



Thursday, October 05, 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 (entered at 4:13 p.m.) (via Zoom); Carol Council, MSPH (via Zoom); George Corvin, MD (via Zoom); David Curro, BS; Vicki Evans (via Zoom); Jean Hamilton, Orange County Commissioner, Ph.D. (via Zoom); David Hancock, MBA, MPAff (Board Chair); D. Lee Jackson, BA (via Zoom); Michael Joseph, MD (via Zoom); Tchernavia Montgomery, MSW (via Zoom); Lynne Nelson, BS (Board Vice-Chair); Cheryl Stallings, Wake County Commissioner, PhD; and Anthony Trotman, MS (via Team)

APPOINTED MEMBERS ABSENT: Heidi Carter, Durham County Commissioner, MPH, MS; Dena Diorio, MPA; and Ted Godwin, Johnston County Commissioner

GUEST(S) PRESENT: Yvonne French, NC DHHS/DMH (Department of Health and Human Services/Division of Mental Health, Intellectual Disability, and Substance Abuse Services) (via Zoom); and Robbie Locklear

ALLIANCE STAFF PRESENT: Suzanne Alessi-Gruenberg, Administrative Assistant III; Joey Dorsett, Senior Vice-President/Chief Information Officer; Cheala Garland-Downey, Executive Vice-President/Chief Human Resources Officer; Kelly Goodfellow, Executive Vice-President/Chief Financial Officer; Sandhya Gopal, Senior Director of Government Relations; Veronica Ingram, Clerk to the Board; Mya Lewis, Waiver Contract Manager (via Zoom); Robert MacArthur, Chief Medical Officer (via Zoom); Shawn Mazyck, Senior Vice-President/Provider Network (via Zoom); Brenda McGovern, Senior Vice-President/Utilization Management (via Zoom); Ann Oshel, Senior Vice-President/Community Health and Well-Being (via Zoom); Monica Portugal, Chief Risk and Compliance Officer; Debbie Richardson, Director/School Based Care Coordination (via Zoom); Robert Robinson, CEO; Sean Schreiber, Executive Vice-President/Chief Operating Officer; Tammy Thomas, Senior Vice-President/Business Evolution; Dianna White, Senior Vice-President/Financial Operations; Sara Wilson, Chief of Staff; and Carol Wolff, General Counsel

1. CALL TO ORDER: Board Chair David Hancock called the meeting to order at 4:00 p.m.

AGENDA ITEMS:	DISCUSSION:
2. Agenda Adjustments	Chair Hancock announced an adjustment to the agenda: topic 10: Special Update on the NC Budget, will be presented as part of the CEO Report; there were no other changes to the agenda.
3. Public Comment	There were no public comments.
4. Chair's Report	Chair Hancock reported the following: <ul style="list-style-type: none">• Clarifying the Board's interest in holding Board meetings at alternate locations starting in 2024.• He encouraged Board members to attend more board meetings in-person instead of virtually.• He advised Board members of the importance of the work conducted within Board committee and how their attendance supports those efforts.
5. CEO's Report	Mr. Robinson reported the following: <ul style="list-style-type: none">• Introduction of New Staff: Suzanne Alessi-Gruenberg, Administrative Assistant III; today is her fourth day. She will assist Ms. Ingram in providing support to the Board, CEO and Chief of Staff.• New Hope Open House on October 9, 2023 (1:00-3:00 p.m.): Mr. Robinson or Ms. Ingram will resend the information to Board members.• December i2i Conference: registration is open now. He advised Board members to reserve their hotel room ASAP as the room block fills quickly. Board members may contact Ms. Ingram to register for the conference.• Special Update/Presentation: Legislative Update: Brian Perkins, Senior Vice-President/Strategy and Government Relations, provided an overview of the state budget, noting areas that impact Alliance and/or the people Alliance serves. The presentation is saved as part of the Board's files.

