



Thursday, May 04, 2023

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); George Corvin, MD; David Curro, BS; Dena Diorio, MPA; Vicki Evans (via Zoom); Ted Godwin, Johnston County Commissioner (via Zoom); Jean Hamilton, Orange County Commissioner, PhD (via Zoom); David Hancock, MBA, MPAff (Board Vice-Chair); Michael Joseph, MD (via Zoom); D. Lee Jackson, BA (via Zoom); Tchernavia Montgomery, MSW; Lynne Nelson, BS (Board Chair); Cheryl Stallings, Wake County Commissioner, PhD; and Anthony Trotman, MS

APPOINTED MEMBERS ABSENT: Carol Council, MSPH

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

ALLIANCE STAFF PRESENT: Brandon Alexander, Communications and Marketing Specialist II (via Zoom); Joey Dorsett, Senior Vice-President/Chief Information Officer; Cheala Garland-Downey, Executive Vice-President/Chief Human Resources Officer; Sandhya Gopal, Senior Director of Government Relations (via Zoom); Kelly Goodfellow, Executive Vice-President/Chief Financial Officer; Veronica Ingram, Clerk to the Board; Joshua Knight, Director of Internal Audit (via Zoom); Robert MacArthur, Chief Medical Officer (via Zoom); Shawn Mazyck, Senior Vice-President/Provider Network; Brian Perkins, Senior Vice-President/Strategy and Government Relations; Monica Portugal, Executive Vice-President/Chief Risk and Compliance Officer; Robert Robinson, CEO; Sean Schreiber, Executive Vice-President/Chief Operating Officer; Tammy Thomas, Senior Vice-President/Business Operations; Dianna White, Senior Vice-President/Financial Operations; Lisa Wilson, Administrative Assistant III; Sara Wilson, Chief of Staff; and Carol Wolff, General Counsel (via Zoom)

1. CALL TO ORDER: Board Chair Lynne Nelson called the meeting to order at 4:00 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	Chair Nelson reported the following: <ul style="list-style-type: none">Board Committees: she shared that the bulk of the board's work is conducted within its six committees. She encouraged board members to attend committee meetings to help ensure effective board functioning. Virtual attendance options are available for all board and board committee meetings.Next month's meeting (June 1, 2023) has three annual agenda items: budget approval, officer election and a closed session topic. Chair Nelson shared that the June meeting may run longer than the standard two hours. She advised board members to plan for a longer meeting.
5. CEO's Report	Mr. Robinson reported the following: <ul style="list-style-type: none">May is Mental Health Awareness month: He reminded board members that Ms. Ingram emailed a list of events; he encouraged board members to attend as many events as their schedule allows.I2I JUNE CONFERENCE (June 12-14, 2023): Board members received an email with registration details on April 14. If interested in attending, board members may reserve your hotel (if needed) and forward the registration form to Ms. Ingram before May 22, 2023.Triangle Business Journal: Wake County is second fastest growing county in the country (among counties with over a million residents); Mecklenburg County is the fourth fastest growing county in the same category.

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4:00-6:00 p.m.

AGENDA ITEMS:	DISCUSSION:
6. Consent Agenda	<p>A. Draft Minutes from April 6, 2023, Board Meeting – page 4 B. Audit and Compliance Committee Report – page 8 C. Client Rights/Human Rights Committee Report – page 12 D. Executive Committee Report – page 16 E. Network Development and Services Committee Report – page 19</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><u>BOARD ACTION</u> A motion was made by Mr. Curro to adopt the consent agenda; motion seconded by Dr. Corvin. Motion passed unanimously.</p>
7. Committee Reports	<p>A. Consumer and Family Advisory Committee – page 23 The Alliance Consumer and Family Advisory Committee (CFAC) is composed of consumers and/or family members from Durham, Wake, Cumberland, Johnston, Orange, or Mecklenburg counties who receive mental health, intellectual/developmental disabilities, or substance use/addiction services. A schedule of the CFAC committee meetings are available on Alliance's website. This report included draft minutes and documents from the March steering and subcommittee meetings.</p> <p><u>BOARD ACTION</u> The Board received the report.</p> <p>B. Finance Committee – page 85 The Finance Committee is responsible for reviewing, providing guidance and making recommendations on financial matters to the Area Board. This responsibility includes reviewing financial statements and reports, providing support to staff, and ensuring internal controls are established. This month's report included documents and draft minutes from the previous meeting, a contract for review/approval, and the FY24 (fiscal year 2023-2024) recommended budget presentation.</p> <p>David Hancock, Committee Chair, presented the report and committee's recommendations. The Finance Committee report is attached to and made part of these minutes.</p> <p><u>BOARD ACTION</u> A motion was made by Dr. Corvin to authorize the CEO to extend the contract with Acero Health Technologies for an amount not to exceed \$1,000,000; motion seconded by Commissioner Stallings. Motion passed unanimously.</p> <p>A motion was made by Dr. Corvin to appoint Kelly Goodfellow as Finance Officer under NC General Statute 159, effective May 4, 2023, replacing current finance officer Dianna White and to appoint Dianna White as Deputy Finance Officer effective May 4, 2023; motion seconded by Mr. Curro. Motion passed unanimously.</p> <p>Dianna White, Senior Vice-President/Financial Operations, presented the FY24 (2023-2024) recommended budget. The presentation included current fund balance, Tailored Plan capital reserve requirements, the recommended budget, which may have changes</p>

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4:00-6:00 p.m.

AGENDA ITEMS:	DISCUSSION:
	<p>dependent upon confirmed local funding (once counties approve their FY24 budget), category of service, summary of county services and projected funding, fund balance appropriation, etc. Ms. White reminded board members that the board will approve the budget at the June 1, 2023, board meeting (after holding a public hearing on the budget).</p> <p><u>BOARD ACTION</u> The Board received the presentation.</p>
8. Closed Session(s)	<p><u>BOARD ACTION</u> A motion was made by Commissioner Godwin 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 Stallings. Motion passed unanimously.</p>
9. Reconvene Open Session	<p>The Board returned to open session.</p>
10. Special Update/ Presentation – page 96	<p>Shawn Mazyck, Senior Vice-President/Provider Network, presented an overview of Alliance's provider network service initiatives. The presentation included initiatives for services for adults (e.g., adult behavioral health urgent care and facility based crisis in Mecklenburg, child behavioral health urgent care, community transition recovery program), for children (e.g., child behavioral health urgent care and facility based crisis, mobile outreach response engagement and stabilization or MORES, therapeutic relief, child assertive community treatment); initiatives to serve those with opioid use/addiction; and TCL (transition to community living) TCL incentive plan for specific performance metrics that would benefit members.</p> <p>Mr. Mazyck also reviewed the client are web database expansion, which is a tool to help confirm capacity for short-term and long-term beds for youth. The presentation is saved as part of the board's files.</p> <p><u>BOARD ACTION</u> The Board received the update/presentation.</p>
11. Adjournment	<p>All business was completed; the meeting adjourned at 5:30 p.m.</p>

Next Board Meeting
Thursday, June 01, 2023
4:00 – 6:00 pm

Minutes approved by Board on June 1, 2023.



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

ITEM: Draft Minutes from the April 6, 2023, Board Meeting

DATE OF BOARD MEETING: May 4, 2023

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 April 6, 2023, Board meeting.

CEO RECOMMENDATION: Approve the draft minutes from the April 6, 2023, Board meeting.

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

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Thursday, April 06, 2023

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); George Corvin, MD; David Curro, BS (via Zoom); Dena Diorio, MPA(via Zoom); Vicki Evans (via Zoom); Ted Godwin, Johnston County Commissioner (via Zoom); Jean Hamilton, Orange County Commissioner, Ph.D (via Zoom); David Hancock, MBA, MPAff (Board Vice-Chair); Michael Joseph, MD; Lynne Nelson, BS (Board Chair) (via Zoom); Cheryl Stallings, Wake County Commissioner, PhD; and Anthony Trotman, MS (via Zoom)

APPOINTED MEMBERS ABSENT: Carol Council, MSPH; D. Lee Jackson, BA

GUEST(S) PRESENT: Linda Campbell (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); Mary Hutchings, Wake County Finance Department (via Zoom); Thomas Klatt, Wake Med (via Zoom); and Michael Maguire, Alliance CFAC (via Zoom)

ALLIANCE STAFF PRESENT: Brandon Alexander, Communications and Marketing Specialist II (via Zoom); Joey Dorsett, Senior Vice-President/Chief Information Officer; Cheala Garland-Downey, Executive Vice-President/Human Resources; Kelly Goodfellow, Executive Vice-President/Chief Financial Officer; Veronica Ingram, Clerk to the Board; Ann Oshel, Senior Vice-President/Community Health and Well-Being (via Zoom); Robert MacArthur, Chief Medical Officer (via Zoom); Shawn Mazyck, Senior Vice-President/Provider Network (via Zoom); Robin Pelland, interim QM Director (via Zoom); Brian Perkins, Senior Vice-President/Strategy and Government Relations; Monica Portugal, Executive Vice-President/Chief Risk and Compliance Officer; Robert Robinson, CEO; Sean Schreiber, Executive Vice-President/Chief Operating Officer; Ashley Snyder, Senior Director of Accounting and Finance; Tammy Thomas, Senior Vice-President/Business Evolution; Dianna White, Senior Vice-President/Financial Operations; Lisa Wilson, Administrative Assistant III; Sara Wilson, Chief of Staff; and Carol Wolff, General Counsel

1. CALL TO ORDER: Board Vice-Chair, David Hancock, announced that he was chairing the meeting in Board Chair, Lynne Nelson's absence (as she attended virtually while travelling); he called the meeting to order at 4:00 p.m. Vice-Chair Hancock introduced new board member, Michael Joseph.

AGENDA ITEMS:	DISCUSSION:
2. Agenda Adjustments	Vice-Chair Hancock announced one adjustment to the agenda: the planned special presentation will be postponed in lieu of potentially longer closed session. There were no other adjustments to the agenda.
3. Public Comment	There were no public comments.
4. Chair's Report	Vice-Chair Hancock reported that with recent appointments, the board is almost full. He shared that two vacant seats remain: one for a Cumberland County resident and one for a Durham County resident. He encouraged board members to share the vacancies with their networks as posted on Alliance's website: https://www.alliancehealthplan.org/about/governance/board-of-directors/ .
5. CEO's Report	Mr. Robinson reported the following: <ul style="list-style-type: none">• Introduction of New Staff: he introduced Chief Medical Officer, Rob MacArthur. Dr. MacArthur shared an overview of his background.• May is Mental Health Awareness Month: Alliance will share upcoming events with board members, who are invited to attend as their schedule permits.• I2i June Conference: board members may contact Veronica Ingram, Board Clerk for assistance; Ms. Ingram will forward additional information about the conference next week.• EQR (External Quality Review) results: Alliance received a 99% score; he congratulated staff on their work to receive this score and shared that the EQR is for any health plan serving Medicaid members across the country.

Thursday, April 06, 2023

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">Legislative Update: Brian Perkin, Senior Vice-President/Strategy and Government Relations, provided the update; the presentation is saved as part of the board's files.
6. Consent Agenda	<p>A. Draft Minutes from March 2, 2023, Board Meeting and March 20, 2023, Budget Retreat – page 4</p> <p>B. Executive Committee Report – page 10</p> <p>C. Quality Management Committee Report – page 12</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><u>BOARD ACTION</u> A motion was made by Ms. Evans to approve the minutes; motion seconded by Ms. Diorio. Motion passed unanimously.</p>
7. Committee Reports	<p>A. Consumer and Family Advisory Committee – page 15</p> <p>The Alliance Consumer and Family Advisory Committee (CFAC) is composed of consumers and/or family members from Durham, Wake, Cumberland, Johnston, Orange, or Mecklenburg counties who receive mental health, intellectual/developmental disabilities, or substance use/addiction services. A schedule of the CFAC committee meetings are available on Alliance's website. This report included draft minutes and documents from February meetings.</p> <p>Michael Maguire, CFAC Steering Committee Chair, presented the report. Dr. Maguire shared highlights from previous meetings and planned events for May: Mental Health Awareness month; he also shared about CFAC representation on additional committees and workgroups within each county in Alliance's catchment area. The CFAC report is attached to and made part of these minutes.</p> <p><u>BOARD ACTION</u> The Board received the report.</p> <p>B. Finance Committee Report – page 100</p> <p>The Finance Committee is responsible for reviewing, providing guidance and making recommendations on financial matters to the Area Board. This responsibility includes reviewing financial statements and reports, provide support to staff, and ensuring internal controls are established. This month's report included documents and draft minutes from the previous meeting and contracts recommended for approval.</p> <p>David Hancock, Committee Chair, presented the report. Mr. Hancock shared that the agency's recent revenue exceeded expenditures; he also reviewed contracts, which the finance committee reviewed and recommends that the board approve. The committee report is attached to and made part of these minutes.</p> <p><u>BOARD ACTION</u> A motion was made by Vice-Chair Hancock to authorize the CEO to increase the amended grant agreement with Savin Grace, LLC by \$65,510, bringing the total grant agreement to \$565,349. Motion passed unanimously.</p>

Thursday, April 06, 2023

AREA BOARD REGULAR MEETING

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

AGENDA ITEMS:	DISCUSSION:
	A motion was made by Dr. Corvin to authorize the CEO to enter into a contract with Consumer Wellness Solutions, Inc. for program rates not to exceed \$540 per case; motion seconded by Ms. Diorio. Motion passed unanimously.
8. Closed Session(s)	<u>BOARD ACTION</u> A motion was made by Vice-Chair Hancock to enter closed session per 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 passed unanimously.
9. Reconvene Open Session	The board returned to open session.
10. Adjournment	All business was completed; the meeting adjourned at 5:41 p.m.

Next Board Meeting
Thursday, May 04, 2023
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: May 4, 2023

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. Committee develops, reviews, and revises the By-Laws and Policies that govern Alliance.

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 Curro, Committee Chair; Monica Portugal, Chief Risk & Compliance Officer

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Wednesday, April 19, 2023

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; ☐ D. Lee Jackson, BA; ☒ George Corvin, MD

BOARD MEMBERS PRESENT: None

GUEST(S) PRESENT: None

STAFF PRESENT: Monica Portugal, Executive Vice-President/Chief Risk and Compliance Officer; Jamie Preslar, Administrative Assistant III; Joshua Knight, Director of Internal Audit; George Begg, Sr. Director of IT Infrastructure & Security IT; Sherry Perkins, Director-HIPAA Compliance

- 1. WELCOME AND INTRODUCTIONS** – The meeting was called to order at 4:02 p.m.
- 2. REVIEW OF THE MINUTES** – The minutes from the February 15, 2023, meeting were reviewed; a motion was made by Dr. Corvin and seconded by Ms. Evans to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Audit Firm 2023 Contract	<p>Knight summarized the audit requirement and the role of the Alliance Board. Knight indicated no changes from last year and shared that this will be the second year that this audit firm will serve in this role, summarized quotes/capacity used in selecting the audit firm, and noted plans for the firm to begin auditing sooner this year than last. Knight also mentioned some of the functions that the audit firm will perform as part of the contract. Curro and Corvin asked questions; Portugal and Knight responded. Portugal explained the purpose for a motion. No further discussion from Committee.</p> <p>COMMITTEE ACTION: A motion was made by Ms. Evans to approve the audit contract and authorize the Chair of the Audit & Compliance Committee to sign the contract; motion seconded by Dr. Corvin. Motion passed unanimously.</p>	Chair of the Audit & Compliance Committee (Curro) to sign the contract.	None specified.
4. FY24 Compliance Plan	<p>Portugal noted that the FY24 Compliance Plan had been sent to the Committee prior to the meeting, that it is reviewed once per year, and that once the Committee approves, it will go to the full Board for approval and then to the Department of Health and Human Services. Portugal noted major changes last year to comply with the Tailored Plan and Medicaid Direct. Portugal summarized minor changes this year, emphasizing requirements for more specific language. Evans asked several questions; Portugal responded to all.</p> <p>COMMITTEE ACTION:</p>	The FY24 Compliance Plan will be submitted to the Board of Directors for approval.	June 1, 2023

