and people with disabilities. The Beneficiary Portal offers information on applying for Medicaid and more. How do I get a ride to my medical appointment? How do I change my health plan (PHP)?

[Go to the Beneficiary Portal](#)

Traumatic Brain Injury (TBI) Updates

- As part of the TBI grant, the Brain Injury Association of NC (BIANC) will be initiating a **pilot with Family Services of Davidson County to screen individuals for TBI starting in late April.**
- A new pilot program is being developed in collaboration with the Justice Innovations Section and the Brain Injury Association of NC (BIANC) to screen individuals for TBI and Mental Health within the criminal justice system.
- The **TBI State Action Plan is currently under review for updates.** Anyone interested in participating in these workgroup meetings are encouraged to reach out to the TBI program at TBIContact@dhhs.nc.gov
- The **TBI Program is recruiting for membership on the TBI Grant Steering Committee.** This steering committee plays an important role in oversight of grant activity, monitoring project progress, making recommendations, problem solving challenges and other critical functions. Interested individuals should contact Sandy Pendergraft at, sandy.pendergraft@bianc.net, or Michael Brown at, michael.brown@dhhs.nc.gov. All are welcome and encouraged to join!
- The Brain Injury Association of NC (BIANC) website offers a large variety of information, educational learning tools and maintains a comprehensive online resource guide. The website can be found at www.bianc.net
- Centers for Medicare and Medicaid Services (CMS) has approved the TBI waiver renewal effective April 1, 2022. In the coming months this waiver will expand into Orange and Mecklenburg counties. Additional information will be available on the TBI program webpage in the near future at [Traumatic Brain Injury | NCDHHS](#)

A diverse and growing library of free online TBI training modules can be found at www.biancteach.net

Veterans, Service Members & Families

Resource Links for Veterans and Military Members

<https://www.va.gov/VE/pressreleases/2021081801.asp>

[Guidelines for Helping Your Family after Combat Injury](#)

[Impact of Invisible Injuries: Helping your Family and Children](#)

[Understanding Refugee Trauma: For School Personnel After a Crisis:](#)

[Helping Young Children Heal](#)

[NCGWG Meetings](#)

[Resource Guide for Veterans](#)



Lumbee Tribe of NC Veteran Stand Down



VETERANS

SERVICES OF THE CAROLINAS

A Division of 

Lumbee Tribe of NC Veteran Stand Down

May 21, 2022 | 10AM - 2PM
Boys and Girls Club
120 Youth Drive
Pembroke, NC 28372

***Veterans will need to present proof of Veteran status: DD-214, Veteran ID, or VA Verified on Site**

Available Resources

- Health Screenings
- Housing Assistance
- Mental Health Services
- Employment Assistance
- Veterans' Benefits Assistance
- Gear Distribution
- Food

Follow us on social media   

Visit www.abccm-vsc.org or call 855-962-8387 for more information



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VA | U.S. Department of Veterans Affairs

Peer Supports

Peer Support Certification Renewal Reminders

Attention Peer Support Specialists!

Peer Support Certification Renewal reminders are sent 60 days before your certification expires. Please visit the Peer Support Program [website](#) for details on how to renew your certification.

Peer Support Job Board

Click [here](#) for up-to-date available peer support jobs across the state.

PSS Employment Information

- 3897 Certified Peer Support Specialists as of January 21, 2021
- 1618 Certified Peers are employed as PSS
- 802 PSS are seeking employment

Full & up-to-date statistics can be found by visiting:

<https://pss.unc.edu/data>

Upcoming PSS Trainings

- [New PSS 40-Hour Trainings](#)
- [20-Hour Additional Trainings](#)

Reporting Complaints or Ethical Violations

Allegations or observation of unethical and/or illegal behavior of a CPSS may be reported at <https://pss.unc.edu/contact-us> or by calling 919-843-3018.

Community Engagement & Empowerment Team

The Division of MH/DD/SAS, Community Engagement and Empowerment team provides education, training, and technical assistance to internal and external organizations and groups to facilitate community inclusion and meaningful engagement of persons with lived MH/DD/SUD experience across HHS policy making, program development, and service delivery systems. Learn more at: <https://www.ncdhhs.gov/assistance/mental-health-substance-abuse/community-empowerment-and-engagement>

In-Person Training

As we start to Prepare for 2022– Remember to get with your CE&E Team member to set up Trainings for your community events, committees, and CFAC meetings.

The CE&E Team has started our Community Training's in-person! Reach out to your CE&E Team members to set up any of our trainings from our Training & Technical Assistance Program (TTAP). Our team will continue to follow all guidelines that are suggested by the State, the CDC or your organization/facility. The CE&E Team is here to help. Contact us to begin planning for your next event!

Please reach out to our team at: CEandE.staff@dhhs.nc.gov

Stacey Harward, BSW: Stacey.Harward@dhhs.nc.gov

ShaValia Ingram MS, MSW, LCSWA: Shavalia.Ingram@dhhs.nc.gov

Wes Rider, BSW: Wes.Rider@dhhs.nc.gov

Badia Henderson: Badia.Henderson@dhhs.nc.gov

Your Feedback is Appreciated

Your feedback on the CE&E Update is much appreciated!

Please feel free to email us at CEandE.Staff@dhhs.nc.gov with any tips.



Monday, May 09, 2022

Durham CFAC MEETING - REGULAR MEETING

Virtual meeting via videoconference

MEMBERS PRESENT: ☐ Herb Trippert, ☒ Tammy Shaw, ☐ James Henry, ☐ Latasha Jordan, ☒ Dave Curro,
☒ Brenda Solomon, ☒ Chris Dale, ☒ Pinkey Dunston, ☒ Regina Mays, ☒ Charlitta Burruss, ☐ Helen Castillo

BOARD MEMBERS PRESENT: None

GUEST(S): ☒ ShaVaila Ingram DHHS, ☒ Vandna Munishi

STAFF PRESENT: ☒ Ramona Branch, Member Inclusion & Outreach Manager, ☒ Fantasia Jones, Member Inclusion & Outreach Specialist,
☒ Aalece Pugh-Lily, Senior Director Community Health and Well-Being

<https://alliancehealthplan.zoom.us/j/98180766572>

1. WELCOME AND INTRODUCTIONS

2. REVIEW OF THE MINUTES – The minutes from the April 11, 2022, Consumer and Family Advisory Committee (CFAC) meeting were reviewed; a motion was made by David Curro and seconded by Pinkey Dunston to approve the minutes. Motion passed.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Public Comments	No public comments		
4. State Updates	<p>ShaVaila Ingram, DHHS was in attendance and went over the April CE&E:</p> <ul style="list-style-type: none">➤ Meeting and Educational Opportunities: NCCDD's Self Advocate Discussion Wednesday, June 1, 2022, 1:00-2:00 p.m.➤ NCDHHS I/DD Competitive Integrated Employment Join Link: https://attendee.gotowebinar.com/register/2047148136113162764 The DHHS Competitive Integrated Employment Lunch and Learn Series takes place on the third Wednesday of each month. Mark your calendar to join on the following dates: May 18, 2022, June 15, 2022, July 20, 2022, Aug. 17, 2022, Sept. 21, 2022, Oct. 19, 2022, Nov. 16, 2022, Dec. 21, 2022➤ Women's Recovery Conference: Register at Healing Clients, Families, and Ourselves Mountain Area Health Education Center 121 Hendersonville Road, Asheville, NC 28803-2868 May 4-6, 2022➤ 5th Annual Older Adult Mental Health Awareness Day Symposium: Monday, May 16, 2022➤ Diversity and Inclusion Forum Mental Health Awareness & Wellness: First Tuesday of every month from 12:30-1:30 (virtually)		