Thursday, October 05, 2023

AREA BOARD REGULAR MEETING

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

AGENDA ITEMS:	DISCUSSION:
6. Consent Agenda	<p>A. Draft Minutes from September 7, 2023, Board Meeting – page 3</p> <p>B. Executive Committee Report – page 8</p> <p>C. Quality Management Committee Report – page 11</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 Vice-Chair Nelson to adopt the consent agenda (committee minutes are approved by the respective committee); motion seconded by Mr. Curro. Motion passed unanimously.</p>
7. Finance Committee – page 14	<p>The Finance Committee's function is to review financial statements and recommend policies/practices on fiscal matters to the Board, including reviewing/recommending budgets, audit reports, and financial statements. This Committee also reviews and recommends policies and procedures for managing contracts and other purchase of service arrangements. This month's report included documents and draft minutes from the previous meeting.</p> <p>David Hancock, Committee Chair, presented the report. Dianna White, Senior Vice-President/Financial Operations, provided the update noting reinvestment and commitment recommendations. Chair Hancock and Joey Dorsett, Senior Vice-President/Chief Information Officer, reviewed the recommended contract. Per the by-laws, supermajority approval is required for matters pertaining to Alliance's budget; a supermajority was present. The Finance Committee report is attached to and made part of these minutes.</p> <p><u>BOARD ACTION</u> A motion was made by Ms. Council to approve the one-year reinvestment plan of \$20,700,000 and commit \$21,092,562 as of June 30, 2023; motion seconded by Vice-Chair Nelson. Motion passed unanimously.</p> <p>A motion was made by Vice-Chair Nelson to authorize the CEO to renew the contract with ZeOmega, Inc., for the term of October 16, 2023, through October 15, 2028, for an amount not to exceed \$6,811,000; motion seconded by Dr. Corvin. Motion passed unanimously.</p>
8. Closed Session	<p><u>BOARD ACTION</u> A motion was made by Commissioner Altman 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 Hamilton. Motion passed unanimously.</p>
9. Reconvene Open Session	<p>The Board returned to open session.</p>
10. Adjournment	<p>All business was completed; the meeting adjourned at 5:20 p.m.</p>

Next Board Meeting
Thursday, November 02, 2023
4:00 – 6:00 pm

Minutes approved by Board on November 2, 2023.



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

ITEM: Review of the 2023 Appropriations Act (HB 259) (state budget legislation for Fiscal Year 2023-25)

DATE OF BOARD MEETING: October 5, 2023

BACKGROUND: Review the state budget legislation passed by the North Carolina General Assembly on September 22, 2023.

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): Brian Perkins, Senior Vice-President/Strategy and Government Relations

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



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

ITEM: Draft Minutes from the September 7, 2023, Board Meeting

DATE OF BOARD MEETING: October 5, 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 September 7, 2023, Board meeting.

CEO RECOMMENDATION: Approve the draft minutes from the September 7, 2023, Board meeting.

RESOURCE PERSON(S): David Hancock, Board Chair; Robert Robinson, CEO

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



Thursday, September 07, 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); Heidi Carter, Durham County Commissioner, MPH, MS (via Zoom); Carol Council, MSPH (via Zoom); George Corvin, MD (via Zoom); David Curro, BS; Dena Diorio, MPA (via Zoom); Ted Godwin, Johnston County Commissioner (via Zoom); Jean Hamilton, Orange County Commissioner, Ph.D (via Zoom); David Hancock, MBA, MPAff (Board Chair); D. Lee Jackson, BA (via Zoom); Michael Joseph, MD (via Zoom); Tchernavia Montgomery, MSW (via Zoom); Cheryl Stallings, Wake County Commissioner, PhD; and Anthony Trotman, MS (via Zoom)

APPOINTED MEMBERS ABSENT: Leigh Altman, Mecklenburg County Commissioner, JD; Vicki Evans; and Lynne Nelson, BS (Board Vice-Chair)

GUEST(S) PRESENT: Marie Dodson, Alliance CFAC Chairperson (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); Robbie Locklear (via Zoom); and Annette Smith (via Zoom)