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, April 19, 2023

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	A motion was made by Dr. Corvin to approve the FY24 Compliance Plan as presented and submit to the Board for final approval; motion seconded by Ms. Evans. Motion passed unanimously.		
5. Board of Directors Conflict of Interest	Portugal informed the Committee that all Conflict of Interest Disclosure forms have been received for this year's Board Members and that no disclosed conflict of interest needs to come before the Committee.	N/A	N/A
6. External Audit Results: EQR	Portugal shared preliminary findings from focused External Quality Review (EQR) 2022 to screen from February 16, 2023 onsite, noting that due to the COVID-19 Public Health Emergency, Alliance was held harmless to findings not directly related to member health and safety. Portugal relayed that one unrelated item called out may result in an increased score or an action not being required. Portugal noted that some recommendations will be taken care of with the new Provider Operations Manual/Member Handbook, to replace the old.	N/A	N/A
7. Annual Security Risk Assessment	Begg presented results for this year's Security Risk Assessment, done annually per policy/procedures. Begg relayed that a third party conducted it in two parts: Risk Assessment/HIPAA and penetration testing. Begg spoke about how the assessments were performed, shared scoring, and mentioned the action summary provided, with low/medium/high/critical priorities. Begg relayed that all items should be able to be addressed, some immediately, and that some have already been resolved. Curro and Corvin asked several questions; Begg responded to all. Begg spoke well of the vendor, the thorough review, and ongoing efforts to always keep security a priority for Alliance. Portugal noted a best practice to use different vendor every year.	N/A	N/A
8. Audits a. Operations b. Privacy/Security c. Payment Integrity d. Third Party e. Provider f. Audit Plan – significant changes	Knight reported on the new UM vendor that is a delegate for medical necessity/member appeals, revealing passing scores on pre-delegation audit/no findings. Portugal shared Knight's Internal Audits PowerPoint to screen. Knight noted that communication with the vendor is in progress and the results of the pre-delegation audit will go to the Delegation and Accreditation Oversight Committee for determination next week. For the Pcard audit, Knight informed the Committee that transactions align with policy requirements, governance and oversight is established and p-card accounts	Knight will review approval of UM vendor at next Committee meeting.	June 21, 2023

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, April 19, 2023

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>are effectively managed. Evans asked questions; Knight/Portugal/Perkins responded.</p> <p>Knight reviewed the results of the compliance hotline audit, which he explained is more of a performance review than an audit. Overall mixed results with a few issues, one that was promptly corrected by the vendor upon notification by management. The effectiveness of the corrections will be monitored by management as reports are submitted through the portal. Curro requested that Knight cover in next meeting; Knight agreed to do.</p>	<p>N/A</p> <p>Knight to provide an update on compliance hotline in next Committee meeting.</p>	<p>None Specified</p> <p>June 21, 2023</p>
<p>9. Dashboards/Reports</p> <p>a. Work Plan/Audit Plan Dashboard</p> <p>b. Compliance Dashboard</p> <p>c. Quarterly Reports</p>	<p>For the Work Plan, Portugal shared that entering the 4th quarter all items have started, some have completed, and some close to completion. Portugal presented dashboard to screen and showed the areas that are being pushed out to next year as tied to changes in the Tailored Plan go live date.</p> <p>Regarding the Audit Plan, Portugal noted the representation of different audits when sharing to screen. Knight spoke to delays in delegation and UM system controls audits with Tailored Plan go live being pushed out, as delegated services are not yet being fulfilled. Portugal explained the need to have operations go on for a few months before being able to go back and audit.</p> <p>Portugal touched on various categories from the Compliance Dashboard and offered the Committee an opportunity to ask questions. No questions were presented. Curro noted great work with respect to compliance employees, including IT security.</p>	<p>N/A</p> <p>N/A</p> <p>N/A</p>	<p>N/A</p> <p>N/A</p> <p>N/A</p>

10. **ADJOURNMENT:** The meeting adjourned at 5:04 p.m.; the next meeting will be June 21, 2023, from 4:00 p.m. to 5:00 p.m.

*Items shared during the 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..](#)



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

ITEM: Client Rights/Human Rights Committee Report

DATE OF BOARD MEETING: May 4, 2023

BACKGROUND: The Client Rights/Human Rights Committee is a Board Committee with at least 50% of its membership being either consumers or family members that are not Board Members. This Committee's functions include the following: reviewing and evaluating Alliance's Client Rights policies at least annually and recommending needed revisions to the Board; overseeing the protection of client rights and identifying and reporting to the Board issues which negatively impact the rights of persons served; and reporting to the Board at least quarterly.

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): Dave Curro, Chair; Ramona Branch, Member Inclusion and Outreach Manager; LaKeisha McCormick, Member Inclusion and Outreach Manager; Aimee Izawa, Community and Member Engagement Manager

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Thursday, October 13, 2022

BOARD HUMAN RIGHTS COMMITTEE - REGULAR MEETING

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

APPOINTED MEMBERS PRESENT: ☒ Marie Dodson, Johnston; ☐ Samruddhi Thaker, Durham (Board Member), PhD; ☐ Anthony Trotman, Mecklenburg (Board Member) ☒ Dave Curro, Durham (Board Member) ☐ Ira Wolfe, Cumberland

GUEST(S) PRESENT: Kent Earnhardt, Orange County CFAC member

STAFF PRESENT: Aimee Izawa, Director of Community & Member Engagement, LaKeisha McCormick, Member Inclusion and Outreach Manager, Ramona Branch, Member Inclusion and Outreach Managers, Todd Parker, QM Incident & Grievance Manager

1. WELCOME AND INTRODUCTIONS – the meeting was called to order at 4:05pm

2. REVIEW OF THE MINUTES – The minutes from the April 14, 2022, meeting were reviewed; a motion was made by Ms. Dodson and seconded by Mr. Wolfe to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Membership	Welcome & Introductions: <i>Dave reviewed the membership list and committee charter to determine quorum guidelines. Dave requested for Ramona to reach out to Kent to assist him with completing and submitting a Human Rights Committee application. Recommendation made that someone contact Mr. Trotman to see if he wants to continue involvement on committee.</i>		
4. Incidents Review	Todd Parker, QM Incident & Grievance Manager: <i>Todd asked for feedback on what the committee wants to see regarding incidents reports. He reviewed latest incidents reports.</i> <i>Incident Trends Report Highlights</i> <i>Q4 FY 22</i> <i>Incident Report Breakdown</i> <ul style="list-style-type: none">• 1182 Reports were entered into NC-IRIS for 437 members• 845 children• 337 adults <i>Levels</i> <ul style="list-style-type: none">• 1033 Level II reports• 149 Level III <ul style="list-style-type: none">• Mecklenburg County submitted the largest number of Level 2 and Level 3• Wake County submitted the 2nd largest Level 1 and Level 2		

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, October 13, 2022

BOARD HUMAN RIGHTS COMMITTEE - REGULAR MEETING

(virtual meeting via videoconference)

4:00-6:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none"> • <i>PRTF – Service reporting the most Incidents</i> • <i>A total of 65 deaths were reported during the 4th quarter</i> • <i>46 Level 3 Deaths – Unknown Cause</i> • <i>19 Level 2 Deaths – Terminal Illness</i> • <i>289 (+50) Restrictive Interventions reported (24% of all Incident Reports)</i> • <i>99% of Restrictive Interventions were Physical Restraints</i> • <i>60% of Restrictive Interventions were from PRTF Programs</i> • <i>76 Total Injuries report/ 39% - Trip or Fall Category</i> <p><i>Aimee asked where suicide falls in the data. Todd shared that suicides fall under “death by suicide,” which Alliance Health didn’t have for the quarter. Dave suggested a column is added to the charts saying “death by suicide” with a zero.</i></p>		
5. Grievance Review	<p>Todd Parker, QM Incident & Grievance Manager:</p> <p>Q4 Grievance Report Highlights:</p> <ul style="list-style-type: none"> • <i>130 (54%) Grievances – Members/legal guardians</i> • <i>80 (34%) Internal Employee Concerns – Alliance staff</i> • <i>27 (11%) External Stakeholder Concerns – Outside entities</i> • <i>3 (1%) Compliments</i> • <i>Quality of Services account for 27% of all Complaints/Grievances</i> • <i>81 (34%) were Internal Concerns</i> • <i>126 (52%) were Grievances, by Member or Legal Guardian</i> • <i>26% from Residential Services</i> • <i>83% Outpatient Services</i> • <i>8% ACTT</i> • <i>37% of IDD services - NC Innovations Waiver Services</i> <p><i>Dave recommends that the Human Rights Committee waits to see what changes look like under Tailored Plan before determining what the committee wants Todd/ QM to share. Todd mentioned that after Tailored Plan launch, there will need to be a distinction in reporting between physical and behavioral health. Aimee asked Todd if his team size will increase. Todd shared that he doesn’t anticipate more</i></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..](#)

Thursday, October 13, 2022

BOARD HUMAN RIGHTS COMMITTEE - REGULAR MEETING

(virtual meeting via videoconference)

4:00-6:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<i>grievances but has hired more incident staff. Marie asked how Alliance Health falls in percentages compared to other MCOs? Todd responded that "we fall in line with all other MCOs." Currently for grievances members can appeal decisions directly with Alliance Health. With Tailored Plan, members won't have the option to appeal to Alliance Health, but rather to the State.</i>		
6. Meeting Topics	<i>Ideas and thoughts about future meetings: Ira recommended committee receives its annual member rights training. Dave would like to put training on the agenda for the next meeting. Ramona shared that Alliance Health is waiting on the State to approve training. Marie states that committee on getting new members while Alliance is waiting for training approval. Ira recommends annual training is delayed until April 2023 with anticipation of increased membership. Dave requested to hear more from Quality Management department. Aimee recommends inviting new Director of QM to January 2023 meeting. Marie expressed concerns around the number of restraints incidents and questioned the reason for restraints usage.</i>		
7. Transition to Teams	<i>Alliance transitions to Teams effective Nov 1 Ramona notified committee that virtual platform will transition to Microsoft Teams. A Teams hand out will be shared to assist with Teams navigation.</i>		
8. Announcements			

9. **ADJOURNMENT:** the meeting adjourned at 5:22pm; the next meeting will be January 12, 2023, from 4:00 p.m. to 6:00 p.m.



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

ITEM: Executive Committee Report

DATE OF BOARD MEETING: May 4, 2023

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 fulfill other duties as set forth in the by-laws or as otherwise directed by the Board of Directors. Actions by the Executive Committee are reported to the full 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, April 17, 2023

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, Client Rights/Human Rights Committee Chair); Dena Diorio, MPA (Network Development and Services Committee Chair); David Hancock, MBA, PFAff (Board Vice-Chair and Finance Committee Chair); and Lynne Nelson, BS (Board Chair)

APPOINTED MEMBERS ABSENT: Carol Council, MSPH (Quality Management Committee Chair)

BOARD MEMBERS PRESENT: None

GUEST(S): None

STAFF PRESENT: Veronica Ingram, Clerk to the Board; Brian Perkins, Senior Vice-President/Strategy and Government Relations; Robert Robinson, CEO; Lisa Wilson, Administrative Assistant III; Sara Wilson, Chief of Staff; and Carol Wolff, General Counsel

1. **WELCOME AND INTRODUCTIONS** – the meeting was called to order at 4:03 p.m.
2. **REVIEW OF THE MINUTES** – The Committee reviewed minutes from the March 27, 2023, meeting; a motion was made by Chair Nelson and seconded by Ms. Diorio 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 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 passed unanimously.	N/A	N/A
4. Reconvene Open Session	Committee returned to open session.	N/A	N/A
5. Committee Meeting Schedule	A. June 2023 Meeting Date: Chair Nelson reminded committee members of their previous decision to move the June meeting date to June 12, 2023, due to an Alliance holiday. B. FY24 Meetings: Chair Nelson reviewed next year's meeting schedule, noting a proposed change to the schedule of meetings due to a company holiday. COMMITTEE ACTION Committee reached consensus on the FY24 meeting schedule with no recommended changes.	A. N/A B. Ms. L. Wilson will add committee meeting dates to the FY24 meeting calendar.	A. N/A B. TBD
6. Agenda for Upcoming Board Meeting	Committee reviewed the draft agenda for the May board meeting and provided input.	Ms. Ingram will forward the agenda to staff.	4/18/23

7. **ADJOURNMENT:** the meeting adjourned at 4:50 p.m.; the next meeting will be May 15, 2023, 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..](#)

FY24 Executive Committee Calendar

Monday, July 17, 2023	4:00pm	6:00pm
Monday, August 21, 2023	4:00pm	6:00pm
Monday, September 18, 2023	4:00pm	6:00pm
Monday, October 16, 2023	4:00pm	6:00pm
Monday, November 20, 2023	4:00pm	6:00pm
Monday, December 18, 2023	4:00pm	6:00pm
Monday, January 8, 2024*	4:00pm	6:00pm
Monday, February 19, 2024	4:00pm	6:00pm
Monday, March 18, 2024	4:00pm	6:00pm
Monday, April 15, 2024	4:00pm	6:00pm
Monday, May 20, 2024	4:00pm	6:00pm
Monday, June 17, 2024	4:00pm	6:00pm

* Adjusted meeting due to holiday.



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

ITEM: Network Development and Services Committee Report

DATE OF BOARD MEETING: May 4, 2023

BACKGROUND: The Network Development and Services Committee reviews progress on the agency's network development plan and service development activities. The committee reports to the Board and provides guidance and feedback on development of the needs and gaps assessment to meet state and agency requirements.

This report includes draft minutes from the previous meeting.

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

REQUEST FOR AREA BOARD ACTION: Review the report.

CEO RECOMMENDATION: Review the report.

RESOURCE PERSON(S): Dena Diorio, Committee Chair; Sean Schreiber, Executive Vice-President/Chief Operating Officer

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Wednesday, March 08, 2023

BOARD NETWORK DEVELOPMENT & SERVICES COMMITTEE - AGENDA
5200 W. Paramount Parkway, Morrisville, NC 27560
4:00-5:30 p.m.

Meeting held virtually, via MS Teams: https://teams.microsoft.com/l/meetup-join/19%3ameeting_Y2UxZmNIYWYtY2M0Mi00NTQwLTk4MjMtYTRkMjczZTM2YzFh%40thread.v2/0?context=%7b%22Tid%22%3a%225227920c-c9c9-4d1b-875e-c6ac70e80f71%22%2c%22Oid%22%3a%227571af40-9066-47ea-b933-2847d4049e3d%22%7d7d

APPOINTED MEMBERS PRESENT: ☒ Dena Diorio, (Committee Chair) Board member; ☐ Dr. John Lesica, MD, Board member; ☒ Heidi Carter, MPH, MS, Durham County Commissioner, Board member

BOARD MEMBERS PRESENT:

GUEST(S) PRESENT:

STAFF PRESENT: ☒ Sean Schreiber, Chief Operating Officer • Member, Provider and Infrastructure Solutions Division; ☒ Shawn Mazyck, Senior Vice President • Provider Networks; ☒ Laura Stephens, Administrative Assistant III • Member, Provider and Infrastructure Solutions Division; ☒ Kate Peterson Healthcare Network Program Manager II • Network Development & Evaluation, ☒ Dr. Carlyle Johnson, Director of Provider Network Strategy & Initiatives • Network Development & Evaluation

1. **WELCOME AND INTRODUCTIONS** – Sean Schreiber commented that Dr. John Lesica resigned from the committee and a new member would need to be appointed.
2. **REVIEW OF THE MINUTES** – The minutes from September 14, 2022 were not reviewed.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Alliance Residential Bed Tracker Overview and Capacity – Kate Peterson	<ul style="list-style-type: none">Kate Peterson shared her presentation on overview of Client Care Web (CCW) Use for Care Management. Kate also shared via the CCW program real-time, cloud-based data that is entered daily by providers to the meeting attendees.The CCW is a web-based application and database that seamlessly manages bed availability and referrals for residential placement providers.The application has been used by Alliance TFC and IAFT providers over the past several years. Recently the application has been expanded with major improvements. TFC/IAFT providers have been thrilled over the expansion and the functionality. It is currently being rolled out to Level II, III and IV Group Homes for full use by mid-March.		

Wednesday, March 08, 2023

**BOARD NETWORK DEVELOPMENT & SERVICES COMMITTEE -
AGENDA**
5200 W. Paramount Parkway, Morrisville, NC 27560
4:00-5:30 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
4. Opioid Service Expansion – Carlyle Johnson	<ul style="list-style-type: none">• Dr. Carlyle Johnson shared his presentation on Opioid Treatment Updates.• Some Alliance Initiatives include:<ul style="list-style-type: none">○ Increasing community awareness and prevention,○ Reducing access barriers and improving engagement and retention in care, and○ Expanding access to evidence-based treatment and recovery-oriented systems of care, including OTP and OBOT services.<ul style="list-style-type: none">▪ OTP: Opioid Treatment Program -<ul style="list-style-type: none">• Licensed facility with higher regulatory requirements• Provides daily dosing of methadone and buprenorphine• Only setting that can provide methadone for opioid treatment▪ OBOT: Office-Based Opioid Treatment –<ul style="list-style-type: none">• Clinic-based program• Provides most medication by prescription (buprenorphine)• Some current projects include:<ul style="list-style-type: none">○ Medicaid contracts to all licensed OTP program in catchment area○ Contracts with 13 OTPs for state-funded treatment○ Supporting detention based MOUD programs• Some challenges and opportunities include:<ul style="list-style-type: none">○ Service fragmentation, accessibility, and reduction in barriers○ Potential impact of Medicaid expansion○ House, transportation, and other social determinants○ Racial disparities in treatment access and outcomes• There have also been recent and pending policy changes to include Alliance removal of prior authorization requirements.		