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none"> ➤ State to Local Collaboration: ShaVaila discussed the recent meeting and mentioned the importance of having Alliance representation present The State to Local Collaboration Call is scheduled for every 4th Wednesday of the month. May 2, 2022, from 6:00pm– 7:30pm. May 25, 2022, from 6:00p, –7:30pm ➤ NC Medicaid Managed Care: NC Medicaid Managed Care Hot Topics Webinar Series Every 3rd Thursday of the month from 5:30 p.m.-6:30pm May 19, 2022, 05:30pm and Jun 16, 2022, 05:30 pm ➤ Tailored Plan Updates ➤ Veterans, Service Members & Families: Lumbee Tribe of NC Veteran Stand Down: May 21, 2022 10am-2pm at the Boys and Girls Club 120 Youth Drive, Pembroke, NC, 28372 ➤ CPSS updates for renewals, employment and training 		
5. Tailored Plan Updates	<p>Aalece Pugh-Lily provided updates:</p> <ul style="list-style-type: none"> ➤ CFAC readiness and December 2022 updates for Tailored plan ➤ Waiting for additional updates for Medicaid 		
6. LME/MCO Updates	<p>Ramona Branch provide updates:</p> <ul style="list-style-type: none"> ➤ CFSP summary ➤ CFAC Durham attendance for NAIMI walk ➤ Updates and calendar events for Alliance ➤ July CFAC meeting cancelled due to the federal holiday 		
7. Steering Committee Updates	No Updates		
8. Charter Update	<p>Ramona provided updates:</p> <ul style="list-style-type: none"> ➤ Ramona provided exact information from the by laws for the charter and steering committee meeting 		
9. Elections	<ul style="list-style-type: none"> ➤ The committee voted for the upcoming Chair and Co-chair. ➤ David nominated Charlitta to remain Chair of the committee for the upcoming year, Chris Dale second. Motion passed ➤ David nominated Regina to remain as Co-chair for the upcoming year, Charis Dale second. Motion passed 		

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
10. Meeting	➤ Charlitta motioned to stay virtual for the Durham CFAC meetings until after August, Pinkey second. Motion passed		
11. Announcements	➤ Fantasia made the committee aware that only the Chair and co-chair would be entitled to receive a stipend for the Steering committee meeting however, if the chair or Co-chair are unavailable to attend the meeting notification should be provided and the replacement would then be entitled to the stipend, instead of the absent party. (only two stipends per county for the steering committee meeting)		

ADJOURNMENT: 6:45pm; the next meeting will be June 13, 2022, at 5:30 p.m.

Respectfully Submitted by:

Fantasia Jones, Member Inclusion & Outreach Specialist

5.11.2022



Wednesday, May 11, 2022

Wake CFAC MEETING - REGULAR MEETING

Virtual meeting via videoconference

MEMBERS PRESENT: ☑ Annette Smith, ☑ Rasheeda McAllister, ☑ Trula Miles, ☑ Karen McKinnon, ☑ Benjamin Smith,
☑ Alicia Jones, ☑ Faye Griffin, ☑ Anna Cunningham

BOARD MEMBERS PRESENT: None

GUEST(S): ☑ ShaValia Ingram DHHS;

STAFF PRESENT: ☑ Dr. Aalece Pugh-Lilly

☑ Erica Asbury, Member Inclusion and Outreach Specialist; ☑ LaKeisha McCormick, Manager- Member Inclusion and Outreach Mecklenburg;

1. WELCOME AND INTRODUCTIONS

2. **REVIEW OF THE MINUTES** – The minutes from the March 8, 2022, Consumer and Family Advisory Committee (CFAC) meeting were motioned by K. McKinnon and second by R. McAllister

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Public Announcements		Ongoing	N/A
4. Tailored Plan Updates	<p>Dr. Aalece Pugh-Lilly, Alliance Health Senior Director of Community Health and Well-Being, provided a brief update about Alliance Health Tailored Plan Readiness Reviews.</p> <p>Senior Director of Community Health and Well-Being – New Position</p> <ul style="list-style-type: none">➤ Areas that fall under her direction<ul style="list-style-type: none">○ Training/Education School Based Mental Health <p>Tailored Plan Readiness Reviews</p> <ul style="list-style-type: none">➤ Desktop reviews will be held from 3/29-8/5 – with all MCOs➤ On-site review for Alliance will be held on 7/25-7/26➤ Call Center Virtual On-Site Reviews will be held 5/10-5/12➤ Strategic Plan around Community and Member engagement, stay tuned for updates at a coming meeting. Would like feedback from Committee regarding these areas. <p>Medicaid Transformation Update</p> <ul style="list-style-type: none">➤ Medicaid Direct: Alliance leadership will provide more details about Medicaid Direct at a later date once contracts between the state and MCO's are finalized.	Ongoing	N/A

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none"> ➤ Waiting on information/finalization before providing updates about Medicaid Direct. 		
5.State Updates	<p>ShaValia Ingram, NCDHHS – CEE Update May 2022</p> <p>May Awareness Month</p> <ul style="list-style-type: none"> ➤ Mental Health Awareness Month <ul style="list-style-type: none"> ○ Mental Health Awareness Month <ul style="list-style-type: none"> • Information for Event Series sent via email ○ Foster Care Awareness Month ○ Borderline Personality Disorder Awareness Month ○ Elder Americans Month <p>Monthly Meetings & Educational Opportunities:</p> <ul style="list-style-type: none"> ○ Provider and Consumer Call Update: Thursday, May 5, 2022, 3:00 pm – 4:00pm. See registration link on CEE Update for May ○ Joint DMHDDSUS & DHB Update Call: Consumers and Families (May call is canceled) ○ Public Hearing for NC Medicaid 1115 Waiver Proposed Amendment for families served by NC Child Welfare System: Tuesday, May 3, 2022, at 2:00 pm & Monday, May 9, 2022, at 3:00 pm ○ NCDHHS I/DD Competitive Integrated Employment Series: Thursday, May 19, 2022, 12:00 pm – 1:00 pm <ul style="list-style-type: none"> ○ Note that dates for this series have changed. Registration link will be sent once you register, should be able to get reminders about upcoming events. <p>Upcoming Conferences:</p> <ul style="list-style-type: none"> ○ Healing Clients, Families, and Ourselves, May 4-6, 2022 ○ State Strategies for Leveraging Specialty Care Services, May 12, 2022, at 2:00 pm 	Ongoing	N/A

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none"> ○ 5th annual older adult symposium, May 16, 2022 (Link available on CEE May update) ○ Diversity and Inclusion Forum, First Tuesday of each month from 12:30 pm – 1:30 pm virtually <p>State and Consumer Advisory Committee (SCFAC):</p> <ul style="list-style-type: none"> ○ Next Meeting: Wednesday, May 11, 2022 – Hybrid Meeting at 9:00 am – 3:00 pm (In-person option is only available to committee members at this time). Please email public comments to Stacy Howard or inform her that you would like to make public comment prior to meeting. <p>State to Local Collaboration:</p> <ul style="list-style-type: none"> ➤ Next Meeting: May 25, 2022, at 6:00 pm – 7:30 pm <p>NC Medicaid Managed Care</p> <ul style="list-style-type: none"> ➤ Medicaid Hot topics Webinar Series - Thursday, May 19, 2022, at 5:30 pm <ul style="list-style-type: none"> ○ Meeting occurs every 3rd Thursday, register if you have not already ➤ Tailored Care Management Updates – NCDHHS is seeking authority to cover most of the current 1915 (b)(3) services through 1915(i) authority (Tailored Plans) See CEE May 2022 update for more details and links for information on this update. <p>Veterans Services, Members, and Families:</p> <ul style="list-style-type: none"> ➤ Resource Links for Veterans and Military Members <ul style="list-style-type: none"> ○ Conference: Lumbee Tribe of NC Veteran Stand Down – Saturday, May 21, 2022, (10 am – 2pm) at Boys and Girls Club (120 Youth Drive Pembroke, NC 28377) <p>Peer Support Specialist</p> <ul style="list-style-type: none"> ➤ Reminder about Peer Support Certification Renewal ➤ Upcoming Peer Support Trainings 40-hr and 20-hr trainings are available <p>Press Release from the State – Checkout the website to view the newest information</p>		