ALLIANCE STAFF PRESENT: Brandon Alexander, Communications and Marketing Specialist II (via Zoom); Dave Brown, Deputy Chief Information Officer (via Zoom); Joey Dorsett, Senior Vice-President/Chief Information Officer; Cheala Garland-Downey, Executive Vice-President/Chief Human Resources Officer; Kelly Goodfellow, Executive Vice-President/Chief Financial Officer; Sandhya Gopal, Senior Director of Government Relations (via Zoom); Veronica Ingram, Clerk to the Board; Joshua Knight, Director of Internal Audit (via Zoom); Robert MacArthur, Chief Medical Officer; Ann Oshel, Senior Vice-President/Community Health and Well-Being (via Zoom); Amy Perry, Senior Vice-President, Care Management; Monica Portugal, Executive Vice-President/Chief Risk and Strategy 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; Sara Wilson, Chief of Staff; and Carol Wolff, General Counsel

1. CALL TO ORDER: Board Chair David Hancock called the meeting to order at 4:01 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	There was no report.
5. CEO's Report	Mr. Robinson reported the following: <ul style="list-style-type: none">• Introduction of New Staff: Amy Perry, Senior Vice-President/Care Management• Update/Video on the Tiny Homes Project, which is nearing completion.• Upcoming Housing Documentary: an update will be shared with the board when the documentary is complete.
6. Consent Agenda	<p>A. Draft Minutes from September 7, 2023, Board Meeting – page 4</p> <p>B. Audit and Compliance Committee Report – page 8</p> <p>C. Executive Committee Report – page 19</p> <p>D. Quality Management Committee Report – page 21</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></p> <p>A motion was made by Mr. Curro to adopt the consent agenda; motion seconded by Dr. Corvin. Motion passed unanimously.</p>

Thursday, September 07, 2023

AREA BOARD REGULAR MEETING

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

AGENDA ITEMS:	DISCUSSION:
7. Committee Reports	<p>A. Consumer and Family Advisory Committee – page 24 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 is available on Alliance's website. This report included draft minutes and documents recent steering and county subcommittee meetings.</p> <p>Marie Dodson, CFAC Chair, presented the report. Ms. Dodson reported results of recent elections for chair and vice-chair of the steering committee and each county subcommittee; she shared upcoming events such as the September 23, 2023, CFAC retreat and upcoming events in each county. 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 60 The Finance Committee's function is to review financial statements and recommend policies/practices on fiscal matters to the Board, including reviewing/recommending budgets, audit reports, and financial statements. This Committee also reviews and recommends policies and procedures for managing contracts and other purchase of service arrangements. This month's report included documents and draft minutes from the previous meeting and a contract recommendation.</p> <p>David Hancock, Committee Chair, presented the report including an overview of two contracts reviewed by the committee and recommended for approval. Joey Dorsett, Senior Vice-President/Chief Information Officer, provided background on the Inovalon contract. Kelly Goodfellow, Executive Vice-President/Chief Financial Officer, provided background information on the Savin Grace contract. The Finance Committee report is attached to and made part of these minutes.</p> <p><u>BOARD ACTION</u> A motion was made by Commissioner Stallings to authorize the CEO to amend a contract with Inovalon, Inc. for Tailored Plan HEDIS Reporting requirements for fixed fees not to exceed \$166,487 per year and for a per member per month rate of \$0.253. Motion passed unanimously.</p> <p>A motion was made by Chair Hancock to authorize the CEO to increase the grant agreement with Savin Grace by \$130,000 for a total not to exceed \$824,742; motion seconded by Ms. Montgomery. Motion passed unanimously.</p>
8. Closed Session(s)	<p><u>BOARD ACTION</u> A motion was made by Mr. Curro to enter closed session pursuant NC General Statute 143-318.11 (a) (1) to prevent the disclosure of information that is confidential and not a public record under NCGS 122C-126.1; motion seconded by Dr. Corvin. Motion passed unanimously.</p>
9. Reconvene Open Session	<p>The Board returned to open session.</p>