Wednesday, March 08, 2023

**BOARD NETWORK DEVELOPMENT & SERVICES COMMITTEE -
AGENDA**
5200 W. Paramount Parkway, Morrisville, NC 27560
4:00-5:30 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
5. Tailored Plan Contracting Update – Shawn Mazyck	<ul style="list-style-type: none">• Shawn Mazyck shared his presentation on Tailored Plan Contracting Updates.• The Tailored Plan has been pushed out to “go-live” to October 1, 2023.• Common themes with concerns have been rates, hospital bed holds, bilateral language, etc.• As of today, Alliance is ready by network standards (time and distance and disruption).	<ul style="list-style-type: none">• Continue to provide updates.	
6. ADJOURNMENT at 5:10 p.m.			



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

ITEM: Consumer and Family Advisory Committee (CFAC) Report

DATE OF BOARD MEETING: May 5, 2023

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 Steering Committee meets at 5:30pm on the first Monday of each month, via Teams. Sub-committee meetings are held in individual counties; the schedules for those meetings are available on our website.

This report includes minutes and documents from all counties held during March 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): Michael Maguire, CFAC Steering Committee Chair, Ramona Branch, Member Inclusion and Outreach Manager; LaKeisha McCormick, Member Inclusion and Outreach Manager; Aimee Izawa, Community and Member Engagement Director

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Monday, March 06, 2023



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

APPOINTED MEMBERS PRESENT: ☒ Michael Flood, ☒ Linda Campbell, ☒ Felishia McPherson, ☐ Renee Lloyd, ☒ Steve Furman, ☒ Carol Conway, ☒ Alicia Jones, ☒ Anna Cunningham, ☒ E Marie Dodson, ☒ Leanna George, ☒ Charlitta Burruss, ☐ Regina Mays, ☒ Dr. Michael McGuire

BOARD MEMBERS PRESENT: None

GUEST(S): ☐ Suzanne Thomas NCDHHS; ☐ Stacy Harward, NCDHHS

☒ Ellen Gibson, ☒ Brianna Harris, ☒ Sharon Harris, ☐ Vandna Mushi, ☒ Dave Curro, ☒ Victoria Nneji, ☒ Lois Stickell, ☒ Shirley Francis, ☒ Shagun Guar, ☒ Annette Smith

- STAFF PRESENT:** ☒ Aalece Pugh-Lilly, Sr. Director Community Health & Well-Being, ☒ Amiee Izawa, Director of Community Health and Wellbeing, ☒ 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, ☒ Gladys Blakeman, Member Inclusion and Outreach Specialist, ☒ Starlett Davis, Member Inclusion and Outreach Specialist, ☒ Warren Gibbs, Member Inclusion and Outreach Specialist, ☒ Fantasia Jones, Member Inclusion and Outreach Specialist, ☒ Douglas McDowell, Member Inclusion and Outreach Specialist, ☒ Victoria Mosey, Member Inclusion and Outreach Specialist, ☒ India Kay Perez, Member Inclusion and Outreach Specialist, ☒ Rob Robinson, Chief Executive Officer ☒ Sara Wilson, Chief of Staff, ☒ Robby Flynn, Healthcare Network Project Manager Network Development & Evaluation, ☒ JoAnna Baker, Quality Review Coordinator II, ☒ Tia Grant, Quality Improvement Manager, ☒ Brian Perkins, SVP Strategy & Government Relations, ☒ Sandhya Gopal, Senior Director - Government Relations

- WELCOME AND INTRODUCTIONS** – the meeting was called to order at 5:30 pm
- REVIEW OF THE MINUTES** – Minutes from the February 6, 2023 meeting reviewed; a motion was made by Marie Dodson and seconded by 5:34 Charlitta Burruss to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
1. Tailored Plan Delay & Medicaid Expansion	<p>Sara Wilson & Rob Robinson, Alliance Health</p> <p>Tailored Plan Delay & Medicaid Expansion</p> <ul style="list-style-type: none">To ensure beneficiaries can seamlessly receive care on day one, the North Carolina Department of Health and Human Services (NCDHHS) is delaying the implementation of the NC Medicaid Managed Care Behavioral Health and Intellectual/ Developmental Disabilities Tailored Plans (Tailored Plans) until October 1, 2023.<ul style="list-style-type: none">While the LME/MCOs have made progress towards this goal, and our NCDHHS team has been working hard to ensure		

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Monday, March 06, 2023

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>readiness, we aren't consistently where we need to be statewide. Our latest data projects that, if we launched now, 20,000 to 30,000 of the people who will be in Tailored Plans would likely not have their current primary care provider in network on April 1.</p> <ul style="list-style-type: none">○ The delayed start of Tailored Plans allows Local Management Entity/Managed Care Organizations (LME/MCOs), which will operate the Tailored Plans, more time to contract with additional providers to support member choice and to validate that data systems are working appropriately.<ul style="list-style-type: none">▪ Finalizing contracts with major hospital systems was the main cause for the delay.▪ Individuals who already selected a PCP (Primary Care Provider) under tailored plan, department will make people select again because there is a concern that a PCP was chosen from directory due to not having option to select the PCP that they wanted. Unsure of when the department will re-open the choice/enrollment period.○ Beneficiaries set to receive care through the Tailored Plans will continue to receive behavioral health services and I/DD and TBI supports through their LME/MCO and physical health and pharmacy services through NC Medicaid Direct, just as they do today. Tailored Care Management, which launched on December 1, 2022, will continue to be implemented in the interim. <p>1915(i) Waiver Services Transition Update</p> <ul style="list-style-type: none">• Department is targeting a July 2023 date for implementation.• Still need federal approval from CMS (Centers for Medicaid and Medicare). Until then 1915(b)(3) Services will continue.• State has agreed to expand Medicaid in North Carolina<ul style="list-style-type: none">○ Deal announced between NC House and Senate, reached an agreement for Medicaid expansion in North Carolina.• Expect for a Bill to be introduced, for Medicaid Expansion, as early as this week, will need to be passed by the general assembly.	<p>For individuals enrolled in the TP another letter will be mailed to Medicaid beneficiaries to make all aware of TP delay.</p> <p>In late summer or early fall department will be sending out another letter to inform all of PCP choice. Sara will provide letter to department leaders so that we can have a copy of the letter.</p>	

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Monday, March 06, 2023

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"> Includes certificate of need changes – related to hospitals and other medical facilities in the state. HASP (Healthcare Access and Stabilization Program) will become effective immediately upon enactment of the legislation. Signing bonus money for expanding Medicaid – state is working to get that money to North Carolina. <p>Questions/Comments/Concerns Douglas McDowell: Is there a plan for absorbing the additional 6000 people? Brian Perkins: Still waiting to see how this will look, workforce shortage and capacity building still needs to be addressed. In terms of specific details, we are waiting for some of the specifics. Linda Campbell: Would HASP cover the issue with hospitals in rural areas being closed, providing more options? Brian Perkins: Yes, I think significant portions of that money will be used to stabilize hospitals in some of the rural parts of our state that operate in razor thin margins. Annette Smith: Are there any plans to increase income limits for eligibility? Brian Perkins: Have not seen the details about this yet. When the bill for Medicaid expansion is filed, we will know this with more certainty. Linda Campbell: Are there any Medicaid supported positions in the schools, for kids having issues in the school system? Brian Perkins: There are different models where school systems can utilize providers in schools for Medicaid covered services. Alliance has School Based Care Coordination Program in Wake, where we get county funding. There are some models that get clinicians into schools, services were getting covered by Medicaid reimbursement, Different models to do to do this, all depends on various school systems. Aimee Izawa: Looking at the expansion of MORES within the Alliance catchment area, for school aged youth. Those referrals can be done, as long as guardian is involved. Referrals can also come from the schools, working hard to keep kids with their families and in schools. Push to get information about those services out to everyone in the community, MORES is Medicaid funded.</p>		
2. State Updates	<p>Suzanne Thompson/Team DHHS – Not Present, use updates from the CC&E update that was sent out via email.</p> <p>UPDATES:</p> <ul style="list-style-type: none"> State CFAC Meeting 		

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Monday, March 06, 2023

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">○ Date/Time: Wednesday, Mar. 8, 2023, 9:00 am -2:45 pm○ Location:306 N. Wilmington Street, Raleigh NC (Bath Building Conference Room 107).○ Join Link: Click here to join; Access Code: 2433 556 2669; Password: UjgCMrdM337 <ul style="list-style-type: none">● NC Medicaid Ombudsman Webinar<ul style="list-style-type: none">○ Date/Time: Wednesday, Mar. 15, 2023, 2:00 pm○ Join Link: Click here to register● Tailored Plan 101: Ready, Set, Launch Series:<ul style="list-style-type: none">○ Date/Time: Thursday, Mar. 16, 2023, 5:30 pm - 6:30 pm○ Join Link: Click here to register● NC Medicaid Managed Care Hot Topics Webinar Series<ul style="list-style-type: none">○ Date/Time: (Every 3rd Thursday of the month); Next Meeting: March 16, 2023, 5:30 pm○ Register for 3rd Thursday webinars● Joint DMHDDSAS and DHB Consumer Webinar<ul style="list-style-type: none">○ Date/Time: Monday, Mar. 27, 2023, 2:00 pm - 3:00 pm○ Join Link: Click here to register● State-to-Local Collaboration<ul style="list-style-type: none">○ Date/Time: Wednesday, March. 22, 2023, 6:30 pm -7:30 pm○ Join Link: Click here to join <p>Questions/Comments/Concerns Marie Dodson: Reminder about CC&E listserv, update has a lot of information on upcoming Webinars, state updates etc.</p>		
3. Legislative Day	<p>Ramona Branch, Alliance Health</p> <ul style="list-style-type: none">● Legislative Day Tomorrow<ul style="list-style-type: none">○ Information from Brian and Sandhya will be sent out after the meeting; attachment will be sent to all CFAC Members○ Alliance Staff Attending: Douglas McDowell, Victoria Mosey, Warren Gibbs, and Aimee Izawa. If you have questions, look for them.		

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, March 06, 2023

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>Questions/Comments/Concerns: Aimee Izawa: Brian Perkins and his team have given us a few talking points for this meeting, some of the mail priorities. The document will be shared with you for your review. Brian Perkins: What Aimee will give you are general information about some of the priorities that we have been advocating for or heard discussed recently. Our goal is to allow you to have time to share and advocate, get some time with your legislatures. Marie Dodson: I met with my legislature and shared my story, very good conversation. If you have mobility issues capitol police will allow you to be dropped off by another party. Go early to try to get a spot in the parking deck. Brian Perkins: They will be security at all the doors, make sure your pockets are empty. Give your self a few extra minutes if you can. Sandhya Gopal: Note that there is a lot of activity going on at the General Assembly, as you are navigating security, it is a busy time. A lot of groups in the building, just be aware of this as you proceed.</p>		
4. Quarterly Leadership Meeting	<p>Ramona Branch, Alliance Health</p> <ul style="list-style-type: none"> • Quarterly Leadership Meeting <ul style="list-style-type: none"> ○ Date/Time: Wednesday, March 8, 2023, 5:30 pm – 7:00 pm <ul style="list-style-type: none"> ▪ What would you like to learn about? Any suggestions on topics or presenters? <p>Motion was made by Alicia Jones and seconded by Carol Conway at 6:17 pm to have leadership meeting. Motion passed – unanimously.</p> <p>Questions/Comments/Concerns Ramona Branch: I put on the agenda, the discussion about topics presenters that you all might want. Marie Dodson: I will get with Dr. McGuire after this meeting, if any chairs/co-chairs have suggestions share them with me. I will get back with Ramona after I receive this information. Dave Curro: I am Confused, leadership meeting is not Steering Committee Meeting. What is the purpose of the Steering Committee Meeting if we are having the Leadership Meeting? Aimee Izawa: Leadership Meeting came from the retreat, requested to have additional time to develop knowledge, skills, in regard to leadership and</p>		

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Monday, March 06, 2023

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>advocacy, that we did not have time to discuss in Steering Committee Meeting due to time constraints and length of agenda. It is really up to your preference whether we have the Leadership Meetings and the topics discussed during the meeting.</p> <p>Dave Curro: When we first set up the Steering Committee Meetings it was a Leadership Meeting and now it has morphed into something else. We do a lot of presentations that should be happening at Local CFAC Meetings.</p> <p>Aimee Izawa: The MCO is not required to have a separate CFAC Meeting for each County but, this is how Alliance Health and the CFAC has decided to operate. Because of this the concern I have is that if there is general information that needs to come from Rob or our government affairs, the only way that they can disseminate an even message to everyone is through a Steering Committee Meeting. They are not necessarily able to go to each our county meetings. Steering Committee is the one meeting that we have where their messages can be shared to all and you can ask questions, and share message with the counties.</p> <p>Dave Curro: That does not always happen though.</p> <p>Aimee Izawa: That is one thing that we have added to the agendas, a report out section where we can bring the information from Steering Committee, Human Rights Committee, Board Meetings, Conferences, etc.</p> <p>Aalece Pugh-Lily: I do know that this is happening in Mecklenburg County, dedicated time where someone is reporting out on Steering Meeting so that all information is shared with the group. There has been a process to standardize the meeting agenda templates for all CFAC Meetings, so that there is a line items for report outs from the Steering Committee. If that has not happened yet it will be happening routinely in the future.</p> <p>Carol Conway: Yes, that is happening.</p> <p>Aimee Izawa: We want you all to drive the agenda topics for the Leadership Meetings, if you feel that they are duplicative to Steering Committee, do not want to have them or want them to look a certain way we are open to feedback.</p> <p>Carol Conway: For March 8th meeting, I want to put on the agenda, a discussion regarding the IDD summit that I hope will include more than Orange County. Half day on a Saturday morning. Would like all the counties to be invited.</p> <p>Linda Campbell: That would be great, because there is not much out there for IDD – parents end up doing the lion's share of the care taking. If they leave North Carolina, they lose everything.</p> <p>Marie Dodson: Maybe this is something we can discuss putting together at the Leadership Meeting on the 8th.</p>		

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Monday, March 06, 2023

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:
5. Announcements	<p>All</p> <p>Marie Dodson: NC Tide Conference – Downtown Wilmington, April 2023 Conference cost is reasonable, but hotel, food, and parking are not. Plan to skip conference due to the cost of resort fee, taxes, parking cost, room cost, and expensive of restaurants nearby. No meals included with conference cost.</p> <p>Marie Dodson: i2i conference that was postponed from December will be combined with Spring i2i conference, slated for mid-June 12th – 14th at Hilton Hotel. Hotel is \$139 per night with conference rate. Agenda has already been posted, still looking for sponsors. Located on Wake Forest Road in Raleigh off 440 beltline – North Raleigh and Wake Forest Road.</p> <p>Dr. Michael McGuire: Recommendation that those members who registered and planned to attend i2i in the Fall would attend the upcoming i2i conference in Spring. We already have their names and information needed to attend.</p> <p>Marie Dodson: Suggestion to have those close to Raleigh attend, discussion about i2i can be held at Leadership Meeting on Wednesday. Might have more details by that time.</p> <p>Aimee Izawa: Confirmed we are having Leadership Meeting on Wednesday and have two talking points at this time?</p> <p>Marie Dodson: Yes!</p> <p>Dave Curro: What about the Budget Retreat?</p> <p>Aimee Izawa: We have been, collecting information from each county CFAC about priorities within the county and areas that they felt were highlights. I have compiled that information; we only get small window of time to present that to the board. Dr. McGuire has stated that he will do this presentation with me, the meeting has been moved to virtual only. I will follow up with Dr. McGuire to share some more specifics. Took input that we received from each community and group them into major topics, that we will be sharing with the board. I was asked to add a little more information, once I complete, I will share with everyone.</p> <p>Ellen Gibson: I received flier for event on March 25th, all proceeds going to homeless Veterans. Sponsor from event reached out for Mental Helath pamphlets to pass out on that day. IF anyone has brochures/flyers that I can pass out, please give them to me. Event information will be sent to Ramona to disburse.</p> <p>Marie Dodson: NAMI Walk (State), May 20, 2023, in Raleigh.</p>		

6.