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	A Smith		
5. Steering Committee/ MCO Update	<p>L. McCormick</p> <p>North Carolina's Children and Families Specialty plan (CFSP) – Alliance Health Review of CFSP Paper Policy</p> <ul style="list-style-type: none"> ➤ Purpose: Reduce the risk of repeated child maltreatment ➤ Plan Outline: <ul style="list-style-type: none"> ○ Feb 2022 NCDHHS CFSP Policy Paper ○ March – April 2022 Revise and Finalize CFSP RFP ○ June – November 2022, Issue and Award CFSP RFP ○ December 2023 CFSP Launch <p>Wells</p> <ul style="list-style-type: none"> ➤ One plan for Parents, Guardians, Custodians and Siblings of children/youth in Foster Care ➤ Family members receiving CPS in-Home Services ➤ Children receiving adoption assistance ➤ Focus on preventing further penetration into the system <p>Worries:</p> <ul style="list-style-type: none"> ➤ Who (plan v. provider-based) ambiguity related to care management ➤ Could require significant reconfiguration of existing systems ➤ Waiting for legislative authority related to eligibility ➤ Broad allowance for opting in and out of Statewide plan for individual counties 	N/A	N/A

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none"> ➤ Required reunification plan, but not all Foster Children can be safely reunited <p>Wishes:</p> <ul style="list-style-type: none"> ➤ Delay implementation to allow for reflection on Tailored Plan roll out, lessons learned ➤ Clarify expectations and roles of plan, community partners, county departments ➤ Support of timely transition to sustainable plan options ➤ Define the target population to sustain plan outcomes <p>Alliance Health Response to the CFSP Paper Policy:</p> <ul style="list-style-type: none"> ➤ Delay the implementation of the single statewide CFSP to prevent more disruption ➤ Fully enroll Foster Care Youth in Behavioral Health I/DD Tailored Plans ➤ Recommendation that time and resources (state and local) be immediately utilized to address identified service gaps and systemic changes ➤ Take action to improved and insure standardization of key areas across LME/MCOs 		
6. Voting on new members/Nominations for Chair/ Co-Chair	<p>A Smith shared that she has served her term as chair previously and would like for members to consider the position. Names may be submitted at the June meeting prior to the vote.</p> <p>A Smith read the names of :Anna Cunningham; Alicia Jones and Rasheeda McAllister and the committee voted to add them as members. E. Asbury explained the stipend related to attendance and asked that they each let her know privately if they would like to decline getting it.</p>		
7. In Person meeting/ July break	<p>A Smith and E Asbury discuss the possibility of returning to in person monthly meetings and the option of hybrid meetings. Information was shared about locations. There will be a vote on ongoing meeting locations at the June meeting.</p> <p>As in previous years, the Board and Steering committee will be using July and a summer break month. The Wake County Subcommittee has the opportunity to decide and vote during the June meeting.</p>	June meeting Vote	

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date.



Wednesday, May 11, 2022

Wake CFAC MEETING - REGULAR MEETING
Virtual meeting via videoconference

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
8. Training: Filing a grievance; Future training topics	E Asbury shared the ways in which members and families may report concerns. Access is able to take a grievance and the person that is reporting may remain anonymous.		

ADJOURNMENT: A. Jones motioned to adjourn and R. McAllister second. A. Smith adjourned the meeting at 7:00pm. The next meeting will be June 14, 2022, at 5:30 p.m.

Respectfully Submitted by:

Erica Asbury, Member Inclusion and Outreach Specialist

05.13.22

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date.



Tuesday, May 17, 2022

Johnston CFAC MEETING - REGULAR MEETING
Hybrid/Virtual Via Zoom
5:30 – 7:00 p.m.

MEMBERS PRESENT: Cassandra Herbert-Williams, Marie Dodson, Jerry Dodson, and Marilyn Lund

BOARD MEMBERS PRESENT: None

GUEST(S): Deborah McQueary, ShaVaila Ingram DHHS

STAFF PRESENT: Aalece Pugh-Lily, Senior Director Community Health and Well-Being, Ramona Branch, Member Inclusion & Outreach Manager, Noah Swabe, Member Inclusion Specialist

Zoom Link: <https://alliancehealthplan.zoom.us/j/97531673591>

1. WELCOME AND INTRODUCTIONS

2. REVIEW OF THE MINUTES – The minutes from April were reviewed a motion was made by Marilyn, seconded by Jerry, motion passed.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Public Comment Individual/Family Challenges and Solutions	Deborah McQueary joined the meeting and shared she is the mother of two special needs sons. Deborah went on to share some of their family's challenges with Alliance, direct care shortages, and the system as a whole. The group thanked Deborah for sharing and encouraged Deborah to continue to attend CFAC.	Noah and Deborah will connect to discuss challenges within Alliance and the system as a whole.	ASAP
4. Tailored Plan Updates	Aalece Pugh-Lily, Senior Director of Community Health and Well-Being was in attendance and introduced herself to the group. Aalece updates surrounding CFAC readiness for Tailored Plans and December 2022 updates. At this time we are awaiting additional updates from the State.	None	None
5. LME/MCO Updates	Ramona provided the following updates: <ul style="list-style-type: none">Child Family Specialty Plan (CFSP) summary and update from Paige Rosemond's Steering Committee presentation.Updated calendar events for Alliance Health, demonstrating the site and navigation.July Steering Committee CFAC meeting cancelled due to holiday	None	None
5. State Updates	ShaVaila Ingram, DHHS was in attendance and went over the April CE&E: <ul style="list-style-type: none">Meeting and Educational Opportunities: NCCDD's Self Advocate Discussion Wednesday, June 1, 2022, 1:00-2:00 p.m.Diversity and Inclusion Forum Mental Health Awareness & Wellness: First Tuesday of every month from 12:30-1:30 (virtually)	None	None

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date.



Tuesday, May 17, 2022

Johnston CFAC MEETING - REGULAR MEETING
Hybrid/Virtual Via Zoom
5:30 – 7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none">State to Local Collaboration: ShaVaila discussed the recent meeting and mentioned the importance of having Alliance representation presentThe State to Local Collaboration Call is scheduled for every 4th Wednesday of the month. May 25, 2022, from 6:00p, –7:30pmNC Medicaid Managed Care: NC Medicaid Managed Care Hot Topics Webinar Series Every 3rd Thursday of the month from 5:30 p.m.- 6:30pm May 19, 2022, 05:30pm and Jun 16, 2022, 05:30 pmVeterans, Service Members & Families: Lumbee Tribe of NC Veteran Stand Down: May 21, 2022 10am-2pm at the Boys and Girls Club 120 Youth Drive, Pembroke, NC, 28372		
6. Elections	Current officers were discussed and possible nominations. With the low number of attendance this evening elections will be held in June. Marie asked members to consider nominations and be ready to vote in June.	Consider nominations and be prepared to vote in June.	June 21, 2022
7. Announcements	<p>Members were encouraged to attend the NAMI Walk May 21st at Dorothea Dix Park. Alliance will have a table at the event and encouraged members to come out and share about CFAC and take part in the walk.</p> <p>Ramona and Marie discussed stipends surrounding the Steering Committee. Reviewing part of the charter which was voted on by the committee previously. Stating that only the Chair and Vice-Chair of the County CFAC's would be eligible for a stipend. Should either the Chair or Vice-Chair be unable to attend then a replacement member may be selected and that member would be eligible for a stipend.</p>	Please let Noah know if you are interested in attending the NAMI Walk ASAP	ASAP

8. **ADJOURNMENT:** Next Meeting June 21, 2022 at 5:30pm via Zoom

Respectfully Submitted by:

Noah Swabe, Member Inclusion Specialist

[Click here to enter text.](#)

Date Approved

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date.