Thursday, September 07, 2023

AREA BOARD REGULAR MEETING

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

AGENDA ITEMS:	DISCUSSION:
10. Special Update/Presentation: Physical Health Integration – page 72	<p>Robert MacArthur, MD, Chief Medical Officer, reviewed clinical functions for Alliance to expand behavioral health services to Alliance members enrolled in the Tailored Plan. Dr. MacArthur's presentation included an overview of the following: efforts to build physical health capabilities; a focus on medical team staffing and initiatives; utilization management process; quality management team's preparation for expanded NCQA accreditation; physical health pharmacy support plans; and outcomes monitoring. 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	All business was completed; the meeting adjourned at 5:33 p.m.

Next Board Meeting
Thursday, October 05, 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: Executive Committee Report

DATE OF BOARD MEETING: October 5, 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): David Hancock, Board Chair; Robert Robinson, CEO

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



Monday, September 18, 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); David Hancock, MBA, PFAff (Board Chair and Finance Committee Chair); and Lynne Nelson, BS (Board Vice-Chair)

APPOINTED MEMBERS ABSENT: Carol Council, MSPH (Quality Management Committee Chair); and Dena Diorio, MPA (Network Development and Services 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; Sara Wilson, Chief of Staff; and Carol Wolff, General Counsel

1. **WELCOME AND INTRODUCTIONS** – the meeting was called to order at 4:00 pm

2. **REVIEW OF THE MINUTES** – The Committee reviewed minutes from the August 21, 2023, meeting; a motion was made by Mr. Curro and seconded by Vice-Chair Nelson to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Closed Session	COMMITTEE ACTION: A motion was made by Chair Hancock to enter closed session pursuant to NC General Statute 143-318.11 (a) (6) 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. Annual Trainings	A. COMMITTEE CHARTER: Mr. Robinson reviewed the committee charter. The charter is saved as part of the committee's files. B. QUICK REFERENCE GUIDE: Ms. Ingram reviewed the guide, which is a reference sheet for two annual trainings (as specified in the charter): parliamentary procedures and NC Open Meetings Law. The guide and trainings are saved as part of the committee's files. COMMITTEE ACTION: The committee received the updates.	None specified.	N/A
6. Updates	A. BOARD COMPENSATION: Carol Wolff, General Counsel, provided an update on a previous question/request from Vice-Chair Nelson. She clarified that board members are receiving the maximum meeting compensation permitted by statute. Also, board members may request mileage and expense reimbursement per Alliance policy guidelines. Committee discussed adding the following to chair notes for the next board meeting: asking members to attend a meeting in person at least once a quarter. B. LEGISLATIVE UPDATE: Brian Perkins, Senior Vice-President/Strategy and Government Relations, provided an update.	A. Chair Hancock will encourage board members to attend board meetings in person as part of October board meeting's Chair Report. B. N/A	A. 10/5/23 B. N/A

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, September 18, 2023

BOARD EXECUTIVE COMMITTEE - REGULAR MEETING

(virtual meeting via videoconference)

4:00-6:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
7. Review of Board Applicant Interview	Chair Hancock reviewed last month's interview with an applicant for the vacant seat representing Durham County. Committee discussed potential impact of NC General Assembly passing the state budget, implementation of Medicaid Expansion, and if the number of NC LME/MCOs is adjusted, how it may affect the future allocation of board seats. <u>COMMITTEE ACTION:</u> Committee received the update.	N/A	10/5/23
8. Agenda for Upcoming Board Meeting	Committee reviewed the draft agenda and provided input.	Ms. Ingram will forward the agenda to staff.	9/19/23

9. **ADJOURNMENT:** the meeting adjourned at 5:31 p.m.; the next meeting will be October 16, 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..](#)



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

ITEM: Quality Management Committee Report

DATE OF BOARD MEETING: October 5, 2023

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

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): Carol Council, Committee Chair; Laura Bardascino, Director of Quality Management

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



Thursday, September 08, 2022

BOARD QUALITY MANAGEMENT COMMITTEE - REGULAR MEETING

(virtual meeting via videoconference)

1:00-2:30 p.m.