ADJOURNMENT: The next meeting will be **Monday, April 3, 2023**

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, March 06, 2023

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



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](#)

[+1 213-204-2613,,343043434#](#)

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.	

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Monday, March 13, 2023

Consumer and Family Advisory Committee- Durham
Held Via Video Conference

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<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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Monday, March 13, 2023

Consumer and Family Advisory Committee- Durham
Held Via Video Conference

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<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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Monday, March 13, 2023

Consumer and Family Advisory Committee- Durham
Held Via Video Conference

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<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 – 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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Monday, March 13, 2023

Consumer and Family Advisory Committee- Durham
Held Via Video Conference

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<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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Monday, March 13, 2023

Consumer and Family Advisory Committee- Durham
Held Via Video Conference

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
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.		



Consumer and Family Advisory Committee (CFAC)

Pharmacy Update

March 13, 2023

Vera Reinstein, PharmD, BCPS
Neal Roberts, PharmD

Objectives

- Overview of pharmacy benefit
- Recent updates to NC Medicaid pharmacy benefits
- Understanding Tailored Plan Pharmacy Benefits

Medicaid Pharmacy Benefits

- Only those with Medicaid as their primary insurer
- This does NOT apply to
 - Duals (those also with Medicare) very limited coverage
 - Commercial –none
 - Uninsured – patchwork of county and state (NC MedAssist) programs

NC Medicaid Pharmacy Spotlight

- 14.6 million prescriptions costing \$743 million
- Beneficiaries received an average of 6 prescriptions each at approximately \$25 per prescription cost
- Compliance with Preferred Drug List continues at 95% demonstrating that PDL medications are appropriate for provider population and beneficiaries

Includes antihistamines, nasal steroids, neuropathic pain agents, proton pump inhibitors, antidepressants, antihypertensives, statins and nonsteroidal anti-inflammatory medications

Top 10 Drugs by Claim Count

1. Cetirizine tab
2. Gabapentin cap
3. Fluticasone nasal
4. Omeprazole
5. Sertraline tab
6. Cetirizine solution
7. Trazodone
8. Clonidine
9. Atorvastatin
10. Ibuprofen tab

Includes dermatitis, mental illness, seizure disorder, plaque psoriasis, opiate dependence, hepatitis C and movement disorders

Top 10 Drugs by Net Spend

1. Dupixent
2. Vraylar
3. Invega Sustenna
4. Stelara
5. Epidiolex
6. Suboxone Film
7. Abilify Maintena
8. Mavyret
9. Ingrezza
10. Rexulti



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Member Copays

Service	Your Copay
<ul style="list-style-type: none">• Chiropractic visits• Doctor visits• Non-emergency and emergency department visits• Optometrist and optical visits• Outpatient visits• Podiatrist visits	\$4 per visit
<ul style="list-style-type: none">• Generic and brand prescriptions	\$4 per prescription
<ul style="list-style-type: none">• Dental Services	\$4 per visit

- Copay Exempt Product Categories:
 - Durable Medical Equipment (includes diabetic supplies)
 - Vaccines
 - Covid vaccines and treatments
 - Contraceptives

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Exempt from Medicaid copays



- The beneficiary is **under 21 years** of age
- The beneficiary resides in a **nursing home** facility, Intermediate Care Facilities for Individuals with Intellectual Disabilities (**ICF/IID**) or a **mental health hospital** (*NOTE: adult care home and hospice beneficiaries are responsible for copayment*)
- The drug is classified as family planning (**birth control medication**). Exemption from the copay for family planning drugs is indicated on the drug file and does not require any additional indicators
- The beneficiary is **pregnant**. The co-payment exemption is made automatically by the claims processing system for an eligible beneficiary. IF the pharmacy system does not override the copay, the pharmacy may use an override code to indicate pregnancy.
- The beneficiary is a member of a federally recognized tribe.
- The beneficiary is enrolled in NC Innovations or NC TBI waiver programs.

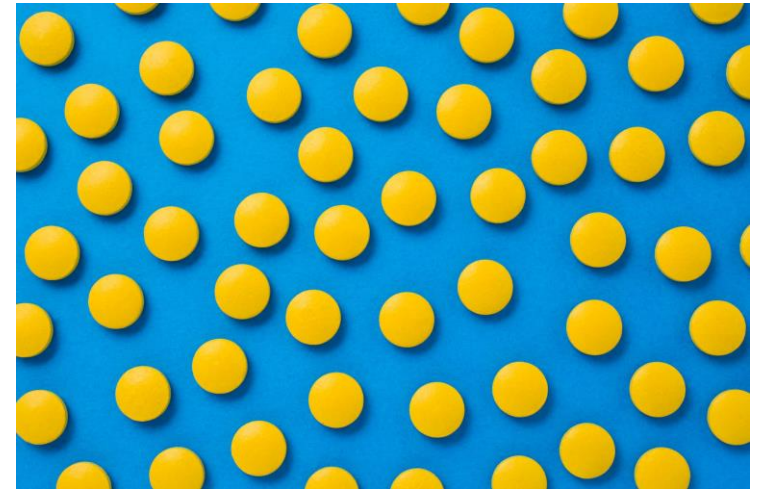
Medicaid Copayments Hardship Strategies



- Pharmacy can set up an account
- Pharmacy med review
 - to consolidate regimen
 - assure coverage when possible (with an Rx, OTC nicotine replacement products are covered)
 - Most OTCs not covered but many have Rx equivalents that are covered.
(Ex. NSAIDs, Laxatives, Antihistamines, Cough)
 - Long-acting antipsychotics (1X/mo- 4X year)
 - review as needed medications and help to prioritize
 - 90-day fills if possible
- Medication Assistance Program resources (Note: Medicaid does not allow use of any discount card programs – for uninsured recipients only) <https://www.rxassist.org/patients/res-co-pays>

Outpatient Pharmacy Days Supply Limits

- **34-day supply** – maximum for controlled substances and all non-maintenance (episodic) drugs
- **90-day supply** – maximum for maintenance medications. One \$4 copay/90days saves \$\$\$
- **3-month supply** – maximum for pre-packaged hormone replacement therapy. One \$4 copay
- **12-month supply** – maximum for oral contraceptives.
- **Early Refill** = Less than 75% of days supply. Less than 85% of days supply for controlled drugs (Example 75% of 34 days is 26 days and 85% of 34 days is 29 days)



NC Health Choice Will Be Combined into NC Medicaid 4/1/23

- As of April 1, 2023, all NC Health Choice beneficiaries with active eligibility will be **moved to Medicaid**. North Carolina Session Law 2022-74 directs the NC Department of Health and Human Services to combine the NC Health Choice Program with the NC Medicaid benefit plan.
- **Health Choice for Children (Health Insurance for Low-Income Children)**
- [The North Carolina Health Choice \(NCHC\) Health Insurance Program for Children](#) is a comprehensive health coverage program for low-income children. Children who do not qualify for Medicaid, but whose family cannot to afford private or employer-sponsored health insurance may qualify for NC Health Choice.

Additional Pharmacy Program Changes

- Cost of dispensing survey – no changes
 - Allow pharmacies to have more than 1 dispensing fee/month/med
- 12 month supply oral contraceptives (per ACOG ↓unwanted pregnancies)
- COVID-19 flexibilities made permanent
 - Up to 90-day supplies and refills of maintenance medications (not CS)
 - NOTE: \$4 copay same for 30 and 90-day supplies
 - Mailing reimbursement fee of \$1.50 to retail pharmacy claims
 - Delivery reimbursement fee of \$3.00 to retail pharmacy claims

Outpatient Pharmacy Covered Products

What is covered?

- FDA approved legend (prescription only) drugs – must be rebate eligible
- Vaccines
- Covid treatments
- Select OTC products and vitamins (Smoking cessation, antihistamines, acid reducers)
- Compounded medications with an FDA approved legend drug
- Accu-Chek diabetes testing supplies and syringes



What is not covered?

- Most OTC products (cough and cold, vitamins, analgesics)
- Fertility drugs
- Cosmetic drugs
- Medical supplies
- Diaphragms
- IV fluids (some facilities can bill)
- Erectile dysfunction drugs
- Weight loss drugs
- Drug samples
- Drugs obtained from patient assistance programs
- Compounds with no FDA approved legend drug



NC Medicaid Emergency Fills



- Drugs requiring prior authorization (PA) - Denied claims may cause a delay in starting therapy
- Federal law requires that an emergency supply be available to Medicaid recipients for drugs requiring prior authorization
- Pharmacies can provide a 72-hour emergency supply until PA is submitted by provider and approved by Medicaid
- Members must advocate for a 72-hr. supply – pharmacy often “forgets” about this option
- Alliance’s PBM, Navitus must reach a decision in 24-hr and notify the MD of the decision. Member gets a letter if denied.

NC Medicaid Lock-in Program



- NC Medicaid recipients with the following fill history in 2 consecutive months:
 - Opioids: 6 or more claims
 - Benzodiazepines: 6 or more claims
 - Receiving Rx for opioids and/or BDZ/certain anxiolytics from 3 or more prescribers
- Members will be locked-in to one prescriber and one pharmacy (in some circumstances 2 will be allowed) for opioids or benzodiazepine prescription fills for a period of 2 years.
- Medications for treatment of opioid use disorder (Suboxone) and cancer pain are excluded
- Beneficiaries residing in a skilled nursing facility or in hospice are excluded

Exceptions Allowed



- Early Refill
 - Vacation supply – Only one 5-consecutive day occurrence each 365-day time period will be allowed for non-controlled medications.
 - Lost/Stolen – one refill per year
 - Therapy change – allowed if dose or frequency change by MD
- 72-Hr emergency fill if PA pending or denied and awaiting new Rx (unlimited)
- Lock-In override – 4-day supply once per year or prescriber/pharmacy change
- A+Kids override – twice per year
- BH med limit overrides – RPh must verify dose with MD first (unlimited)
- Disaster declaration – allows early refill and removes PA requirement
- Appeals – Members may appeal PA decisions. Instructions sent by Navitus with PA decision letter (NABD). Alliance Medical Team will make appeal decisions.

Tailored Plan Pharmacy Programs Effective 10/1/23

Outpatient Pharmacy Benefit

A subcontracted Pharmacy Benefits Manager (**PBM**) will pay pharmacy claims for prescriptions filled at retail or long-term care pharmacies.

Physician Administered Drug Program (PADP)

Alliance Claims System (ACS) will pay medical claims for drugs administered infused in outpatient clinics or practices. Ex: vaccines and other IM/IV injections

All MCOs MUST follow all Clinical Coverage Policies and Fee Schedules set by the state (identical coverage)

Medicaid Transformation

Medicaid Direct (1 PBM)

Standard Plans (PHPs) 7/1/21 (6 PBMS)

Tailored Plans 10/1/23 (8 PBMs)



**NC Tracks – Pays
Medical and
Pharmacy Claims**

**LME/MCOs – Pay
Behavioral Health
Claims**

Managed Care Organization	Corresponding PBM processor
Fee for Service (Medicaid Direct)	NCTracks
AmeriHealth Caritas NC	PerformRx
BCBSNC - Healthy Blue	IngenioRx (back end CVS Caremark)
Carolina Complete Health	Envolve (back end CVS Caremark)
United Health Care	Optum Rx
WellCare Health Plans	CVS Caremark

**NC Tracks and PHPs – Pay
Medical and Pharmacy Claims
LME/MCOs – Pay Behavioral
Health Claims**

Tailored Plan	PBM
Sandhills	PerformRx
Partners	CVS Caremark
Trillium	PerformRx
Eastpointe	Express Scripts*
Alliance	Navitus*
Vaya	Navitus*

**Tailored Plans cover all Medical,
Pharmacy and BH Services**

Navitus Fact Sheet



6
Million
Members and Growing

100%
Pass-Through and Transparent
Business Model

4 Locations to
Serve You

Appleton, WI Austin, TX Madison, WI Phoenix, AZ

16 Years
of Proudly Lowering
Pharmacy Benefit Costs
for Employers, Health Plans,
Governments and More

4.5 out of 5

Stars EGWP Rating by CMS
The highest among PBM-Sponsored
EGWP Plans*

*Medicare evaluates plans based on a 5-star rating system. Star Ratings are calculated each year and may change from one year to the next.

100%

Client Satisfaction Rating
Among Respondents*

*Surveys are conducted annually and include clients with claims utilization in both 2017 and 2018. TPA clients not included.

- Alliance is partnering with **Navitus Health Solutions** PBM to provide pharmacy benefits for our members
- Navitus was chosen from 5 competitors that submitted RFP responses and competitive bids
- Navitus is owned by SSM Health and Costco Wholesale Corporation
- Navitus holds contracts with 15 + state Medicaid plans that comprise 40% of covered lives
- A **transparent business** model means there are no hidden fees, spread pricing, or incentives
- Other advantages: Mid-size, flexible, privately owned, limited retail store footprint

Tailored Plan Outpatient Pharmacy Benefits

Navitus – Pharmacy Benefit Manager (PBM) responsibilities

- Contract with network pharmacies (CVS, Walgreens, Independents, Long-Term Care) in NC to fill prescriptions for enrolled members
- Pay pharmacy claims in accordance with NC Medicaid formulary, clinical coverage, drug utilization review, automatic PAs, member copay, and reimbursement rules
- Approve/deny prior authorizations submitted by prescribers
- Load existing PAs, Rx history, and medical history (ICD-10) to support automatic approvals
- Accept calls from prescribers and pharmacies to resolve claim issues
- Provide access to online member/provider portals, claims, reporting, and search tools
- Produce reports for Alliance and DHHS review



Tailored Plan Outpatient Pharmacy Benefits

Alliance Health Plan responsibilities

- Review and make decisions on member appeals
- Administer the controlled substances lock-in program
- Accept calls from members to resolve issues and questions about the pharmacy benefit
- Provide monitoring and oversight of the PBM - Navitus
- Quality improvement, safety, and utilization review – Alliance Clinical Quality Improvement (CQI) and Pharmacy and Therapeutics (P&T) Committees
- Reimburse Navitus for claims paid to pharmacies



Insurance Cards with Navitus Pharmacy Information

Alliance Health		5200 W. Paramount Parkway, Suite 200 Morrisville, NC 27560
Member: Jane N. Doe	Primary Care Provider (PCP):	
Date of Birth: 07/23/1984	John Smith	
Member ID: 1234567	1234 Any Street	
Plan Name: Medicaid	Suite 1234	
Effective Date: 07/01/2022	Durham, NC 27707	
	PCP Phone: 919-999-9999	
	RxN: 610602	
	RxPCN: MCD	
	RxGRP: 12345	

Member Portal: www.AllianceHealthPlan.org	
Member and Recipient Services (Mon-Sat 7 a.m.–6 p.m.):	800-510-9132
24-hour Nurse Services:	855-759-9400
24-hour Behavioral Health Crisis Services:	877-223-4617
If you are experiencing an emergency, please call 911 for immediate help. Contact your primary care provider as soon as possible.	
Provider Services (Mon-Sat 7 a.m.–6 p.m.):	855 759-9700
Pharmacy Services (Mon-Sat 7 a.m.–6 p.m.):	855-759-9300
All other claims are to be mailed to: Alliance Claims 5200 W. Paramount Parkway, Suite 200 Morrisville, NC 27560	All pharmacy claims are to be mailed to: Navitus Health Solutions, LLC P.O. Box 999 Appleton, WI 54912-0999
If you suspect a doctor, clinic, hospital, home health service or any other kind of health provider is committing Medicaid fraud, report it. Call 919-881-2320.	

New cards will be issued in mid-2023 prior to October 1st outpatient pharmacy benefits go-live

Groups Eligible for Alliance Pharmacy Benefits

Category of Aid	Outpatient Pharmacy	MD Administered (PADP)
TP Medicaid ABD - Adults and Children	Yes	Yes
TP Innovations/TBI (1915c waiver)	Yes	Yes
TP Foster Children	Yes	Yes
TP Tribal Members	Yes	Yes
Medicaid Direct	No (NC Tracks)	No (NC Tracks)
State Funded Recipients- Uninsured	No	No
TP Medicare/Medicaid (Duals)	Yes*	Yes*

* Medicaid coverage is secondary for dual-eligible members. Medicare Part B/D will pay pharmacy claims first and Tailored Plans will only pay for the balance of non-covered amounts and for products not covered by Medicare (some OTCs)

Key Points for Members and Providers

Eligible Members

- Will receive new Alliance insurance cards with Rx benefit information
- Same copays, formulary, clinical coverage criteria
- Should be able to use the same pharmacy – 2,300 in NC Network
- Existing PAs (except for SUD) remain in effect during transition
- Members should contact the Alliance Member and Recipient Services Call Center for questions



Providers and Pharmacies

- Effective 10/1/23 all Rx claims and PA requests go to Navitus instead of NC Tracks. PA forms and ePA link are located on the Alliance website.
- Providers and Pharmacies may contact Navitus at **855-759-9300** for prior approval, denials, and other questions starting 9/1/23.
- Office administered drugs (PADP – “buy and bill”) must be submitted to the Alliance Claims System (**ACS**) instead of NC Tracks starting 10/1/22. Same fee schedule applies.