MEMBERS PRESENT: ☒ Ron Clark ☒ Linda Campbell ☐ John Corrigan ☒ Randy Sperling ☒ Ruth Reynolds
☒ Jim Sonda ☒ Shagun Gaur ☒ Melida Baldera ☒ Lois Stickell ☒ Shari Phillips-Stratton ☒ Beverly Corpening

BOARD MEMBERS PRESENT:

GUEST(S): ☐ ShaValia Ingram, DHHS, ☒ Alan McDonald

STAFF PRESENT: ☐ Lakeisha McCormick, Manager Member Inclusion and Outreach ☒ Eileen Bennett Member Inclusion and Outreach Specialist, ☒ Ramona Branch, Manager, Member Inclusion and Outreach ☒ Aalece Pugh-Lilly, Sr Director Community Health & Well Being ☒ Douglas McDowell, Member Inclusion and Outreach Specialist ☒ James Osborn, Director of Education and Outreach

Please sign-up for each meeting via: Please Right Click on the below link and press “OPEN HYPERLINK” to register

Zoom Link: <https://alliancehealthplan.zoom.us/j/96957815983>

Meeting ID: 969 5781 5983 Phone Number: +1 646 558 8656 US

1. WELCOME AND INTRODUCTIONS Ruth Reynolds

2. Review of the Minutes-The minutes from the April 25, 2022 Consumer and Family Advisory Committee (CFAC) meeting were reviewed; a motion was made by Randy Sperling and seconded by Ron Clark to approve the minutes. Motion passed.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. State Updates	ShaValia Ingram-Due to inclement weather, ShaValia was not able to join the meeting.		
4. Self Care Presentation	Chary Caballo gave a PowerPoint presentation about Self Care and what that means. She talked about burnout and how that effects our everyday life. She asked the members for some examples of burnout. She then provided a description of what self care looks like, showing a slide that breaks out the different sections of self care. She then gave everyone 5 minutes to come up with their own self care plan. She asked for some volunteers to describe their plans. Ron Clark provided some examples of his self care plan.	Eileen-Hand out Self Care sheet to Members.	
5. Vote on New Members -Member Discipline Break-out	Ruth Reynolds proposed that someone make a motion to vote on two new members. Michael Flood and Jocie Cremisi. The motion was made by Ron Clark, and then seconded by Melida Baldera. Ruth Called for Yays and Nays and the Yay's carried, thus the motion passed. Ruth congratulated the new members. Eileen Bennett indicated that she would reach out to the new members with some paperwork and welcome information.	Eileen-Provide new members with welcome packet with paperwork.	
6.- In-Person Meeting Discussion	Ruth Reynolds-Asked all the Members to have a discussion surrounding resuming in-person meetings. There was some general discussion and many members agreed that a hybrid model would be a good option. Lois	Eileen- Provide Members with address of our office and instructions on how to arrive.	

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date.

Monday, May 23, 2022

**Mecklenburg CFAC Subcommittee Meeting
MINUTES 5-23-2022**

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
-Overview of Breaking Barriers Workshop- May 19th	Stickell made a motion to have meetings in person and the motion was seconded and passed. Due to time constraints the breaking barriers workshop was not discussed.		
7. LME/MCO Updates/Human Rights Committee	<p>Ramona Branch provided an overview of the Child and Family Specialty Plan. She noted that Paige Rosemond, Director of Foster Care Support for Alliance Health attended the Steering Committee and gave a presentation on the Child and Family Specialty Plan. She went over key points from the policy paper that was published in February, and Alliance's response.</p> <p>Key Points:</p> <p>Things that are well with the plan:</p> <ul style="list-style-type: none">• Parents, guardians, custodians, & siblings of children/youth in foster care• Family members receiving CPS In Home Services• Children receiving adoption assistance• Focus on preventing further penetration into the system <p>Things that are not so well:</p> <ul style="list-style-type: none">• Who (plan v. provider-based) ambiguity related to care management• Could require significant reconfiguration of existing information technology systems• Awaiting legislative authority related to eligibility, IT system requirements, no back up plan defined• Broad allowance for opt in & out• Lack of population definitions <p>Wishes:</p> <ul style="list-style-type: none">• Delay implementation to allow for reflection on Tailored Plan roll out, lessons learned •• Clarify expectations and roles of the plan, community providers, county departments •• Support of timely transition to sustainable plan options	Eileen-Provide Members with a handout of the Child and Family Specialty Plan, and what it means.	

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date.

Monday, May 23, 2022

**Mecklenburg CFAC Subcommittee Meeting
MINUTES 5-23-2022**

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none">Define target populations and quality measures <p>Alliance responded to the policy paper in March and their response included: Delaying the implementation of the CFSP to prevent more Medicaid population disruption, have the youth fully enrolled in BH/IDD tailored plans, for time and resources to be utilized immediately so that service gaps and systemic challenges are identified, and improve current provider networks, transitions of care, and service authorizations.</p> <p>Alliance has requested a letter of support from CFAC, supporting their response to delay the implementation of this plan. Several letters have been received thus far from other counties across the state supporting the delay.</p> <p>Linda Campbell asked a question in regards to the delay of implementation and what that meant. She also asked if there could be a copy of the handout distributed via email.</p>		
8. Public Comments/Questions	Eileen Bennett indicated that our time had run out and requested Ruth call for a motion to adjourn the meeting. Lois Stickell made the motion and Michael Flood 2 nd the motion. Motion Passed.		

9. ADJOURNMENT: the next meeting will be June 27, 2022, at 5:30 p.m.

Respectfully Submitted by:

Eileen Bennett, Member Inclusion and Outreach Specialist

Date Approved

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date.



Tuesday, May 24, 2022

CFAC MEETING - REGULAR MEETING
201 Sage Rd. Suite 100A Chapel Hill, NC 27514
5:30- 7:00 p.m.

(MEETING MINUTES) Douglas McDowell

MEMBERS PRESENT: ☒ Steve Furman- Chair Person ☒ Allen Dittmer ☒ Paula Harrington ☒ Aiden Malsbary ☒ Candace Alley

BOARD MEMBERS PRESENT: None

GUEST(S): ☐ Suzanne Thompson-MA/MHA Team Lead-NCDHHS ☐ Shavalia Ingram NCDHHS ☒ Margaret Champion ☒ Carol Conway

STAFF PRESENT: ☒ Ramona Branch-Inclusion & Outreach Manager ☒ Douglas McDowell- Member Inclusion and Outreach Specialist-Orange County
☒ Dr. Allece Pugh-Lilly-Alliance Health ☒ Laurie Williamson-Alliance Health