APPOINTED MEMBERS PRESENT ☐ Carol Council, MSPH (Board member/Committee Chair); ☒ Marie Dodson; ☒ Israel Pattison;
☒ George Corvin, MD (Board Member), ☒ Michael Joseph, MD (Board Member)

APPOINTED, NON-VOTING MEMBERS PRESENT: ☒ Diane Murphy, ☒ Dava Muserallo

BOARD MEMBERS PRESENT:

GUEST(S) PRESENT: Yvonne French (LME Liaison)

STAFF PRESENT: LaTasha Williams (Clinical Quality Analyst), Laini Jarrett (Quality Improvement Specialist II), Suzanne Davis-Marens (Senior Director-Access), Kate Peterson (Director-Provider Network Project Management), Laura Bardascino (Director of Quality Management), Sabrina Borriello Jones (Clinical Quality Analyst), Mariuca Tuxbury (Director of Clinical Planning), Karen Borusiewicz (Clinical Quality Analyst), Kayla Brown (Administrative Assistant III), and Jennifer Stoltz (Administrative Assistant, III), Amy Perry (Senior Vice President of Care Management), Robert MacArthur (Chief Medical Officer), Ramona Branch (Member Inclusion and Outreach Management),

- 1. WELCOME AND INTRODUCTIONS** – The meeting was called to order at 1:07pm
- 2. REVIEW OF THE MINUTES** – The minutes from the August 3, 2023, meeting were reviewed; a motion was made by Ms. Dodson and seconded by Mr. Pattison to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Alliance Health Call Metrics	<p>Suzanne Davis-Marens, Senior Director of Access presented updates on the Alliance Call Center. The information shared included abandonment rate, average speed of answer and wait time for calls coming from the Call Center for the Behavioral Health Crisis Line, as well as the Member and Provider lines.</p> <p>The target abandonment rate for the Behavioral Health Crisis Line at Alliance is no more than 2%. It is no more than 5% for the Member and Provider Lines.</p> <p>The presentation can be located in the committee files.</p>	N/A	1:07- 1:25
4. Population Health	<p>Amy Perry, Senior Vice President of Care Management presented information about population health which included, requirements for population health initiatives, current interventions, tailor plan delay, as well as data exploration and prediction.</p> <p>The purpose of data exploration and prediction is to help staff to better understand needs of members from different populations.</p> <p>The presentation can be located in the committee files.</p>	N/A	1:25- 2:05

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, September 08, 2022

BOARD QUALITY MANAGEMENT COMMITTEE - REGULAR MEETING
(virtual meeting via videoconference)
1:00-2:30 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
5. Discussions for Next Meeting- October 5 th , 2023	N/A	N/A	2:05-2:08

6. **ADJOURNMENT:** the meeting adjourned at 2:08pm; the next meeting will be October 5, 2023, from 1:00 p.m. to 2:30 p.m.

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



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

ITEM: Finance Committee Report

DATE OF BOARD MEETING: October 5, 2023

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

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

SPECIFIC INFORMATION FOR BOARD REVIEW (if applicable/available): A motion to authorize the CEO to renew the contract with ZeOmega, Inc., for the term of October 16, 2023, through October 15, 2028, for an amount not to exceed \$6,811,000.

A motion to approve the one-year reinvestment plan of \$20,700,000 and commit \$21,092,562 as of June 30, 2023.

REQUEST FOR AREA BOARD ACTION: Approve the proposal.

CEO RECOMMENDATION: Approve the proposal.

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

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



Renewal Contract for ZeOmega, Inc. – JIVA

Alliance Health has been utilizing the ZeOmega Jiva Population Health Platform to support our Care Management, Utilization Management, Provider and Member Portal contract requirements since 2018. We are requesting approval to renew the existing contract for the time period 10/16/2023 – 10/15/2028, for an amount not to exceed \$6,811,000. This is a reduction of over \$485,000 from the current 5-year contract.