Opioid Epidemic: The Fight Continues

- Policies that comply with the NC STOP Act
- Supplies for greater than seven days of opioids requiring prior authorization (PA), regardless of placement on the NC PDL
- Abuse deterrent formulations preferred on the NC PDL
- 90 MME cumulative limit without high dose PA
- Early refill alert set at 85%
- Therapeutic duplication alert, opioid plus benzodiazepine system edit, monitoring of high dose prescribing
- Lock-in program for coordination of care
- Encouragement to use Naloxone standing order

Medicaid Expansion Potential: 6 Key Benefits to NC

- Improves access to mental health
- Builds a healthier workforce
- Assists working families
- Protects uninsured veterans and their families
- Boosts rural health care, hospitals and families
- Saves lives

[Community Partners Webinar 20220616 \(ncdhhs.gov\)](https://www.ncdhhs.gov/community-partners-webinar-20220616)

MEMBERS PRESENT Wake CFAC Subcommittee: Alicia Jones (Chair), Anna Cunningham, Annette Smith, Benjamin Smith, Trula Miles, Karen McKinnon, Rasheedah McAlister, Faye Griffin
BOARD MEMBERS PRESENT:
GUESTS:
STAFF PRESENT: Ramona Branch, Aimee Izawa, Erica Asbury

1. **WELCOME AND INTRODUCTIONS**-Alicia did the opening and welcomed members.
2. **REVIEW OF THE MINUTES** – Anna shared that the minutes needed to be edited. Karen motioned to approve and Faye second. The minutes were approved by majority vote.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
1. Public Comment Individual/Family Challenges and Solutions	Alicia opened the meeting for public comment. Annette shared that there have been several positions filled at the state level and those people are beginning to be introduced.		
2. State Updates	In the absence of Suzanne Thompson, Ramona asked that members review the CEE and consider participating in the state to local call. Ramona further explained that each county should consider having a rep.		
3. Speaker: Events; nomination; elections	Alicia opened up the discussion by stating that she would not be opening the floor up to discuss nominations for Vice Chair because the person that she wanted to submit will not be on this meeting. Erica shared that full elections will take place in June and that Vice chair information should be submitted before the next meeting in April. Alicia stated that she was not sure about what should be discussed concerning events. Erica stated that all CFAC sponsored events need to have open discussion during meeting time and that details about the event such as date and purpose also need to be discussed. Erica reminded the group that there is a charge for every CFAC subcommittee to host an annual event		

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AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>and the event for Wake would need to take place before the end of the fiscal year which would be June 30th. Erica mentioned that There will be an event cosponsored by Alliance through the Wake Network of Care and will take place at Dorthea Dix on May 6th ; The Best Buddies Friendship walk will be April 22; and that the Valentine’s Day food collection took place in partnership with SHIP outreach ministries during February. Alicia asked if those events had to be voted on and if not why were they not voted on by the CFAC. Aimee explained that Alliance cosponsors events with community partners that is and has been on ongoing commitment outside of what the CFAC Subcommittee charter states that they need to complete. Alicia commented that she believed that it was too late to complete an event before the end of June and that she expected CFAC to concentrate on the Family event that she has begun planning in Wendell. Alicia mentioned that the date of the event will be September 23rd from 11am-3pm, She reports that she one food truck and one donut truck, Kona Ice is expected to be there. Mr. Bubbles has committed She would like more vendors to register and there will be no charge. Alicia reported that she has actively been working to fully develop the day. Karen volunteered to help as well and Anna. Anna asked if there will be enough CFAC members for set up and break down. Alicia stated that she is handling all of the set up and break down and that no one on CFAC will need to be involved. Aimee brought up the idea that every vendor should be expected to have some type of interactive kid friendly task at their table. Alicia stated that every vendor is expected to donate two door prizes. Alicia plans to give out food truck tickets to vendors and they will get their food at half price.</p> <p>Anna brought up that there will be an event at Brooks Avenue Church which is focused on sharing information with the community and will have specific supports in place for people with additional needs. If Alliance would like to have brochures in the bags, 400 pieces will need to get to Anna as soon as possible.</p>		

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AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
4. Reports: BOD, Steering Committee, State to Local, State CFAC, Conferences, Training, etc	<p>Aimee stated that by this time everyone is aware that the Tailored plan has been delayed. Rob spoke at the Steering committee meeting and explained that it is the expectation of the State that every MCO be prepared to move forward at the same time. The exact dates for roll out are always published. Members should expect to receive letters and what the next steps are and anyone with question should call member services.</p> <p>Questions arose about attendance at the i2i conference and Ramona shared that the registration for the conference has not opened up yet. Everyone will need to submit the request form.</p> <p>Ramona asked Alicia to report out of what specifics as to what was discussed with the chair people during the Steering Committee meeting. Alicia stated that she could not recall the details. Anna mentioned that she was present and the majority of the meeting was discussion directed towards tailored plan but the was also information given about the quarterly leadership meeting for chairs and co-chairs.</p>		
5. LME/MCO Updates	<p>Aimee stated that Alliance is prepared to go live and that Tailor care management is live and medicaid direct will go live as scheduled. Pharmacy benefits and non-emergency transportation are expected to move along as planned. As previously shared by Rob, more time is needed to get providers in network.</p> <p>Annette stated that there is a Medicaid Q & A document of frequently asked questions and that she will forward it to Aimee and Erica.</p>		

6. **ADJOURNMENT:** Annette motioned to adjourn due to Alicia not being able to rejoin the meeting based on technology issues. The motion was second by Karen. The next meeting will be on April 11, 2023 at 5:30pm hybrid.

Respectfully Submitted by: Erica Asbury, Member Inclusion and Outreach 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 later.

DRAFT

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Tuesday, March 21, 2023

Consumer and Family Advisory Committee- Johnston
521 N Brightleaf Boulevard Smithfield, NC 27577
Held Via Video Conference/In-Person

MEMBERS PRESENT: ☒ Marie Dodson, ☒ Jerry Dodson, ☒ Marilyn Lundin, ☒ Richard Callahan, ☐ Deborah McQueary, ☒ Jason Phipps, ☒ Albert Dixon, ☒ Bobby Dixon, ☒ Leanne George, ☐ Dorothy Best, ☐ Cassandra Williams-Herbert

BOARD MEMBERS PRESENT:

GUEST(S): ☐ Wes Rider, State CFAC, ☒ Ashley Bass Mitchell Community Collaborative

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, ☒ Warren Gibbs Member Inclusion & Outreach Specialist

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Tuesday, March 21, 2023

Consumer and Family Advisory Committee- Johnston
521 N Brightleaf Boulevard Smithfield, NC 27577
Held Via Video Conference/In-Person

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
1. Welcome and Introductions- 10 min	The meeting was called to order by Marie Dodson at 6:03 pm due to technical difficulties	MIOS will look into Teams link ensuring it's the correct for next meeting	1 month
2. Review of the Minutes – 5 min	The minutes from the November 28, 2022 meeting were reviewed; a motion was made by Marie Dodson and seconded by CFAC members to approve the minutes	Corrections identified and updated on the minutes	
3. PUBLIC COMMENT- 10 min	<ul style="list-style-type: none"> Ashley Bass-Mitchell presented to the committee a possible collaboration occurring on Make a Difference Breakfast on May 12th. Motion made and voted members of CFAC will assist with event. Ashley then discussed the Med Assist on 6/24 where OTC medicines will be distributed. Aimee discussed 600 bags will be passed out and there currently working on securing a venue. Marie and Bobby shared their experiences at One Recovery conference, meeting 	Committee will vote in participants to volunteer at 5/12 event next meeting as well as Med Assist on 6/24	By next CFAC meeting
4. State Updates 10 min	<ul style="list-style-type: none"> Wes shared State Updates and gave his insight on One Recovery Conference sharing self determination is key and identified service providers now viewing people as their own service providers stating recovery is the expected outcome from services Noted free trainings are still available on State CFAC website related to dignity of risk, empowerment, who you gonna call a discussion on service hotlines and resources, as well as how to access Social Determinants of Health in the community Shared with committee the date of next State 2 Local Call for consumers in community and families being 3/27 	Committee elected members to sit in on State to Local Call 3/27 and going forward will vote monthly different stakeholders to volunteer and sit on calls	Monthl
5. Reports: - 15 min BOD, Steering Committee,	<ul style="list-style-type: none"> Marie Dodson shared highlights from State CFAC meeting explaining inconsistencies between MCO's with relay of information regarding Tailored 	Monthly Committee	Monthly

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Consumer and Family Advisory Committee- Johnston
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AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
State to Local, State CFAC, Conferences, Trainings, etc.	<p>Care Plan and do they discuss information amongst one another before release</p> <ul style="list-style-type: none"> Announced local Board of Directors meeting in May and rededicating May as Mental Health Awareness Month in Johnston County Discussed having local CFAC's collaborate from different counties and MCO's Shared dates for upcoming conferences and trainings for stakeholders to attend 	members will volunteer or be voted in to attend scheduled conferences and trainings	
6. MCO Updates- 10 min	<ul style="list-style-type: none"> Ramona shared MCO updates reminding everyone of the Tailored Plan being delayed Asked committee to come with answers to 3 questions for April State CFAC meeting Shared State would like to know from Local CFACS 1. Top Issues 2. Top issues with Mental Health, Substance Use Disorder, Intellectual and Developmental Disabilities, and Traumatic Brain Injury services in community and 3. Topics on projects to learn about Mentioned I2I conference is being rescheduled for June and she's awaiting open registration dates for members to elect who will attend 	CFAC will have a list of concerns to share during April Meeting	Next CFAC Meeting in April
9. Statutory Requirements and Recommendations: 15-30 min	<ul style="list-style-type: none"> Aimee shared the new Agenda Template and requirement for Chair to discuss one statutory requirement, recommendation, or bylaw in every CFAC meeting Aimee reminded stakeholders this keeps everyone aware of time constraints during meetings and avoids redundant questions about policies and procedures so that matters at hand can be addressed versus the same conversations being had each meeting 	CFAC chair and Vice Chair will work with MIOS on identifying statutes to review each meeting with stakeholders	Monthly starting in April
11 Announcements	<ul style="list-style-type: none"> Marie addressed stakeholders requesting more active participating from members to attend local events, trainings, and conferences stating a vote in system will be implemented based on member's availability Richard shared information on NAMI walk which will be held in Morrisville this year 	Planning and election of volunteers for events will be voted in next meeting and	Monthly beginning with next meeting

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Tuesday, March 21, 2023

Consumer and Family Advisory Committee- Johnston
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AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none">Requested Walkers as well as SponsorsUpdated committee on NAMI Campus which has 10 spots on NC campuses so far with a high school version being implemented in Western Carolina at a location in Shelby	monthly for future meetings	
12. Adjournment:	Marie moved to adjourn and it was seconded by stakeholders in attendance The suggested next meeting will be April 18, 2023, at 5:30 p.m.	N/A	N/A

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Thursday, March 23, 2023

Consumer and Family Advisory Committee- Cumberland
(Virtual Meeting via Microsoft Teams)
5:30pm- 7:00pm

MEMBERS PRESENT: ☒ Michael McGuire ☒ Ellen Gibson, ☒ Dorothy Johnson ☒ Sharon Harris ☒ Briana Harris ☐ Shirley Francis ☒ Tekeyon Lloyd ☒ Tracey Glenn- Thomas ☒ Renee Lloyd ☐ Carson Lloyd Jr. ☒ Felishia McPherson

BOARD MEMBERS PRESENT:

GUEST(S): ☐ Suzanne Thompson, NCDHHS

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, ☒ Starlett Davis, Member Inclusion & Outreach Specialist

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AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
1. Welcome and Introductions- 10 min	The meeting was called to order by Felishia McPherson at 5:46 pm	N/A	N/A
2. Review of the Minutes – 5 min	The minutes from the February 23, 2023 meeting were reviewed; a motion was made by Michael McGuire and seconded by Ellen Gibson to approve the minutes	N/A	N/A
3. PUBLIC COMMENT- 10 min	Felishia and Ellen Community events and resources. Covid 19 Check ins	Please see Felishia, Ellen, Ramona, or Star for any questions	Ongoing

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Thursday, March 23, 2023

Consumer and Family Advisory Committee- Cumberland
(Virtual Meeting via Microsoft Teams)
5:30pm- 7:00pm

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	Felishia- Ellen, Michael and Felishia attended the Annual One in Recovery conference. They said it was phenomenal. They realized that their Peers are having challenges with getting paid. They encouraged participation in the local NC Peer Leadership Council via Nami. ADA Updates- Shirley Francis- none at this time		
4. Speaker: 15-30 min	N/A Starlett went over the CFAC committee responsibilities for setting up a speaker or short training. She went over the process.		
5. State Updates 10 min	Suzanne Thompson Ms. Thompson was not on the call. They are currently rotating staff as they can to cover meetings when they are available.	N/A	N/A
6. Reports: - 15 min BOD, Steering Committee, State to Local, State CFAC, Conferences, Trainings, etc.	Ramona Branch Ramona explained the questions and their purpose. Starlett led the discussion and recorded the answers. Local CFAC Questions <ol style="list-style-type: none"> What is the top issue or concern statewide right now? <ul style="list-style-type: none"> *The Medicaid top concern is that now that they approved the expansion more people will be on the waiting list. What will happen with the waiting list. *How will unmet needs be handled? * Where are the providers coming from? We don't have enough staff. *Housing and how landlords have quadrupled their rent. There is concern that the state offered assistance during Covid so why are they going up on rent? There are many who cannot afford housing. *Language used in talking about services. What are the top issues or concerns in the following areas: MH, SU, IDD and TBI? 	Felishia will report this on the State to Local call	Ongoing

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Thursday, March 23, 2023

Consumer and Family Advisory Committee- Cumberland
(Virtual Meeting via Microsoft Teams)
5:30pm- 7:00pm

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>*Concerned about ADAP closing down. Having resources for our SA youth to them out of the criminal system.</p> <p>*MH youth and young adults don't have anything to do that is productive and safe. Not many options for youth outside of the few programs established.</p> <p>3. What topics or projects would you like to learn more about?</p> <p>* More programs on resiliency and inclusion.</p> <p>*Teaching members how to budget and prepare for housing, savings, and managing and purchasing homes.</p> <p>* Encouraging the population to advocate for themselves more. Encouraging them to join organizations that can support and assist with advocacy.</p>		
7. MCO Updates- 10 min	<p>Aimee Izawa was not on the call.</p> <p>Ramona encouraged participation in State to Local, go to the state cfac meetings and the upcoming Steering Committee meeting on April 3rd. Ramona also reminded the committee that there was a survey monkey sent out about membership terms and how long a person can be off the committee before coming back on. Ramona also wanted them to know that they needed to also fill out the portion about their shirt size for their CFAC polo. Starlett explained that at the last meeting Aimee shared the CFAC brochures. They are located at the Cumberland office. They can be arranged to be left at the front for you if you want some.</p>	<p>Members are encouraged to participate in the State to Local, State CFAC, and Steering committee meeting on April 3rd.</p>	<p>April 3, 2023</p>
9. Statutory Requirements and Recommendations: 15-30 min	<p>Ramona explained this portion of the agenda. This is a restructure of the agenda. There have been time limits on the agenda now. They are more so as a guide. This portion is the Statutory Requirements and Recommendations. One of these need to be discussed at every monthly meeting. This is apart of your responsibilities. Of course exceptions can be made if time is not available for it. This is a reminder to discuss these. Ramona read each one for the committee. These discussions will help with these requirements. Starlett asked the committee which one they would like to be prepared to speak on at the</p>	<p>1) Review, comment on, and monitor the implementation of the contract deliverables between area authorities and</p>	<p>April 27, 2023</p>

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Thursday, March 23, 2023

Consumer and Family Advisory Committee- Cumberland
(Virtual Meeting via Microsoft Teams)
5:30pm- 7:00pm

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>next meeting. 1) Review, comment on, and monitor the implementation of the contract deliverables between area authorities and the Department of Health and Human Services will be discussed at the next meeting.</p> <p>(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.</p>	<p>the Department of Health and Human Services will be discussed at the next meeting, 4/27/2023</p>	
11 Announcements	<p>Starlett Davis</p> <p>The Cumberland CFAC committee is responsible for setting up a speaker for each meeting. Please contact Starlett Davis to let her know who will be speaking at each meeting. Please refer to February 2023 meeting for further instruction or contact Starlett Davis, MIOS</p>	N/A	N/A
12. Adjournment:	<p>Dorothy moved to adjourn and it was seconded by Tekeyyon. The suggested next meeting will be April 27, 2023, at 5:30 p.m.</p>	N/A	N/A

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Monday, March 27, 2023

MINUTES

Consumer and Family Advisory Committee- Mecklenburg
3205 Freedom Drive, Charlotte, NC 28208
Held Via Video Conference/In-Person

MEMBERS PRESENT: ☒ Ron Clark-in person , ☒ Linda Campbell-in person, ☐ Ruth Reynolds-in-person, ☐ Randy Sperling, ☒ Beverly Corpening-virtual, ☒ Shagun Gaur-virtual, ☒ Melida Baldera-virtual ☒ Alan McDonald-in-person, ☒ Michael Flood-in-person, ☒ Lois Stickell-in-person, ☒ Shari Phillips-Stratton-in-person, ☐ Jocie Cremisi, ☒ Jim Sonda-virtual.