Zoom Link: <https://alliancehealthplan.zoom.us/j/91974553282>

1. **WELCOME AND INTRODUCTIONS**-Douglas McDowell
2. **REVIEW OF THE MINUTES** – The minutes from the April 26, 2022, Consumer and Family Advisory Committee (CFAC) meeting were reviewed; a motion was made by Paula Harrington and seconded by Steve Furman to approve the minutes. Motion passed.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Public Announcements	<ul style="list-style-type: none">•Ramona Branch/Douglas McDowell offered public announcements, i.e., recent outreach events attended were discussed.•Douglas McDowell explained the importance committee members being active and participatory with CFAC related business/membership.	<ul style="list-style-type: none">•Members will look over emails forwarded, especially those with attachments.	Ongoing
4. State Updates	<ul style="list-style-type: none">•Ramona Branch offered state updates due to Shavalia Ingram's absence. Meeting and Educational Opportunities: NCCDD's Self Advocate Discussion Wednesday, June 1, 2022, 1:00-2:00 p.m.•NCDHHS I/DD/DHHS Competitive Integrated Employment Lunch and learn Series takes place on the third Wednesday of each month through (12-21-2022)•Women's Recovery Conference: Register at Healing Clients, Families, and Ourselves Mountain Area Health Education Center 121 Hendersonville Road, Asheville, NC 28803-2868 May 4-6, 2022•5th Annual Older Adult Mental Health Awareness Day•Symposium: Monday, May 16, 2022•Diversity and Inclusion Forum Mental Health Awareness & Wellness:-First Tuesday of every month from 12:30-1:30 (virtually)•State to Local Collaboration: Alliance representation important to keep up with updates State to Local Collaboration Call is scheduled for every 4th Wednesday of the month.•NC Medicaid Managed Care: NC Medicaid Managed Care Hot Topics Webinar Series Every 3rd Thursday of the month from 5:30 p.m.-6:30pm May 19, 2022, 05:30pm and Jun 16, 2022, 05:30 pm	<ul style="list-style-type: none">•Committee members will make a more concerted effort to read the attachments when state updates are forwarded via email.*Ongoing Updates to State Plans throughout Transitioning Periods.*Incremental Steps Taken NC Innovations Waivers	Ongoing

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date.

Tuesday, May 24, 2022

CFAC MEETING - REGULAR MEETING
201 Sage Rd. Suite 100A Chapel Hill, NC 27514
5:30- 7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none"> • Tailored Plan Updates were given with live date in December remaining the same. • Veterans, Service Members & Families: Lumbee Tribe of NC Veteran Stand Down: May 21, 2022 10am-2pm at the Boys and Girls Club 120 Youth Drive, Pembroke, NC, 28372 • CPSS updates for renewals, employment, and training, including pertinent contacts to report any peer support specialist in question. 		
5. LME/MCO Updates	<ul style="list-style-type: none"> • Ramona Branch also offered updates related to LME/MCO updates including: CFSP summary of reasons for delayed action. • OC-CFAC -Alliance Staff-Douglas, Laurie, Alleice in attendance at NAIMI walk at Dix Park • Calendar updates and events for Alliance covered • Alliance Health continues preparing for tailored plan; going live in December 2022 	<ul style="list-style-type: none"> • CFAC Members need to read the state email updates forwarded via Member Inclusion Specialist. 	Ongoing
6. Steering Committee Updates	<ul style="list-style-type: none"> • See Attached-Document with Meeting Dates- July (Steering committee) date cancelled due to the holiday. Jason Phipps printed up letter of support for the delay of CFSP due to tweaking of other important variables. By-Laws need to read again and familiarized by CFAC members 	<ul style="list-style-type: none"> • An OC-CFAC member needs to be present at CFAC Steering committee meetings for Representation 	Ongoing
7. Outreach Events	<ul style="list-style-type: none"> • NAMI Walks -El Futuro (Justice United) speaker-Margaret Champion, a representative of Justice United summarized the focus and emphasis JU places on equality among residents living in Orange County, including projects worked on in the past and local entities supporting their efforts. Contact information and collaboration efforts being made were shared. JU working on support and assistance for the Hispanics in the county, i.e., Hispanic speaking behavioral health paraprofessionals and professionals needed. There is currently an extremely limited number of support services provided in Orange County, due to a lack of bi-lingual professional and para-professional staff. M. Champion-Speaker from JU informed and encouraged CFAC members to attend upcoming "Listening Session" on May 31st, at 7:00 p.m. at St. Thomas More Church in Chapel Hill, N.C. CFAC Retreat discussed among members, more information to come. 	<ul style="list-style-type: none"> • Will continue collaborating with local stakeholders and providers in the Orange County encatchment area with El Futuro speaking at June meeting. 	Ongoing
8. CFAC Recruitment	<ul style="list-style-type: none"> • Carol Conway -Disability Representation (IDD Family Member)-will be voted in at next meeting • Candace Alley voted in as an official OC-CFAC member-3rd meeting tonight 05-24 	<ul style="list-style-type: none"> • Carol Conway will be voted in at next meeting. • Continue recruiting serious qualified participants for CFAC 	(3) Required Meetings Before Membership Vote-Per CFAC By-Laws

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date.

Tuesday, May 24, 2022

CFAC MEETING - REGULAR MEETING
201 Sage Rd. Suite 100A Chapel Hill, NC 27514
5:30- 7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	* Carol Conway inquired about the number of CFAC members allowed for each committee. Steve Furman discussed the importance of having a balanced and diverse group for the overall make-up of the CFAC committee. Representatives from all 4 groups receiving services from the various providers in the county.	*Any changes made with requirements for CFAC membership must be made by committee via vote.	

Commented [DM1]:

ADJOURNMENT: The next meeting will be June 28th, 2022, 5:30 p.m.- 7:00 p.m.

Respectfully Submitted by:

Douglas McDowell-BA CPSS

[Click here to enter text.](#)

Date Approved

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date.

Page 3 of 3



**Alliance Health
BOARD OF DIRECTORS
Agenda Action Form**

ITEM: Finance Committee Report

DATE OF BOARD MEETING: August 4, 2022

BACKGROUND: The Finance Committee's function is to review financial statements and recommend policies/practices on fiscal matters to the Board, including reviewing/recommending budgets, audit reports, and financial statements. This Committee also reviews and recommends policies and procedures for managing contracts and other purchase of service arrangements.

This month's report includes documents and draft minutes from the previous meeting.

SPECIFIC INFORMATION FOR BOARD REVIEW (if applicable/available): N/A

REQUEST FOR AREA BOARD ACTION: Accept the report.

CEO RECOMMENDATION: Accept the report.

RESOURCE PERSON(S): David Hancock, Committee Chair; Kelly Goodfellow, Executive Vice-President/Chief Financial Officer

[\(Back to agenda\)](#)



Finance Committee Meeting

Thursday, August 4, 2022

3:00-4:00 pm

AGENDA

- 1. Review of the Minutes – June 2, 2022**
- 2. Monthly Financial Reports - *preliminary* June 30, 2022**
 - a. Summary of Savings/(Loss) by Funding Source
 - b. Statement of Revenue and Expenses (Budget & Actual)
 - c. Senate Bill 208 Ratios
 - d. DHB Contractual Ratios
- 3. Finance Officer**
- 4. Contract(s)**
- 5. Cardinal Fund Balance**
- 6. Adjournment**