This amount includes –

- JIVA software license fees for Alliance Care and Utilization management team members, clinical operations, and user access to the provider and member portals.
- Annual third-party module integration, maintenance, and support fees.
- Annual software maintenance and support, including support for a major software upgrade planned for year 3 of the contract.
- The annual software and content license fees for various third-party modules such as Healthwise (member health educational materials) and MCG (evidence-based clinical guidelines).
- JIVA and portal system hosting, network and security services, hardware and software purchases and maintenance, support, and disaster recovery for 5 Environments – DEV, UAT, Production, Sandbox and Provider Training.
- Budget placeholder for Software Customizations to Meet Alliance and State Tailored Plan Contract Enhancements to the Core JIVA Products.

Jiva currently supports the following Alliance Departments and Tailored Plan Contract Requirements –

Core JIVA System -

- Care Management – All Care Management Activities including Workflows, Care Plans, Triggered Alerts and Activities, etc.
- Utilization Management – All Utilization Management Activities, including integration with the MCG Health evidence-based care guidance platform to support medical necessity decisions by the Alliance UM Team.
- Provider Portal – Supports the care management Tailored Care Management activities for 14 providers. Future implementation for support of Prior Authorization submissions and automated approvals for the providers.
- Member Portal – Meets Tailored Plan contract requirements for Member access to health care information, claims, care plans, appeals and grievance submissions, etc.

Additional ZeOmega and Third-Party Modules -

- ClicBank – JIVA Configuration Tool – Supports Assessments, Custom Letters, Workflows, Drop-Down Maintenance, etc. and migration controls between the various System Environments.
- CMS Data Interoperability – Support for Payer to Member and Payer to Payer data integration requirements for seamless data exchange as required by the 21st Century Cures Act.
- Social Determinants of Health – Assembles data from Alliance assessments and claims, along with member demographics and various governmental databases to identify geographic areas of social concern, to monitor referrals and to track interactions with various resources to improve member care and outcomes. Future implementation will support bi-directional data integration with the NCCare360 referral platform.
- Risk Stratification – Provides identification of the drivers of disease, stratifies populations based on risk scores, and intelligently routes members to the care management workflows designed to address their specific care needs.
- Artificial Intelligence/Machine Learning – Predictive analytics model to identify high risk members for Opioid Dependencies. Currently working on a model to predict members at a high risk of developing Diabetes.
- HealthWise Integration – Support for Member Health Education Materials that can be identified and provided to Members by care managers to improve member knowledge about their health conditions and to make informed decisions about their health care.
- MCG Integration – Integration of the MCG CareWebQI product into Jiva to support the Alliance utilization management automated approval workflows and into the Jiva provider portal to record and track evidence-based clinical guidelines to identify safe and effective treatments and guide the appropriate level of Behavioral and Physical Healthcare for our members.

A **motion** to recommend the Board authorize the CEO to renew the contract with ZeOmega, Inc for the term of October 16, 2023, through October 15, 2028, for an amount not to exceed \$6,811,000



Thursday, August 03, 2023

BOARD FINANCE COMMITTEE - REGULAR MEETING

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

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

BOARD MEMBERS PRESENT: None

GUEST(S) PRESENT: None

STAFF PRESENT: Rob Robinson, CEO, Kelly Goodfellow, Executive Vice-President/Chief Financial Officer; Ashley Snyder, Senior Director of Accounting and Finance; Dianna White, Senior Vice-President/Financial Operations, Arianna Perry, Senior Accountant