BOARD MEMBERS PRESENT:

GUEST(S): ☐ Suzanne Thompson, NCDHHS

STAFF PRESENT: ☒ Dr. Aalece Pugh-Lilly, Sr Director of Community Health & Well Being-in-person-, ☐ Aimee Izawa, Director Community & Member Engagement ☒ Lakeisha McCormick, Manager, Member Inclusion-in-person, ☒ Eileen Bennett Member Inclusion Specialist-in-person.

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AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
1. Welcome and Introductions- 10 min	The meeting was called to order by Linda Campbell at 5:25 pm		
2. Review of the Minutes – 5 min	The minutes from the February 27, 2023 meeting was reviewed; Lois noted a mistake in a word within the minutes. A motion was made by Alan McDonald to approve the minutes as corrected and seconded by Ruth Reynolds to approve the minutes		

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MINUTES

Monday, March 27, 2023

Consumer and Family Advisory Committee- Mecklenburg
3205 Freedom Drive, Charlotte, NC 28208
Held Via Video Conference/In-Person

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. PUBLIC COMMENT- 10 min	Linda asked what the public comment time was about, and Ron noted that this time gives the public an opportunity to comment and ask questions. Ruth Reynolds noted that she had gone to Wingate to watch UNMET, a movie about families living with a child with IDD and the processes and struggles they are going through. She said that there was a good attendance and told a story of several different families and their struggles. She said that she would email the document out to everyone so perhaps they can attend the next viewing which will be in April. Linda asked if there were folks other than those involved in the IDD community at the event so that we weren't just "preaching to the choir." Ruth wasn't sure but the April 17 th viewing has been advertised and the buzz may bring in more people. Linda noted the next viewing was in Union County and sometimes it's difficult to get there from Charlotte but that she was glad there was another showing. Judy Lewis noted that there will be a virtual viewing and that that she will send out more info regarding event as soon as she hears more. Michael asked if Judy Lewis had more she would like to share. Judy noted that the Governor did sign Medicaid expansion today and that was a great thing. She also noted that as things come across her desk, she does forward it on to Eileen and Linda to distribute.		
4. Speaker: 15-30 min	Noel Thomas-Lester-Linda asked Noel what position she holds. Noel explained that her position was a System of Care Coordinator. She noted that a lot of what we work on is collaboration and knowing who is in your community. Noel requested that everyone do an introduction. The CFAC members went around and introduced themselves. Noel noted that traditionally the services that helped our members, like physical, mental, community services were very siloed. Part of her position is to bring the different pieces that help service our members together in collaboration and to wrap our members in coordinated services. Noel noted that the concept of SOC sprung from the William lawsuit-the notion of helping our members within the community where they are. Providing our members services from a holistic	Eileen will share Noel's email to the group for questions.	

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MINUTES

Monday, March 27, 2023

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AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>perspective. Looking at all our systems within our community and coming together instead of having different plans because it was too overwhelming. Noel provided an example of taking her children to Dr. Appt's and how important it is to have 1 appt for both children. How does the entire community work to wrap services around. The SOC began in the early 1990's with grant funding. SOC is a national concept and statewide. It is grounded in three core values. 1- Lifting youth and family voice, 2-how do we do that with community-based perspective and finally 3-how are our systems making policies and procedures creating services that support our members. Noel noted that CFAC is an example of SOC-using community voices to lift concerns and gaps within the system. Ruth asked a question regarding the UNMET viewing. Ruth asked about the rural areas and how difficult it is to get services and if it is possible to help rural communities. Noel noted that the further you are from a bigger city the fewer and fewer resource you see and especially after COVID. Noel noted that many times parents know many services and supports so well. Noel highlighted the State Collaborative, and she encouraged the CFAC members to attend if they like. She noted that there were so many resources and community events that are so important. Noel noted that she would share the link. Noel also noted that the Meck County SOC collaborative also meets monthly. She noted that right now the focus is helping schools with more social emotional learning. Linda asked if the SOC Meck County interacts with CMS. She gave an example of the deaf community and the impact of changing the location of their classes and the impact it had on the children. Noel noted that they have a CMS partnership and a relationship with them. Most of her focus is with the student wellness department. Dr. Pugh-Lilly also interacts with CMS as well. Noel noted that looking at the curriculums and understanding what social emotional learning the children are receiving. Shagun noted that she works with CMS a lot and she was wondering how the plans that the MCO and the CMS work together. Alliance and CMS have their own policies and</p>		

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AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>procedures so how do they work together? Noel noted that we partner often with CMS with trainings. For instance, this next month they are doing a series of trainings with the social work/case manager team. Noel noted the trainings are focused on what the community is seeing and giving some feedback around that. Noel noted that they partner with Parent Voice with MHA. Lois asked about the different IEP and ISP and how Alliance and CMS don't speak about the similarities between the two and if there was a way in which the two groups could bring those together or streamline? Noel noted that we are trying to do some higher-level communication and training for the parents and the schools. Noel continued to discuss Flex Funds with the group. Flex Funds are funds that are used for items that are not covered by Medicaid but can enhance their overall recovery. She gave an example of a person living with depression, offering them a subscription to the YMCA or a class at the YMCA is an example of how flex funds can be used. Noel noted we can spend up to \$250 that is tied to their treatment plan. Linda asked if folks on the Registry of Unmet Needs can have access to the flex funds? Noel noted that she would ask and follow up on that question but that you must be an Alliance member to receive the Flex Funds. Michael asked if the member must be denied services first before they receive the flex funds. Noel noted that they should try other sources before they request the Flex Funds, but she noted that tying to the treatment plan makes it easier to approve. Linda asked if the amount was \$250 per year. Shagun asked who approves funds and Noel noted it was her who would approve the flex funds. Alan asked if the other MCO's offer this? Alan also mentioned the silver sneakers option with Medicaid Advantage. Alan mentioned the Behavioral Health Strategic Plan Meetings being run through Meck County and noted that Noel may want to be a part of those.</p>		
5. State Updates 10 min	Suzanne Thompson-not present		

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MINUTES

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Held Via Video Conference/In-Person

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
6. Reports:- 15 min BOD,Steering Committee, State to Local,State CFAC, Conferences, Trainings, etc.	<p>Michael and Alan discussed the BHSP-Alan noted that a handout was provided via email discussing the meeting and the ideas that the group was coming up with. Michael noted the group is drilling down on the topics that the county should focus on. He noted that the System of Care (SOC) concept was not understood by many of the different stakeholders at the meeting, so they were going to devote some more time to that at the next meeting. He also noted that the items being put out for Meck County should be communicated at a 5th grade level. Alan noted that the service providers need to understand system of care so they can communicate better to the members. Alan noted that there is a very big cross section of topics and ideas to narrow it down was very hard. Ron asked if the service providers were not clear on what the system of care was? Michael noted that additional time needed to happen for next months meeting so that everyone is on the same page on what SOC and Service Array. Michael noted that he did not know enough about SOC. Ron noted that from his personal experience SOC is communicated more so in the MCO world and less in the Provider/Service community. He noted many Providers use the term "Continuum of Care." Linda noted that Michael had mentioned the gaps within the AA care that is being given during the prison systems and staffing issues. Perhaps the SOC would have benefitted if we had talked about the issues surrounding the prison system. Ron requested we make a separate agenda item regarding the prison issues. Noel noted that SOC is an approach and partnership, core values and collaboration. Continuum of Care is looking closely at services and how they effect the member. Noel noted it has been in Meck County since around 1998 and the county used to have a SOC department at the Watkins Center. The concept of flex funds was started at the Watkins Center. Alan wanted to thank Shagun for her slides and especially the team-based care slides.</p> <p>Jim Sonda discussed the Crisis Collaborative. There was a lot of discussion that month about the new Behavioral Health Urgent Care. How the process</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..](#)

MINUTES

Monday, March 27, 2023

Consumer and Family Advisory Committee- Mecklenburg
3205 Freedom Drive, Charlotte, NC 28208
Held Via Video Conference/In-Person

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>works for a member to be admitted as well as children in the foster care. Linda asked which beds at the Behavioral Health Urgent Care. Jim noted there are only two beds, and they are only for children in foster care. They do have reclining chairs for a short-term basis. Lakeisha noted that the Urgent Care is temporary so there are no beds. Shagun asked if most PCP know about the Urgent Care and how to let their members know how to utilize the services. Jim noted that question was not asked during the meeting. Lois asked is it strictly for adults with Mental Illness. Jim noted that who was eligible for services at the BHUC. Linda asked how this is different from Billingsley? Eileen noted that you can stay at the Billingsley overnight and longer term. Linda asked if the meetings are monthly, and they are open to the public. Linda asked where the BHUC is located. Eileen noted it is behind the BoJangles Coliseum. Noel noted that it is close to a pond.</p> <p>Steering Committee-Lois Steering Committee handout was given to everyone. They announced that the Tailored Plan was delayed, and the Alliance team noted the reason for pushing back was because many members would have lost their Primary Care Physicians, so Alliance is going use this time to hopefully procure Atrium onto their network. The State noted they will send out a new note regarding the delay. Lois noted Medicaid expansion had passed. Lois noted the local CFACs may receive a newsletter from the Steering Committee. From the State to local meeting, Lois mentioned Kelly Crosby, new Director of NC Div mental health, substance abuse, developmental disabilities for DHHS spoke. She mentioned the new Medicaid expansion and the Healthy Opportunities Pilot Program-it is a Federal Test Program-running it in 3 sections in NC. The Healthy Opportunities Pilot program will pay for non-medical services, like nutrition, meal delivery, home modifications, transportation. DHHS is using the program to prove to the Fed Gov't that these services make a difference in peoples lives. DHHS is looking to hire a communications company to help facilitate communications to families more</p>		

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MINUTES

Monday, March 27, 2023

Consumer and Family Advisory Committee- Mecklenburg
3205 Freedom Drive, Charlotte, NC 28208
Held Via Video Conference/In-Person

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>clearly. HB 440 to raise the pay of direct care workers was also discussed during the meeting but she did note raises of \$6.50 over a two-year period. NC One Recovery Conference-Shagun noted that she sent her notes out to the group. She said spending that 1-1 energy and talking outside the box she noted it was very humbling and helpful to hear other people's perspective. Shagun said it was a great learning experience.</p> <p>Autism Conference-Shagun noted that the conference was very informative, and she said some topics covered were fairness, and acceptance. Linda noted that she attended the Saturday focused on mental health (depression, anxiety) within the autistic community. Alan said what struck him is that even though it was Autism, the information could be used in different areas not just Autism.</p>		
7. MCO Updates- 10 min	<p>State Questions-The local CFAC were requested to answer a series of questions for the State CFAC. Here is a list of some of Meck</p> <p>1-the need to move people of the Registry of Unmet Needs. Lois noted that Aalece noted there may be more slots with Medicaid Expansion.</p> <p>2-Finding Quality Caregivers and Finding Housing Needs.</p> <p>3- Mental Health Issues on the rise. We need more providers, need more testing/diagnosis resources. Ron noted CCA's are at a very long wait list as well. The need is dire. Michael noted there were several people who could not get the CCA as well and had to go home.</p> <p>4-Access to care around housing and acceptance within the Substance Abuse community.</p> <p>5-The effective rollout of our Medicaid expansion.</p> <p>6-More transparency in communications with the MCO's and the state. Communication is NOT clear.</p>		

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MINUTES

Monday, March 27, 2023

Consumer and Family Advisory Committee- Mecklenburg
3205 Freedom Drive, Charlotte, NC 28208
Held Via Video Conference/In-Person

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>7-Long term living-more opportunities and availability for all catchments. Staff that has ongoing training so they can be better and better with the IDD community.</p> <p>8-More information on requirements for the Innovations Waiver/Registry of Unmet Needs.</p> <p>9-Linda noted the Latino community within the IDD world is not receiving communications/information effectively.</p> <p>10-Long term care with aging parents and how do aging parents find a place for their children to be cared for by?</p>		
9. Statutory Requirements and Recommendations: 15-30 min	Eileen noted that we still must come up with 1 community activity as per our charter. Eileen brought up the Registry of Unmet needs idea that had been floated around. Eileen noted the fiscal year ends on June 30 so that we need to come to some decisions. Lakeisha noted that many other CFAC's will have a community event in support of their specific community needs. Lakeisha noted the purpose of the CFAC event is to advertise CFAC and help the public understand what CFAC is and what they do. Eileen noted that Suzanne has the registry of unmet needs handout that is out for review with the State.	Eileen will follow up with Suzanne in regards to the Registry of Unmet Needs Handout.	
11 Announcements	Eileen also noted that April 29, 2023 Alliance will be involved in Best Buddy Walk. We will have a table and she invited the CFAC members to come and meet members of the community.	Eileen will send CFAC members the Best Buddy Information.	N/A
12. Adjournment:	Ruth Reynolds moved to adjourn and it was seconded by Michael Flood. The suggested next meeting will be May 22, 2023, at 5:30 p.m.		

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Monday, March 28, 2022
ORANGE COUNTY

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING

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

Physical Meeting Location Address: Caramore Community Inc.
550 Smith-Level Rd. Carrboro, N.C. 27510

APPOINTED MEMBERS PRESENT: X Steve Furman- Chairperson X Paula Harrington X Carol Conway- Co-Chair X Candace Alley X Allen Dittmer X Kent Earnhardt X Kate Shipman ☐ Linda Shipman X Krista Zelt-Caraway

BOARD MEMBERS PRESENT: ☐

GUEST(S): X Margaret Champion X Stanley Cotton

STAFF PRESENT: X Ramona Branch, Member Inclusion & Outreach Manager X Aimee Izawa- Director Community & Member Engagement
X Douglas McDowell, Member Inclusion and Outreach Specialist

Microsoft Teams meeting

Join on your computer, mobile app or room device

Or call in (audio only)

Click here to join the meeting

Meeting ID: 270 520 951 422

Passcode: UC2XgZ

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
1. WELCOME AND INTRODUCTIONS -10 Mins	Douglas McDowell initiated introductions, followed by greetings and introductions from the rest of those in attendance and those participating virtually. Ramona Branch explained the new format of the agenda and reasons for the change, i.e., time constraints and orderly progression of meeting.	NA	NA
2. REVIEW OF THE MINUTES – State Updates	Minutes corrections-add missing names, Kate Shipman, Margaret Champion-Guest, Kent Earnhardt. Steve Furman motioned for the minutes to be approved, minutes seconded by Carol Conway, and unanimously approved by committee members. No member from the state present for updates.	NA	NA
3. Public Comment-10 Min	Margaret Champion expressed her confusion about the inability to be an official member due to conflicts of interest, i.e., her clinical position at Carolina Outreach in Durham. Stanley Cotton asked about what was being	NA	NA

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Monday, March 28, 2022
ORANGE COUNTY