Next Meeting: Thursday, September 1, 2022 from 3:00-4:00

Alliance Health

Hybrid meeting available in person and via Zoom



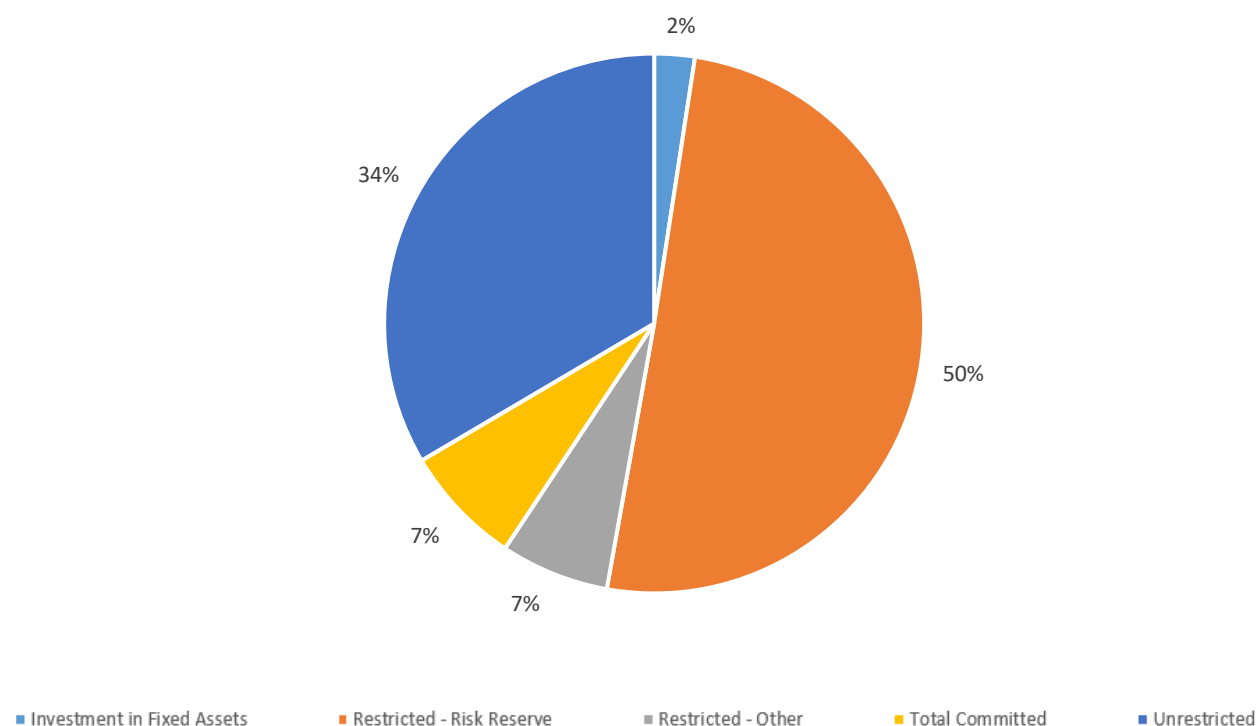
Summary of Savings/(Loss) by Funding Source as of June 30, 2022

	Revenue	Expense	Savings/(Loss)
Medicaid Waiver Services	\$ 643,078,557	\$ 611,723,340	\$ 31,355,217
Medicaid Waiver Risk Reserve	62,347,539	-	62,347,539
Federal Grants & State Funds	100,913,118	101,264,571	(351,453)
Local Funds	29,202,174	29,294,424	(92,250)
Administrative	98,979,288	105,392,243	(6,412,955)
Non operating	39,564,542	1,156,763	38,407,779
Total	\$ 974,085,218	\$ 848,831,341	\$ 125,253,877

Fund Balance

	June 30, 2021	Change	June 30, 2022
Investment in Fixed Assets	5,031,938	1,417,234	6,449,172
Risk Reserve	71,494,795	62,347,540	133,842,335
Other	17,654,564	(362,775)	17,291,789
Total Restricted	89,149,359	61,984,765	151,134,124
Committed	33,939,808	(14,807,363)	19,132,445
Unrestricted	12,274,370	76,659,240	88,933,610
Total Unrestricted	46,214,178	61,851,878	108,066,055
Total Fund Balance	\$ 140,395,474	\$ 125,253,877	\$ 265,649,351

June 30, 2022 Actual



Preliminary June 2022

Reinvestment Detail

	Committed Funds FY22	Spent June 30, 2022	Balance to Spend
General Expenses	\$ 2,000,000	-	\$ 2,000,000
Child Facility Based Crisis Center	4,000,000	2,229,680	1,770,320
Total - Services	6,000,000	2,229,680	3,770,320
Administration			
Tailored Plan planning and implementation	24,945,355	8,063,385	16,881,970
Total - Administrative	24,945,355	8,063,385	16,881,970
Total Service and Administration	\$ 30,945,355	\$ 10,293,065	\$ 20,652,290

Fund Balance Detail

	June 30, 2021	Change	June 30, 2022
Investment in Fixed Assets	5,031,938	1,417,234	6,449,172
Restricted - Risk Reserve	71,494,795	62,347,540	133,842,335
Restricted - Other			
State Statutes	12,686,096	-	12,686,096
Prepays	842,976	80,928	923,904
State	351,452	(351,452)	-
Cumberland	3,002,823	(89,751)	2,913,071
Durham	771,217	(2,500)	768,717
Restricted - Other	17,654,564	(362,775)	17,291,789
Committed			
Intergovernmental Transfer	2,994,453	(4,514,298)	(1,519,845)
Reinvestments-Service	6,000,000	(2,229,680)	3,770,320
Reinvestments-Administrative	24,945,355	(8,063,385)	16,881,970
Total Committed	33,939,808	(14,807,363)	19,132,445
Unrestricted	12,274,370	76,659,240	88,933,610
Total Fund Balance	\$ 140,395,475	\$ 125,253,877	\$ 265,649,351

Restricted	63,401,999
Unrestricted	61,851,878
Total Fund Balance Change	\$ 125,253,877



