



Monday, March 13, 2023

Consumer and Family Advisory Committee- Durham
Held Via Video Conference

MEMBERS PRESENT: ☒ Vandna Munshi, ☒ Victoria Chibuogu Nneji, ☒ Tammy Shaw, ☐ Latasha Jordan, ☒ Dave Curro,
☒ Brenda Solomon, ☐ Chris Dale, ☒ Pinkey Dunston, ☒ Regina Mays, ☒ Charlitta Burruss

BOARD MEMBERS PRESENT:

GUEST(S): ☐ Suzanne Thompson, DHHS, ☐ Herb Trippert, Trosa, ☒ Stacey Harward, DHHS

STAFF PRESENT: ☐ Dr. Aalece Pugh-Lilly, Sr Director of Community Health & Well Being, ☒ Aimee Izawa, Director Community & Member Engagement ☒ Ramona Branch, Manager, Member Inclusion & Outreach, ☒ Victoria Mosey, Member Inclusion & Outreach Specialist, ☒ Dr. Vera Reinstein, Pharmacist

Microsoft Teams meeting

Join on your computer, mobile app or room device

Or call in (audio only)

[Click here to join the meeting](#)

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Meeting ID: 227 772 040 09

Phone Conference ID: 343 043 434#

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
1. Welcome and Introductions- 10 min	The meeting was called to order by Charlitta at 5:30 pm		
2. Review of the Minutes – 5 min	The minutes from the February 13, 2023 meeting were reviewed; a motion was made by Dave and seconded by Tammy to approve the minutes		
3. PUBLIC COMMENT- 10 min	<ul style="list-style-type: none">- Tammy Shaw mentioned there is a “Heart event at City Hall at Durham” on the next Monday that might be interesting to forward to other individuals. Other CFAC members were unaware of the event she was referencing.	Locate information about HEART event and share if located.	

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..](#)

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	<ul style="list-style-type: none">- It was identified that the Orange Co. OTC Med Giveaway Med Assist in Hillsborough would be this upcoming Friday, that volunteers were welcome to join, and lunch would be provided. Info to sign up to volunteer for the event was emailed out by MIOS Victoria.- Orange County OTC Med Give Away Med Assist Event 03/17/2023: 9am-2pm Passmore Center (103 Meadowlands Dr, Hillsborough, Nc 27278)		
4. Speaker: 15-30 min	<p>Vera Reinstein, Alliance Pharmacist/PharmD: NC Tailored Plan pharmacy benefits, trends, etc.</p> <ul style="list-style-type: none">- Vera noted that individuals experiencing financial hardship could use Central Pharmacy, Mainstream, and Gurley's to fill medications. It was noted that they can't waive Medicaid fees, but can set up a payment plan and can release medications in the interim. It was noted that an individual can also look at having their provider write prescription for a generic like miralax to reduce cost, or look at 90 day fills - \$4 every 90 days instead of \$4 a month. There are instances where a pharmacy can do an override for no copay cost (see slideshow pdf).- Individuals successfully using antipsychotic injections and managing well can decrease frequency to four times a year, per clinical recommendations.- An individual can pursue an early refill (having used 75% of monthly supply for non-controlled substances, 85% for controlled) to ensure they don't run out of medications.- Individuals uninsured do not have access to the pharmacy benefits, but can use other resources like RxAssist and NC Med Assist. More resources are listed on the Alliance website. Site: Help Paying for Medicines - Alliance Health (alliancehealthplan.org)- Individuals can access a 72 hour supply of medication requiring prior authorization per federal mandate for Medicaid individuals, until provider submits PA and medication is approved. The individual	MIOS Victoria will send out powerpoint and additional documentation provided by Vera.	

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	<p>served will likely need to advocate for this with the pharmacist, as the pharmacists have a tendency to forget.</p> <ul style="list-style-type: none">- Early refill: <u>Vacation supply</u> – Only one 5-consecutive day occurrence each 365-day time period will be allowed for non-controlled medications.; <u>Lost/Stolen</u> – one refill per year; <u>Therapy change</u> – allowed if dose or frequency change by MD.- Alliance is partnering with Navitus Health Solutions PBM to provide pharmacy benefits for our members.- Pharmacy benefit will begin 10/01/2023, and new insurance cards will be distributed mid 2023 with this updated information.- Vera indicated that Durable Medical Equipment is covered through another program to be contracted with Alliance, and that DME covered through Alliance pharmacy benefit is limited. It was indicated that vision benefit would also be considered separate from the pharmacy.- Regina mentioned there have been issues with individuals in the community receiving conflicting insurance information/coverage from the state, in part due to TCM delays, and there has been an inability to reach anyone directly to address this confusion. It makes it unclear who the responsible insurance entity is.- Vandna indicated that she has been having an issue with a change in dosage impacting her son's prescription and coverage. Vera reviewed a potential solution for Vandna to review with her son's doctor to ensure coverage again.- Charlitta expressed concern that pharmacy benefits information is not reaching everyone, reviewing that some people don't have phones, may not understand using the internet, etc. Additional concern was expressed regarding the economy and people not having insurance or needing to return to work due to medication costs.- Vera reports that the Alliance pharmacy tech/assistant is working with pharmacies with established relationships with Alliance to further develop client information and support strategies.		