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	done for those who were either homeless, or in danger of being homeless. Carol Conway and Douglas McDowell shared about the success of the Orange County OTC Med Giveaway Med Assist Event-Carol was able to offer assistance-03/16 -03/17/2023: 9am-2pm Passmore Center-103 Meadowlands Dr, Hillsborough, Nc. Carol Conway expressed frustrations with the funding request process and inquired about having contact and connection with all CFAC chairs and co-chairs.		
4. Speaker: 15-30 min	Ramona and Aimee spoke about the use of this space of time for educational opportunities-workshops-informational as it applies to the organization and/or NCDHHS-related changes and updates. Laurie Williamson, Orange county's SOC coordinator will be using this time at next month's meeting in April to explain what her department does in conjunction with CFAC business and answer questions from members.	Ensure members have a copy of information related to "systems of care".	Next meeting
5. State Updates- 10 Mins	There was no state representative from NCDHHS present at this meeting		
6.. Reports- 15 Min BOD, Steering Committee, State to Local, State CFAC Conferences, Trainings, etc.	Ramona spoke again on the use of this space of time and related topics. Steve Furman shared a couple of quick updates regarding the last steering committee meeting, what could be done to improve CFAC meetings, discussed leaderships positions, possibly visiting other CFAC meetings to see what they do in their own meetings. Aimee Izawa discussed CFAC terms in detail and stressed the importance of each CFAC member meeting the required criteria for consideration of membership. The applications are going to be edited accordingly to ensure each applicant is screened and meeting the new standards for CFAC membership. This will be discussed in much greater detail at the upcoming steering committee meeting in April. Allen Dittmer shared about a few members he was aware of that had likely ran over their terms. Stanley Cotton inquired about getting a name badge after becoming a member, on third consecutive meeting attended.	NA	NA
7. MCO Updates 10 Min	Aimee Izawa shared updates as it relates to Alliance Health's budget retreat, offering an updated number for the remainder of the fiscal year. Aimee explained details about specific costs associated with operating all of Alliance's CFAC's and how it impacts the bottom line each fiscal year, i.e., stipends, food, retreats, conferences, etc. Kent Earnhardt asked about how the money is disbursed among the counties, and whether there was a specific number pre-set for each county. Ramona will review during the next steering committee presentation in April about updated CFAC shirts.	NA	NA

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Monday, March 28, 2022
ORANGE COUNTY

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
8. Statutory Requirements and Recommendations 15-30 Min	Ramona shared about how best to utilize this space of time in the new format and what the focus should be with the time allotted. The statutory requirements are as follows: (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.	NA	NA
9. Announcements	Douglas McDowell touched on the upcoming "Be Well" event, April 11 th at the Orange county DSS parking lot, encouraging CFAC members to spread the word and support however they could. There will be a more involved event coming up in May that CFAC will be more invested in, with expectations of support and assistance from CFAC members. Douglas brought up the fact that Steve Furman's time as Chair had expired and the seat would need changing at next meeting. Steve recounted the date he assumed the position of chair and understands how the process is supposed to work.	Meeting with CFAC members to go over ways they can support upcoming events.	Ongoing-April-May-October 2023
10. Adjournment	Steve Furman made a motion to adjourn, Carol Conway seconded, and all remaining members unanimously agreed	NA	NA

ADJOURNMENT: the meeting adjourned at 7:00 p.m.; the next meeting will be April 25, 2023, from 5:30 p.m. to 7:00 p.m.



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

ITEM: Finance Committee Report

DATE OF BOARD MEETING: May 4, 2023

BACKGROUND: The Finance Committee is responsible for reviewing, providing guidance and making recommendations on financial matters to the Area Board. This responsibility includes reviewing financial statements and reports, provide support to staff, and ensuring internal controls are established.

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

SPECIFIC INFORMATION FOR BOARD REVIEW (if applicable/available): A motion to recommend the Board authorize the CEO to extend the contract with Acero Health Technologies for an amount not to exceed \$1,000,000.

Review the FY24 recommended budget presentation.

REQUEST FOR AREA BOARD ACTION: Accept the proposal.

CEO RECOMMENDATION: Accept the proposal.

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

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



Acero Health Technologies Contract

Alliance Health has been working with Acero Health for IT consulting, requirements gathering, and documentation, application development, and quality assurance activities related to the BH/IDD Tailored Plan Contract requirements.

Alliance needs to extend the existing contract (originally dated for March 1, 2022, through February 28, 2023) through November 30, 2023. The work in this contract is focused on system analysis, the creation of detailed system design documents, application development, integrated testing activities and go-live support associated with rapidly changing system and business requirements coming directly from the Department.

The contract extension is a time and materials contract for additional hours not to exceed 10,000 hours. These hours are needed to supplement the work being done by the internal Alliance Development and Data Interoperability Staff.

Below are descriptions of the projects and estimated completion dates:

Project Description	Target Completion Date
Continue the support of PCP and AMH+/CMA Assignments Logic Updates and processes for the State Assignment Logic Requirements.	9/30/2023
Development and Support for Medicaid Expansion End 2 End Testing and Go-Live.	9/30/2023
Other Projects that are Identified in the Ongoing Business Review Discussions with the Department that are needed to meet State Tailored Plan System Requirements	9/30/2023
Development and Support for Annual System and Portal Penetration Security Testing	5/30/2023
Angular Development and Support for needed User Interface Upgrades	10/1/2023
Tailored Plan Go-Live Support as Requested by Alliance	11/30/2023

Contract Extension Not to Exceed Amount: \$1,000,000 (Total Contract Not to Exceed \$3,000,000)

Extend Contract Period through November 30, 2023. (Total Contract Period: March 1, 2022 – November 30, 2023)

A **motion** to recommend the Board authorize the CEO to extend the contract with Acero Health Technologies for an amount not to exceed \$1,000,000.



Thursday, April 06, 2023

BOARD FINANCE COMMITTEE - REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
Virtual Meeting via videoconference - 3:00-4:00 p.m.

APPOINTED MEMBERS PRESENT: ☒ David Hancock, MBA, MPA (Committee Chair), ☐ D. Lee Jackson, ☒ Dena Diorio, and
☒ Vicki Evans

BOARD MEMBERS PRESENT: n/a

GUEST(S) PRESENT: n/a

STAFF PRESENT: Rob Robinson, CEO, Kelly Goodfellow, Executive Vice-President/Chief Financial Officer; Ashley Snyder, Sr. Director of Accounting and Finance, Dianna White, SVP of Financial Operations, Mary Dahlsten, Accounting Supervisor-Grants

1. WELCOME AND INTRODUCTIONS – the meeting was called to order at 3:01PM

2. REVIEW OF THE MINUTES – The minutes from the March 2, 2023, meeting was reviewed; a motion was made by Ms. Evans and seconded by Ms. Diorio to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Monthly Financial Report	<p>The monthly financial reports were discussed which includes the Summary of Savings/(Loss) by Funding Source, the Statement of Revenue and Expenses, Senate Bill 208 Required Ratios, and DHB Contract Ratios as of February 28, 2023. Ms. White discussed the following:</p> <ul style="list-style-type: none">Through 2/28/23, we have savings of \$49MM with \$45.1M related to Medicaid Service savings, \$13.3M for the 2% Risk Reserve contribution and \$2.3M for non-operating income. There is a \$11.4M loss for Administrative which is a planned loss mainly related to Tailored Plan and IGT.We are meeting all SB208 and DHB contractual ratios. The Medical Loss Ratio (MLR) is still holding at 86%-with 6M buffer. Have one more month to make sure we keep at this level as current contract expires 3/31/23.Ms. White reviewed 'Financial Viability Readiness' graph; explaining that this came out of a request from the last Finance Committee Meeting related to capital reserve requirement. Expectation is to go into TP on October 1 with \$50M cushion. Ms. Evans asked questions to gain a better understanding of the requirement and Mr. Hancock expressed that the \$50M cushion is lower than desired as we go into this new TP model. The graph will be part of the Finance Committee packet going forward.	No next steps	
4. Contract(s)	<p>Mrs. White discussed a contract Savin Grave, LLC. Provider is having payroll issues due to delays in DHSR inspection and licensure timelines; facility has been staffed and ready to receive members since November.</p> <p>A motion was made by Ms. Diorio and seconded by Ms. Evans to recommend the Board authorize the CEO to increase the amended grant agreement with Savin</p>	No next steps	

Thursday, April 06, 2023

BOARD FINANCE COMMITTEE - REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
Virtual Meeting via videoconference - 3:00-4:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>Grace, LLC by \$65,510, bringing the total grant agreement to \$565,349. Motion passed unanimously.</p> <p>Mrs. Goodfellow discussed a contract with Consumer Wellness Solutions, Inc. (Optum). The Tailored Plan contract requires the LME/MCO to contract with DHHS' Quitline vendor.</p> <p>A motion was made by Ms. Evans and seconded by Ms. Diorio to recommend the Board authorize the CEO to enter into a contract with Consumer Wellness Solutions, Inc. for program rates not to exceed \$540 per case. Motion passed unanimously.</p>		
5. Audited Financial Statements Timing	<p>As a result of comments made at the December 1, 2022, Finance Committee meeting during the external audit presentation, topic was added to the agenda around the potential desire for the Finance Committee to review audited financial statements prior to issuance. Robust discussion occurred related to this potential review. Ms. White explained the audit timeline (both on the internal close process as well as the start of the audit by the auditors) and where adjustments would need to occur to give the Committee time to review the audited statements prior to issuance. Discussion followed on the pros and cons of adjusting any of the timelines to give the Committee time to review the statements. Ms. Evans and Ms. Diorio expressed that their respective County Committees do not review their statements prior to issuance but rather regular updates are provided to the Committees throughout the audit process. Neither felt it was necessary for the Finance Committee to review the audited financial statements prior to issuance. It was decided that the current audit process and timeline will remain as is with Mr. Hancock, Ms. Evans, and Ms. Diorio in agreement.</p>	No next steps	
6. Reminders	<p>Ms. White reminded the Committee of the upcoming budget review on May 4th. Both the May and June Finance Committees will start at 2:30 to allow ample time to review the budget.</p> <p>A recommended FY24 budget will be presented at the May 4th meeting-timing of anticipated rate changes may have impact on this version.</p> <p>A final FY24 Budget will be presented for approval at the June Board meeting.</p>		

5. **ADJOURNMENT:** the meeting adjourned at 3:43 PM; the next meeting will be May 4, 2023, from 2:30 p.m. to 4:00 p.m.



Finance Committee Meeting

Thursday, April 6, 2023

3:00-4:00 pm

AGENDA

1. Review of the Minutes – March 2, 2023

2. Monthly Financial Reports as of February 28, 2023

- 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
- e. Capital Reserves

3. Contract(s)

- a. A **motion** to recommend the Board authorize the CEO to increase the amended grant agreement with Savin Grace, LLC by \$65,510, bringing the total grant agreement to \$565,349.
- b. A **motion** to recommend the Board authorize the CEO to enter into a contract with Consumer Wellness Solutions, Inc. for program rates not to exceed \$540 per case.

4. Audited Financial Statements Timing

5. Reminders

- a. FY24 Budget Process
- b. May and June Finance Committee – 2:30 Start Time

6. Adjournment

Next Meeting: Thursday, May 4, 2023 from 3:00 - 4:00

Alliance Health

Hybrid meeting available in person and via Teams



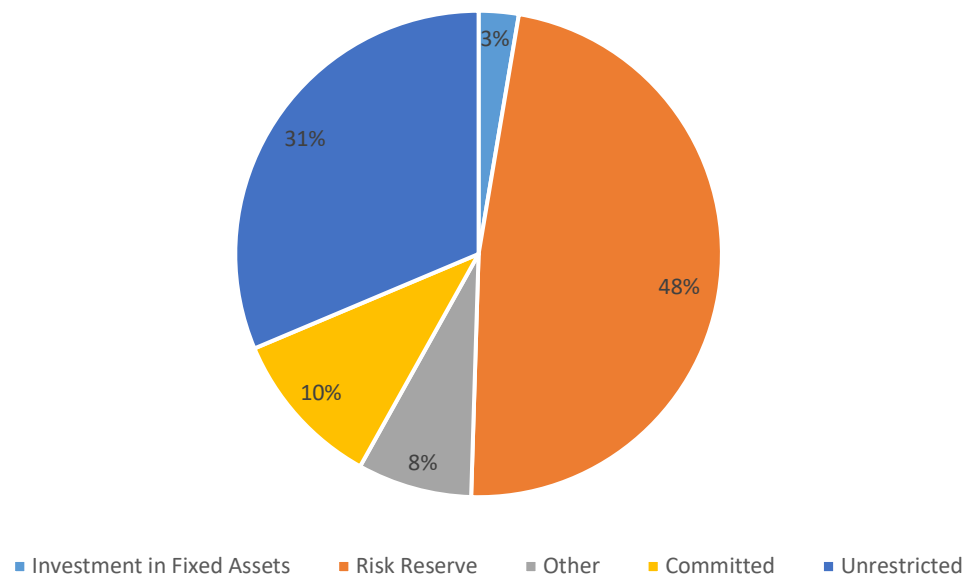
Summary of Savings/(Loss) by Funding Source as of February 28, 2023

	Revenue	Expense	Savings/(Loss)
Medicaid Waiver Services	\$ 541,924,817	\$ 496,764,644	\$ 45,160,173
Medicaid Waiver Risk Reserve	13,381,513	-	13,381,513
Federal Grants & State Funds	79,969,354	79,948,372	20,982
Local Funds	21,572,753	21,992,131	(419,378)
Administrative	75,142,866	86,629,676	(11,486,810)
Non operating	2,338,236	-	2,338,236
Total	\$ 734,329,539	\$ 685,334,823	\$ 48,994,716

Fund Balance

	June 30, 2022	Change	February 28, 2023
Investment in Fixed Assets	6,712,275	1,504,733	8,217,008
Risk Reserve	134,560,903	13,422,294	147,983,197
Other	22,112,173	1,424,405	23,536,578
Total Restricted	156,673,076	14,846,699	171,519,775
Committed	49,293,939	(16,641,318)	32,652,621
Unrestricted	47,702,751	49,284,602	96,987,353
Total Unrestricted	96,996,690	32,643,284	129,639,974
Total Fund Balance	\$ 260,382,041	\$ 48,994,716	\$ 309,376,757

February 28, 2023 Actual



Reinvestment Detail

	Committed Funds FY23	Spent February 28, 2023	Balance to Spend
General Expenses	2,000,000	1,085,000	915,000
Child Facility Based Crisis Center	1,838,000	1,297,253	540,747
Total - Services	3,838,000	2,382,253	1,455,747
Administration			
Tailored Plan planning and implementation	22,000,000	9,639,440	12,360,560
Total - Administrative	22,000,000	9,639,440	12,360,560
Total Service and Administration	\$ 25,838,000	\$ 12,021,694	\$ 13,816,306

Fund Balance Detail

	June 30, 2022	Change	February 28, 2023
Investment in Fixed Assets	6,712,275	1,504,733	8,217,008
Restricted - Risk Reserve	134,560,903	13,422,294	147,983,197
Restricted - Other			
State Statutes	16,805,997	-	16,805,997
Prepays	923,904	1,843,783	2,767,687
State	377,037	-	377,037
Cumberland	3,605,235	(188,128)	3,417,107
Durham	400,000	(231,250)	168,750
Restricted - Other	22,112,173	1,424,405	23,536,578
Committed -			
Intergovernmental Transfer	4,558,852	(3,009,536)	1,549,316
Reinvestments-Service	3,838,000	(2,382,253)	1,455,747
Reinvestments-Administrative	22,000,000	(9,639,440)	12,360,560
Mecklenburg Realignment Funds	17,073,966	(1,610,088)	15,463,878
Orange Realignment Funds	1,823,121	-	1,823,121
Total Committed	49,293,939	(16,641,318)	32,652,621
Unrestricted	47,702,751	49,284,602	96,987,353
Total Fund Balance	\$ 260,382,041	\$ 48,994,716	\$ 309,376,757

Restricted	16,351,432
Unrestricted	32,643,284
Total Fund Balance Change	\$ 48,994,716