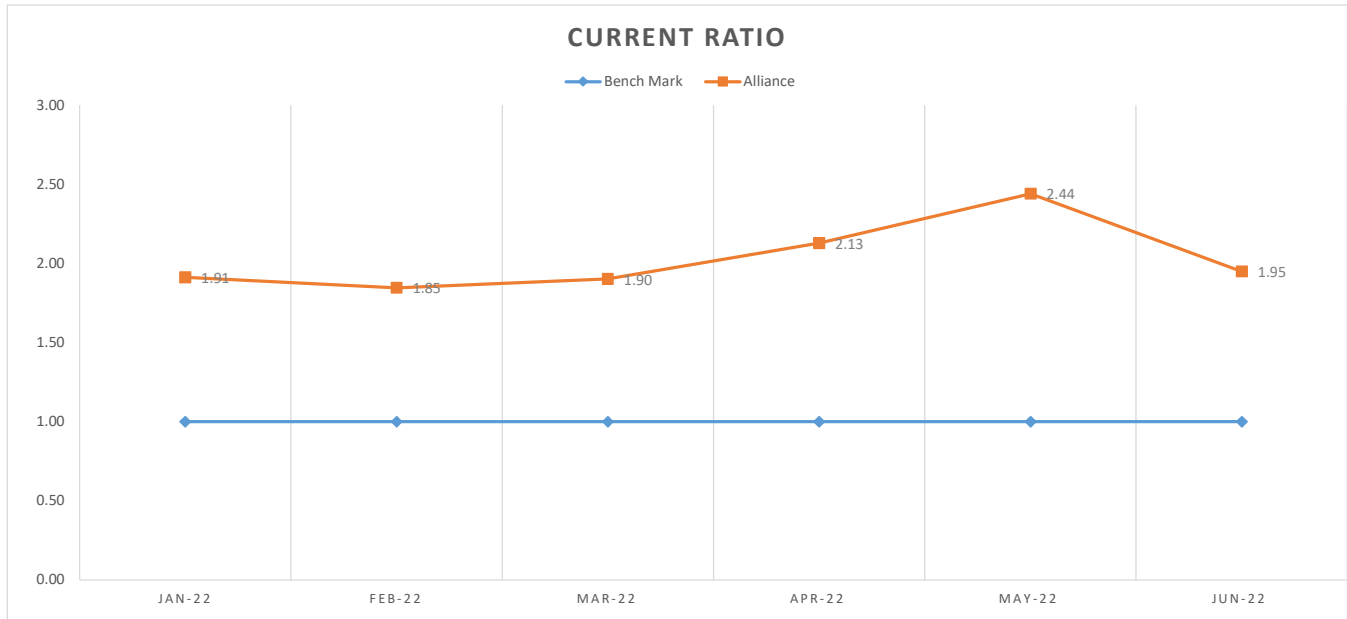
Preliminary June 2022

Alliance Health
Statement of Revenue and Expenses
As of June 30, 2022

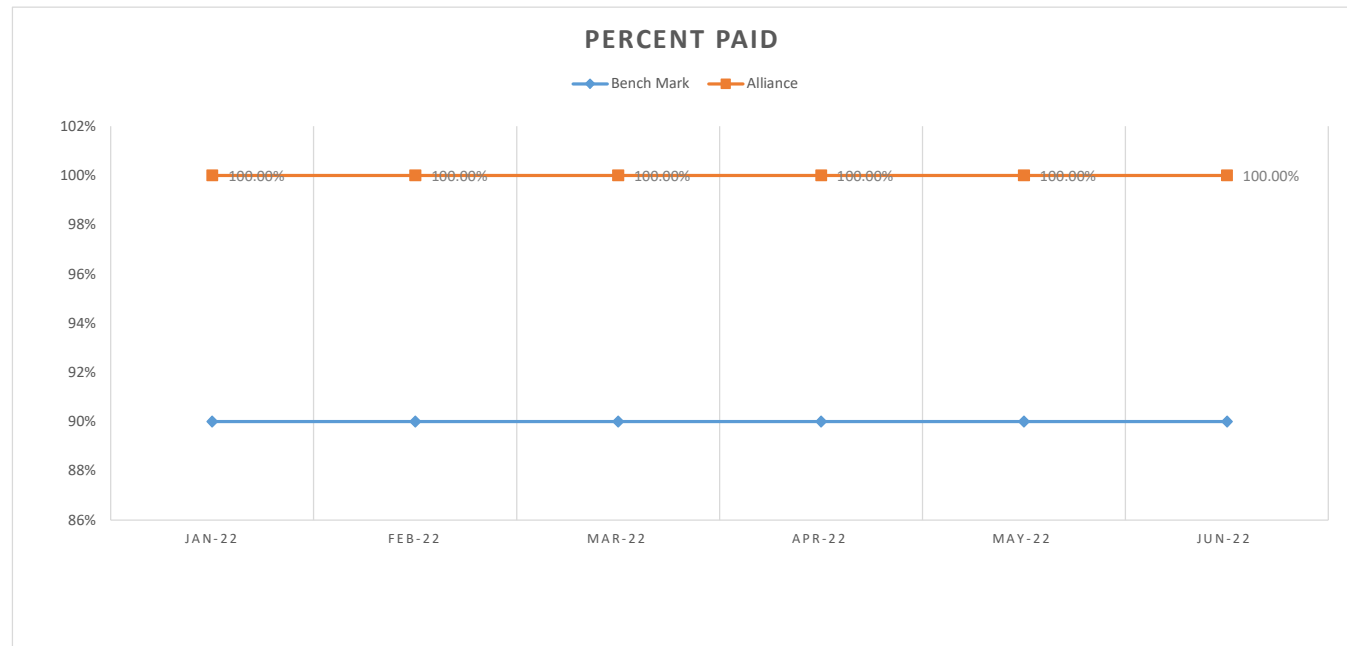
	For the Month of	For the Month of	For the Month of	For the Month of	For the Month of	For the Month of	For the Month of	For the Month of	For the Month of	For the Month of	For the Month of	For the Month of	Year to Date	Current Year	Budget
	July 31, 2021	August 31, 2021	September 30, 2021	October 31, 2021	November 30, 2021	December 31, 2021	January 31, 2022	February 28, 2022	March 31, 2022	April 30, 2022	May 31, 2022	June 30, 2022	Actual	Budget	Remaining
													June 30, 2022	June 30, 2022	June 30, 2022 Remaining Budget
Revenue															
Service Revenue															
Medicaid Waiver Service	39,557,391	39,745,949	40,871,739	39,002,996	40,172,618	116,271,670	64,805,092	68,212,304	70,544,639	71,385,885	64,377,913	50,477,897	705,426,095	748,777,462	43,351,367
State and Federal Grants	5,488,603	5,649,902	8,189,174	6,534,098	5,781,516	8,067,474	8,567,095	12,120,410	11,143,418	10,434,660	9,484,107	9,452,661	100,913,118	117,101,555	16,188,437
Local Grants	1,622,939	3,161,254	1,459,907	3,411,637	1,944,963	2,560,903	2,203,765	1,166,270	2,164,219	2,206,668	2,829,152	4,470,498	29,202,173	45,612,184	16,410,011
Total Service Revenue	46,668,933	48,557,105	50,520,820	48,948,731	47,899,097	126,900,047	75,575,952	81,498,984	83,852,276	84,027,213	76,691,172	64,401,056	835,541,386	911,491,201	75,949,815
Administrative Revenue															
Medicaid Waiver	5,431,782	5,352,163	5,558,069	4,713,528	6,097,050	9,393,278	8,840,462	9,292,625	9,635,266	9,725,889	8,778,235	6,840,414	89,658,762	112,615,725	22,956,963
State and Federal	395,692	395,692	395,693	395,693	395,692	663,343	663,343	1,028,783	785,156	785,156	785,156	785,156	7,474,554	7,474,555	1
Local	32,545	32,545	32,545	32,545	32,545	32,545	32,545	32,545	32,545	32,545	32,545	32,545	390,540	390,540	-
Other Lines of Business	121,286	121,286	121,286	121,286	121,286	121,286	121,286	121,286	121,286	121,286	121,286	121,286	1,455,432	1,595,432	140,000
Total Administrative Revenue	5,981,305	5,901,686	6,107,593	5,263,052	6,646,573	10,210,452	9,657,636	10,475,239	10,574,253	10,664,876	9,717,222	7,779,401	98,979,288	122,076,252	23,096,964
Total Revenue	52,650,238	54,458,791	56,628,413	54,211,783	54,545,670	137,110,499	85,233,588	91,974,223	94,426,529	94,692,089	86,408,394	72,180,457	934,520,674	1,033,567,453	99,046,779
Expenses															
Service Expense															
Medicaid Waiver Service	40,281,037	34,775,309	36,330,734	31,983,862	30,909,801	64,148,709	59,613,843	64,037,815	75,009,680	52,087,625	49,445,391	73,099,535	611,723,340	748,777,462	137,054,121
State and Federal Service	5,488,707	5,679,369	8,388,288	7,071,611	5,644,604	7,758,192	8,567,095	10,914,970	11,840,328	10,570,459	9,856,837	9,484,110	101,264,571	117,101,555	15,836,985
Local Service	1,622,939	3,161,253	1,459,907	3,411,636	1,944,964	2,560,902	2,203,764	1,166,270	2,164,219	2,206,668	2,829,151	4,562,750	29,294,424	45,612,184	16,317,760
Total Service Expense	47,392,683	43,615,931	46,178,929	42,467,109	38,499,369	74,467,803	70,384,702	76,119,055	89,014,227	64,864,752	62,131,379	87,146,395	742,282,335	911,491,201	169,208,866
Administrative Expense															
Salaries and Benefits	5,189,467	4,881,026	5,298,774	5,152,425	5,793,815	7,283,006	7,112,293	7,026,811	7,773,042	7,464,754	7,929,452	9,123,039	80,027,902	91,320,114	11,292,212
Professional Services	370,303	732,071	877,426	912,691	856,144	997,357	805,825	998,523	1,189,134	991,180	961,483	1,080,817	10,772,955	16,660,867	5,887,912
Operational Expenses	680,911	774,999	896,301	784,108	1,422,620	858,388	2,404,749	879,601	1,901,567	928,001	1,089,746	1,970,397	14,591,386	14,095,271	(496,115)
Total Administrative Expense	6,240,681	6,388,096	7,072,501	6,849,224	8,072,579	9,138,751	10,322,867	8,904,935	10,863,743	9,383,935	9,980,681	12,174,253	105,392,243	122,076,252	16,684,009
Total Expenses	53,633,364	50,004,027	53,251,430	49,316,333	46,571,948	83,606,554	80,707,569	85,023,990	99,877,970	74,248,687	72,112,060	99,320,648	847,674,578	1,033,567,453	185,892,875
Non Operating															
Non Operating Revenue	1,893	1,930	1,857	1,693	14,035	1,983	2,609	4,657	38,221,820	21,965	273,696	1,016,402	39,564,542	38,712,248	(852,294)
Non Operating Expense	(3,302)	13	514	(514)	159	447	(203)	145	356	403	225,137	933,606	1,156,763	38,712,248	37,555,485
Total Non Operating	5,195	1,917	1,343	2,207	13,876	1,536	2,812	4,512	38,221,464	21,562	48,559	82,796	38,407,779	-	(38,407,779)
Current Year Change in Net Position	(977,931)	4,456,681	3,378,325	4,897,657	7,987,599	53,505,481	4,528,831	6,954,746	32,770,023	20,464,964	14,344,893	(27,057,395)	125,253,875	-	(125,253,875)