1. WELCOME AND INTRODUCTIONS – the meeting was called to order at 3:00pm

2. REVIEW OF THE MINUTES – The minutes from the August 3, 2023, meeting was reviewed; a motion was made by Ms. Diorio and seconded by Mr. Jackson 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 Summary of Savings/(Loss) by Funding Source, the Statement of Revenue and Expenses, Senate Bill 208 Required Ratios, and DHB Contract Ratios as of July 31, 2023.</p> <p>Ms. White discussed the following topic.</p> <ul style="list-style-type: none">• Through 7/31/23, we have savings of \$13.6M, primarily Medicaid.• Changes were made to the Summary of Savings and Loss to condense the information to one page.• We are meeting all SB208 ratios. We are meeting the defensive interval required in the DHB contract, the MLR is currently above the 85% threshold at 87.36%.	No next steps.	
4. Contract	<p>Ms. White discussed a proposed grant contract increase for Savin Grace, LLC to continue to assist with payroll until the facility can open. A motion was made by Ms. Diorio and seconded by Mr. Jackson to recommend the Board authorize the CEO to increase the amended grant agreement with Savin Grace LLC by \$130,000, bringing the total grant agreement to \$824,742. Motion passed unanimously.</p> <p>Ms. White discussed a proposed contract amendment and extension for Inovalon, Inc. A motion was made by Mr. Jackson and seconded by Ms. Diorio to recommend the Board authorize the CEO to amend a contract with Inovalon, Inc. for Tailored Plan HEDIS Reporting requirements for fixed fees not to exceed \$166,487 per year and for a per member per month rate of \$0.253. Motion passed unanimously.</p>	No next steps.	

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, August 03, 2023

BOARD FINANCE COMMITTEE - REGULAR MEETING
5200 W. Paramount Parkway, Morrisville, NC 27560
3:00-4:00 p.m.

5. **ADJOURNMENT:** the meeting adjourned at 3:17pm; the next meeting will be October 5, 2023, from 3:00 p.m. to 4:00 p.m.

DRAFT

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..](#)

Finance Committee Meeting

Thursday, September 7, 2023
3:00-4:00 pm

AGENDA

1. Review of the Minutes – August 3, 2023

2. Monthly Financial Reports as of July 31, 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

3. Contract(s)

- a. A **motion** to recommend the Board authorize the CEO to amend a contract with Inovalon, Inc. for Tailored Plan HEDIS Reporting requirements for fixed fees not to exceed \$166,487 per year and for a per member per month rate of \$0.253.
- b. A **motion** to recommend the Board authorize the CEO to increase the amended grant agreement with Savin Grace, LLC by \$130,000, bringing the total grant agreement to \$824,742.

4. Adjournment

Next Meeting: Thursday, October 5, 2023 from 3:00 - 4:00
Alliance Health
Hybrid meeting available in person and via Teams



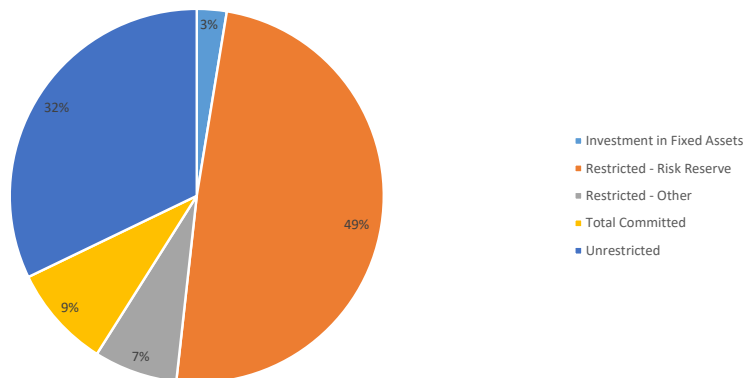
Summary of Savings/(Loss) by Funding Source as of July 31, 2023

	Revenue	Expense	Savings/(Loss)
Medicaid Waiver Services	\$ 74,048,425	\$ 61,892,040	\$ 12,156,385
Medicaid Waiver Risk Reserve	1,873,984	-	1,873,984
Federal Grants & State Funds	7,626,374	7,840,204	(213,830)
Local Funds	2,483,814	2,484,512	(698)
Administrative	10,875,249	11,687,366	(812,117)
Non operating	643,380	-	643,380
Total	\$ 97,551,226	\$ 83,904,122	\$ 13,647,104