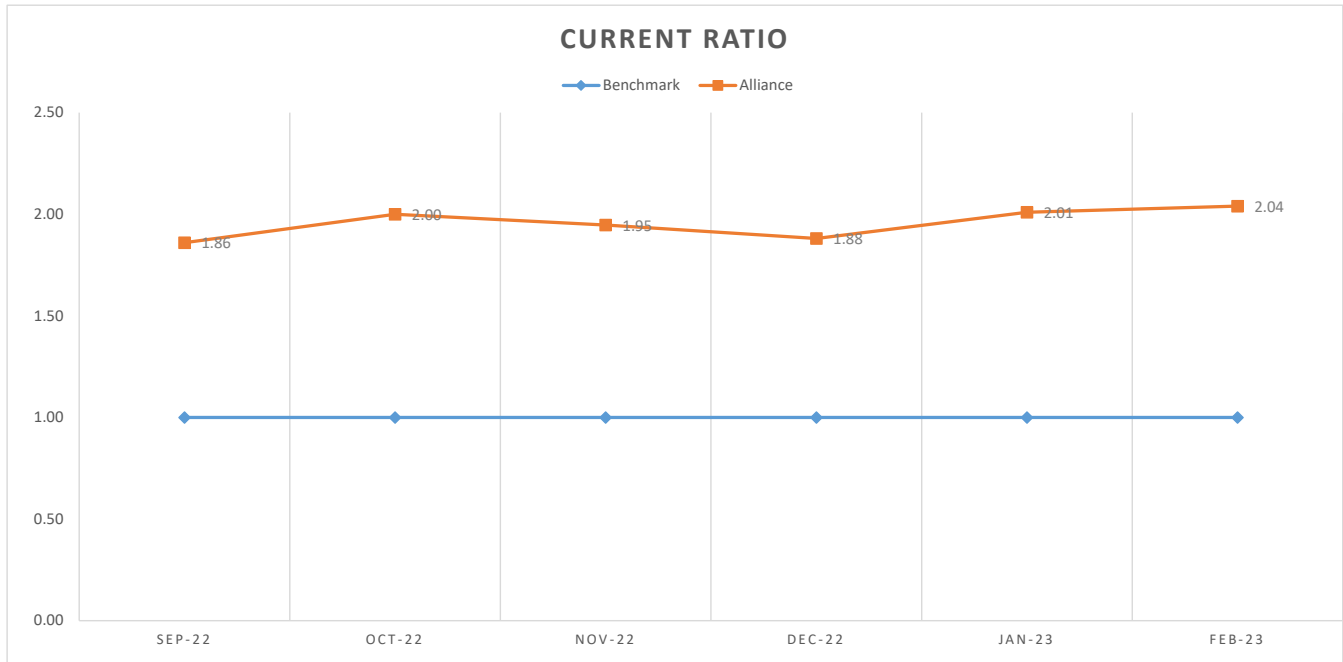


Alliance Health
Statement of Revenue and Expenses
As of February 28, 2023

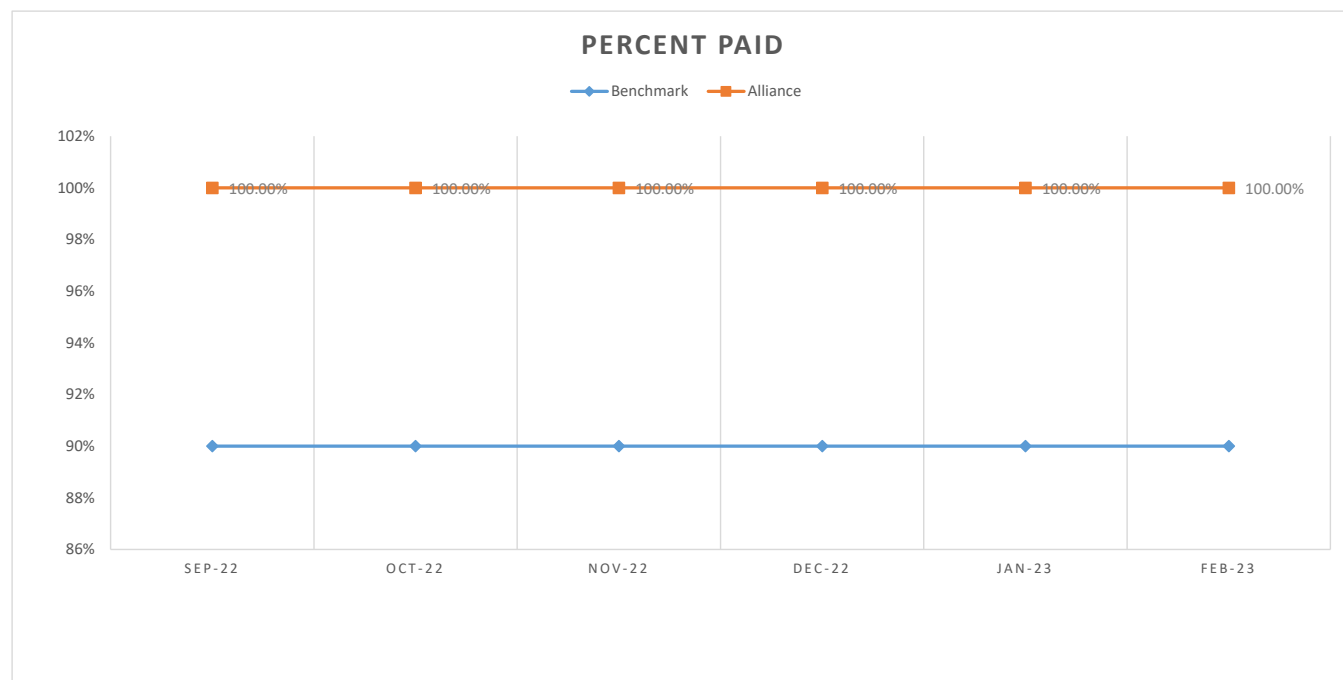
	For the Month of 07/31/2022	For the Month of 08/31/2022	For the Month of 09/30/2022	For the Month of 10/31/2022	For the Month of 11/30/2022	For the Month of 12/31/2022	For the Month of 01/31/2023	For the Month of 02/28/2023	Year to Date Actual 02/28/2023	Current Year Budget 06/30/2023	Budget Remaining 06/30/2023 Remaining Budget
Revenue											
Service Revenue											
Medicaid Waiver Service	70,826,433	72,712,082	73,287,401	70,285,145	59,790,805	70,889,134	64,797,764	72,717,565	555,306,330	891,695,108	336,388,778
State and Federal Grants	8,751,054	9,314,669	8,507,888	13,087,391	10,404,763	9,532,079	9,812,402	10,559,109	79,969,354	143,128,024	63,158,670
Local Grants	2,920,024	1,355,260	2,285,300	1,099,795	4,957,214	2,534,964	3,739,023	2,681,174	21,572,753	53,497,766	31,925,013
Total Service Revenue	82,497,511	83,382,011	84,080,589	84,472,331	75,152,782	82,956,177	78,349,189	85,957,848	656,848,437	1,088,320,898	431,472,461
Administrative Revenue											
Medicaid Waiver	8,247,663	8,741,259	8,627,252	8,277,424	6,950,444	10,353,490	8,202,987	9,594,783	68,995,302	141,153,628	72,158,325
State and Federal	520,383	520,383	520,383	749,397	577,636	577,636	577,636	577,636	4,621,092	6,931,637	2,310,546
Local	69,523	69,523	69,523	69,523	69,523	69,524	69,523	69,523	556,184	834,277	278,092
Other Lines of Business	121,286	121,286	121,286	121,286	121,286	121,286	121,286	121,286	970,288	1,455,432	485,144
Total Administrative Revenue	8,958,855	9,452,451	9,338,444	9,217,630	7,718,889	11,121,936	8,971,432	10,363,228	75,142,866	150,374,974	75,232,107
Total Revenue	91,456,366	92,834,462	93,419,033	93,689,961	82,871,671	94,078,113	87,320,621	96,321,076	731,991,303	1,238,695,872	506,704,568
Expenses											
Service Expense											
Medicaid Waiver Service	65,357,367	64,103,599	62,144,019	59,456,236	59,033,823	57,615,378	62,166,772	66,887,450	496,764,644	891,695,111	394,930,467
State and Federal Service	8,770,170	9,123,833	8,686,103	13,100,265	10,470,275	9,612,440	9,942,805	10,242,481	79,948,372	143,128,019	63,179,647
Local Service	2,920,024	1,584,320	2,233,473	1,099,795	4,996,319	2,630,541	3,835,850	2,691,809	21,992,131	53,497,768	31,505,637
Total Service Expense	77,047,561	74,811,752	73,063,595	73,656,296	74,500,417	69,858,359	75,945,427	79,821,740	598,705,147	1,088,320,898	489,615,751
Administrative Expense											
Salaries and Benefits	7,848,139	8,276,806	7,955,573	8,397,650	8,848,202	11,292,616	7,319,137	8,165,094	68,103,216	125,374,974	57,271,758
Professional Services	618,829	1,002,419	1,594,391	1,734,243	1,087,107	1,038,929	1,638,875	1,379,515	10,094,308	15,000,000	4,905,692
Operational Expenses	872,989	1,053,626	994,560	1,288,022	982,034	1,177,471	1,017,331	1,046,118	8,432,152	10,000,000	1,567,848
Total Administrative Expense	9,339,957	10,332,851	10,544,524	11,419,915	10,917,343	13,509,016	9,975,343	10,590,727	86,629,676	150,374,974	63,745,298
Total Expenses	86,387,518	85,144,603	83,608,119	85,076,211	85,417,760	83,367,375	85,920,770	90,412,467	685,334,823	1,238,695,872	553,361,049
Non Operating											
Non Operating Revenue	134,592	197,696	224,013	271,222	343,462	369,282	398,040	399,929	2,338,236	4,638,307	2,300,071
Non Operating Expense	-	-	-	-	-	-	-	-	-	4,638,307	4,638,307
Total Non Operating	134,592	197,696	224,013	271,222	343,462	369,282	398,040	399,929	2,338,236	-	(2,338,236)
Current Year Change in Net Position	5,203,440	7,887,555	10,034,927	8,884,972	(2,202,627)	11,080,020	1,797,891	6,308,538	48,994,716	-	(48,994,717)



Division of Health Benefits Ratios - As of February 28, 2023



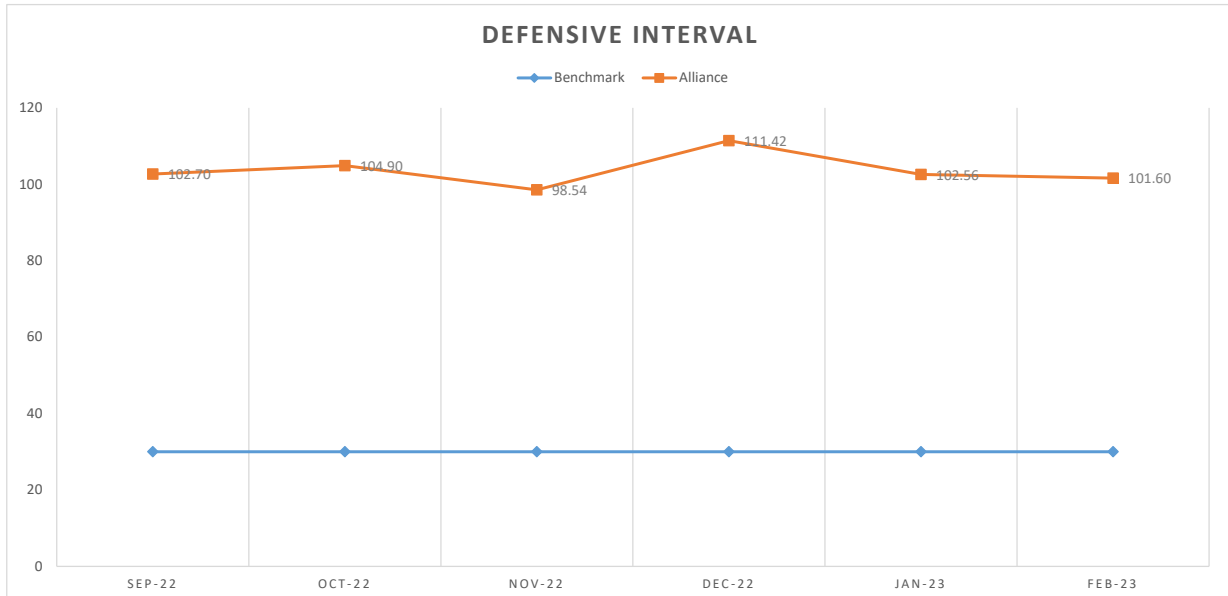
Current Ratio = Compares current assets to current liabilities. Liquidity ratio that measures an organization's ability to pay short term obligations. The requirement is 1.0 or greater.



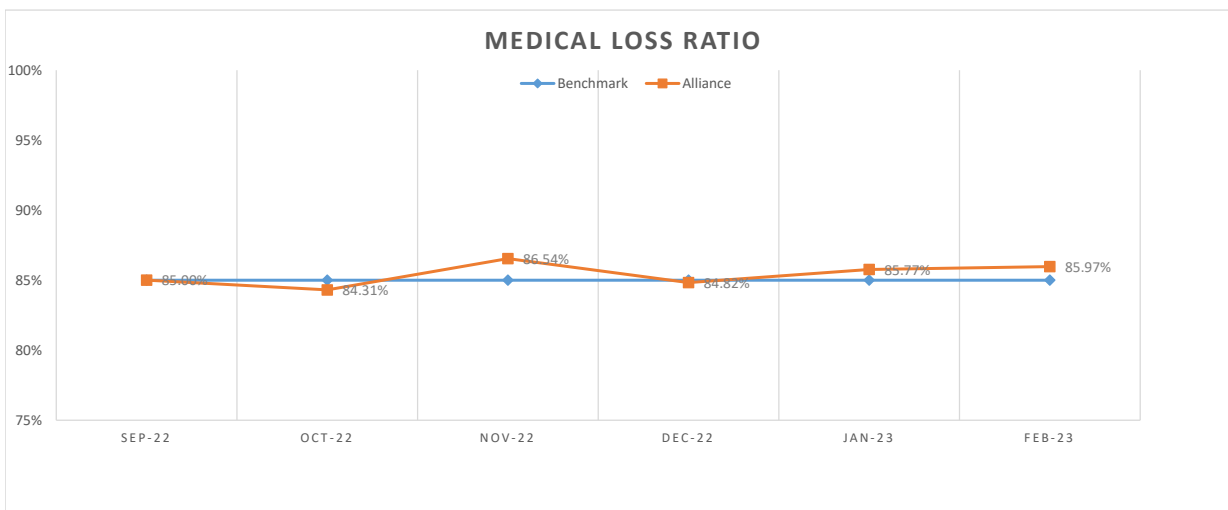
Percent Paid = Percent of clean claims paid within 30 days of receiving. The requirement is 90% or greater.



Division of Health Benefits Ratios - As of February 28, 2023



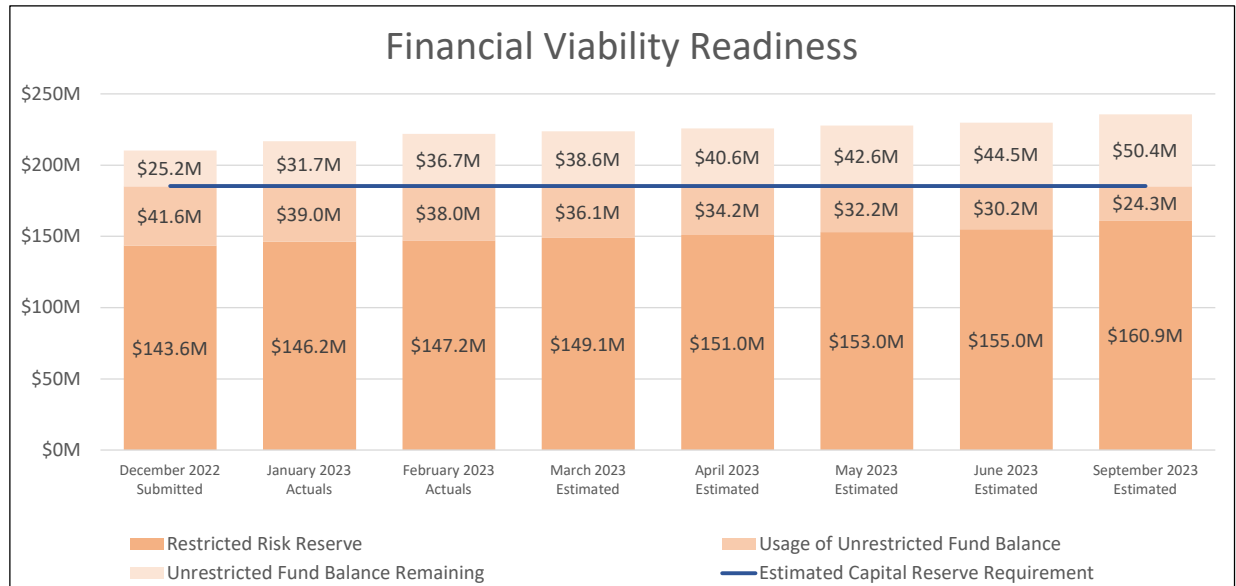
Defensive Interval = Cash + Current Investments divided by average daily operating expenses. This ratio shows how many days the organization can continue to pay expenses if no additional cash comes in. The requirement is 30 days or greater.



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 (7/1/22-6/30/23).



Financial Viability Readiness - As of February 28, 2023





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

ITEM: Special Update/Presentation: Provider Network Service Initiatives

DATE OF BOARD MEETING: May 4, 2023

BACKGROUND: The purpose of this presentation is to review Alliance's service expansion efforts in the catchment area.

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): Shawn Mazyck, Senior Vice-President/Provider Network

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