Senate Bill 208 Ratios - As of June 30, 2022



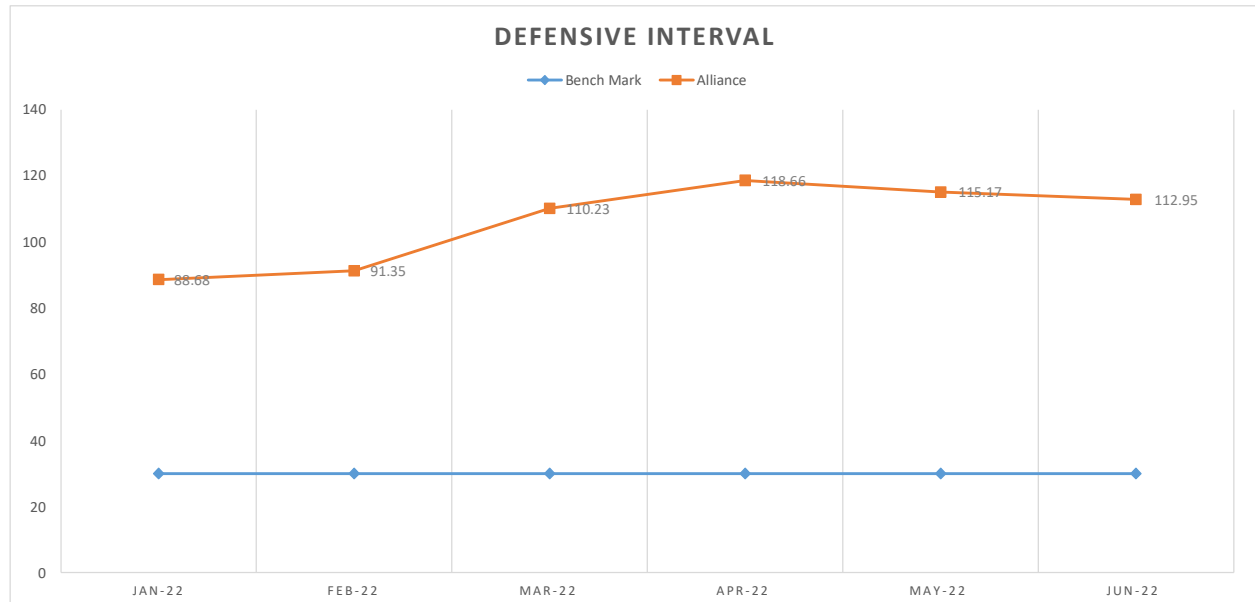
Current Ratio = Compares current assets to current liabilities. Liquidity ratio that measures an organization's ability to pay short term obligations. The requirement is 1.0 or greater.



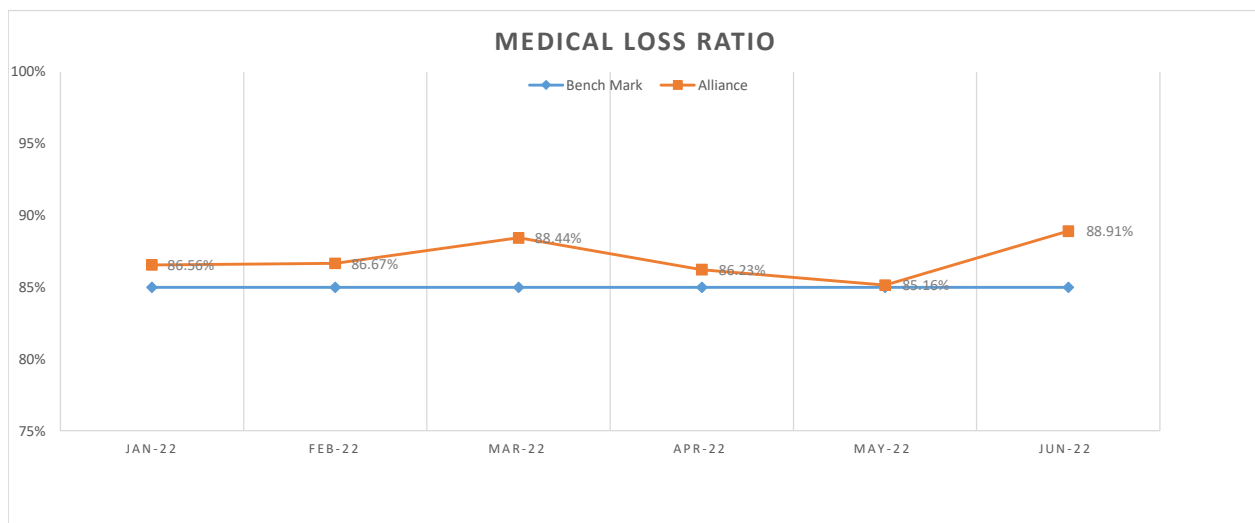
Percent Paid = Percent of clean claims paid within 30 days of receiving. The requirement is 90% or greater.



Division of Health Benefits Ratios - As of June 30, 2022



Defensive Interval = Cash + Current Investments divided by average daily operating expenses. This ratio shows how many days the organization can continue to pay expenses if no additional cash comes in. The requirement is 30 days or greater.



Medical Loss Ratio (MLR) = Total Services Expenses plus Administrative Expenses that go towards directly improving health outcomes divided by Total Medicaid Revenue. The requirement is 85% or greater cumulative for the rating period (7/1/21-6/30/22).



**Alliance Health
BOARD OF DIRECTORS
Agenda Action Form**

ITEM: Special Presentation/Update: Service Expansion Update, Part One

DATE OF BOARD MEETING: August 4, 2022

BACKGROUND: This is part one of a two-part presentation highlighting the goals and process for accessing and developing the Alliance provider network. The presentation will include a brief history of the evolution of the Alliance network, information on the network adequacy and network development plan, review of data and process used for determining expansion activities, and an overview of recent network expansion and development activities.

SPECIFIC INFORMATION FOR BOARD REVIEW (if applicable/available): N/A

REQUEST FOR AREA BOARD ACTION: Receive the presentation.

CEO RECOMMENDATION: Receive the presentation.

RESOURCE PERSON(S): Sean Schreiber, Executive Vice-President/Chief Operating Officer

[\(Back to agenda\)](#)