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	<ul style="list-style-type: none">- Vera noted that medications on the OTC list for coverage are determined by federal government, but NC Medicaid will put out items for feedback for 45 days for review at first. <p>Vera Reinstein contact information:</p> <p>Vera Farkas Reinstein, PharmD, BCPS Clinical Pharmacist: Alliance Health: 5200 W. Paramount Parkway, Suite 200, Morrisville, NC 27560: office: (919) 651-8640: mobile: (919) 928-6856; e-fax: (919) 651-8691; Email: vreinstein@alliancehealthplan.org</p>		
5. State Updates 10 min	<p>Stacey Harward –</p> <p>CE&E update for March 2023, all information in there is still valid. There is a hold on Medicaid for Tailored Plans implementation. She emphasized that it is important to make sure people are updating their DSS information in e-pass rather than going into the office. They are seeking public input opportunity on the Fair Housing Act, open until April the 10th. NC TIDES Conference is coming at the end of April, and that they have recently completed the NC One Community in Recovery conference. There is a TBI Webinar coming up on 03/23/2023 from 3-4:30pm, with flyers to be sent out soon. The State Aging plan is also open to commentary. The State to Local call should be coming out within the next few days. Starting in July, State CFAC will be transferring over to Zoom.</p>		
6. Reports: - 15 min BOD, Steering Committee, State to Local, State CFAC, Conferences, Trainings, etc.	<p>Charlitta Burrus – Steering Committee/Quarterly Leadership Meeting Updates</p> <ul style="list-style-type: none">- Steering Committee/Quarterly Leadership: Talk about what could be done at CFAC, discussed leaderships positions dropping into other subcommittee county meetings to see what they're doing to see if they can make CFAC meetings better. <p>Tammy Shaw – One Community in Recovery Conference</p> <ul style="list-style-type: none">- The theme was "Wellness and Empowerment," and they had an awesome speaker the first night, named Delton Russell. He spoke a lot about peer support, is a CPSS, and works at Partners MCO. He noted that stigma is the biggest barrier to recovery. There was a lot of		

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	<p>discussion about how Peer Support Specialists should be paid more. Tammy spoke with other CFAC members from other counties. Khrecia Holley, presenter, emphasized to stop telling people in recovery what they need to do, as they know what they need to do for their wellness. That we should be approaching them with caring, compassion, love, get to know the person, understand their triggers, recognize their needs, and be accepting of any relapse. She emphasized to normalize failure, not look down upon it. Jefferson Bryce discussed Recovery-oriented housing throughout the state, looking for other CPSS to work with him and his partner.</p> <p>Victoria Mosey – Upcoming State to Local call: Victoria will forward these questions.</p>		
7. MCO Updates- 10 min	<p>Ramona/Aimee – N/A</p> <p>Victoria Mosey -</p> <ul style="list-style-type: none">- Updated CFAC shirts: Ramona will review during the next steering committee presentation in April, Charlitta wants a list of everyone's sizes- Updates provided via email due to time restriction:- <i>CFAC Cards in stock!</i>- <i>March 18, 2023 – LGBTQ Center Queer Health Fair – 2-5pm, Durham Central Park</i> <p>Confirmed: Senator Mike Woodard, 05/08/2023 meeting</p> <ul style="list-style-type: none">- Meeting ran out of time to discuss the following, will review in future meeting:- <i>Review of prospective physical CFAC meeting locations</i>- <i>Raleigh Oaks Psychiatric Hospital (Garner) facility tour</i>- <i>April 28th, Mental Health Kick-off Event – CFAC Co-sponsor?</i>	<p>MIOS Victoria will review items not discussed in the following meeting.</p>	

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9. Statutory Requirements and Recommendations: 15-30 min	(1) Review, comment on, and monitor the implementation of the contract deliverables between area authorities and the Department of Health and Human Services. (2) Identify service gaps and underserved populations. (3) Make recommendations regarding the service array and monitor the development of additional services. (4) Review and comment on the area authority budget. (5) Develop a collaborative and working relationship with the area authority's member advisory committees to obtain input related to service delivery and system change issues. (6) Submit to the State Consumer and Family Advisory Committee findings and recommendations regarding ways to improve the delivery of mental health, intellectual and developmental disabilities, substance use disorder, and traumatic brain injury services, including Statewide issues.		
11 Announcements	N/A	N/A	N/A
12. Adjournment:	Tammy moved to adjourn and it was seconded by Dave. The suggested next meeting will be April 10, 2023 , at 5:30 p.m.		