Fund Balance Detail

	June 30, 2023	Change	July 31, 2023
Investment in Fixed Assets	8,317,462	(76,432)	8,241,030
Restricted - Risk Reserve	155,331,704	1,873,985	157,205,689
Restricted - Other			
State Statutes	16,805,997	-	16,805,997
Prepays	2,097,230	741,873	2,839,103
Cumberland	3,319,821	-	3,319,821
Durham	109,482	-	109,482
Restricted - Other	22,332,530	741,873	23,074,403
Committed			
Intergovernmental Transfer	4,908,000	(376,192)	4,531,808
Reinvestments - Administrative - TP Implementation	7,900,000	(501,822)	7,398,178
Mecklenburg Realignment Funds	14,739,053	(81,291)	14,657,762
Orange Realignment Funds	1,823,121	-	1,823,121
Total Committed	29,370,174	(959,305)	28,410,869
Unrestricted	90,696,011	12,066,983	102,762,993
Total Fund Balance	\$ 306,047,880	\$ 13,647,104	\$ 319,694,984

Restricted	2,539,426
Unrestricted	11,107,678
Total Fund Balance Change	\$ 13,647,104

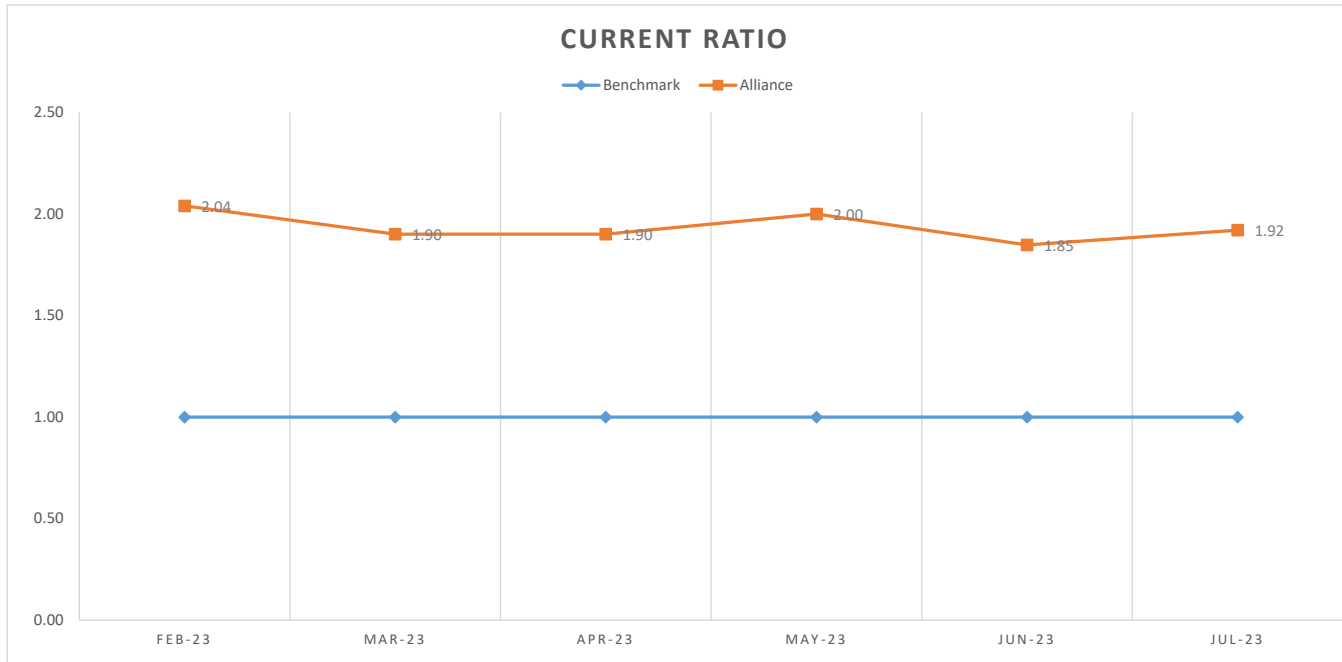


Alliance Health
Statement of Revenue and Expenses
As of July 31, 2023

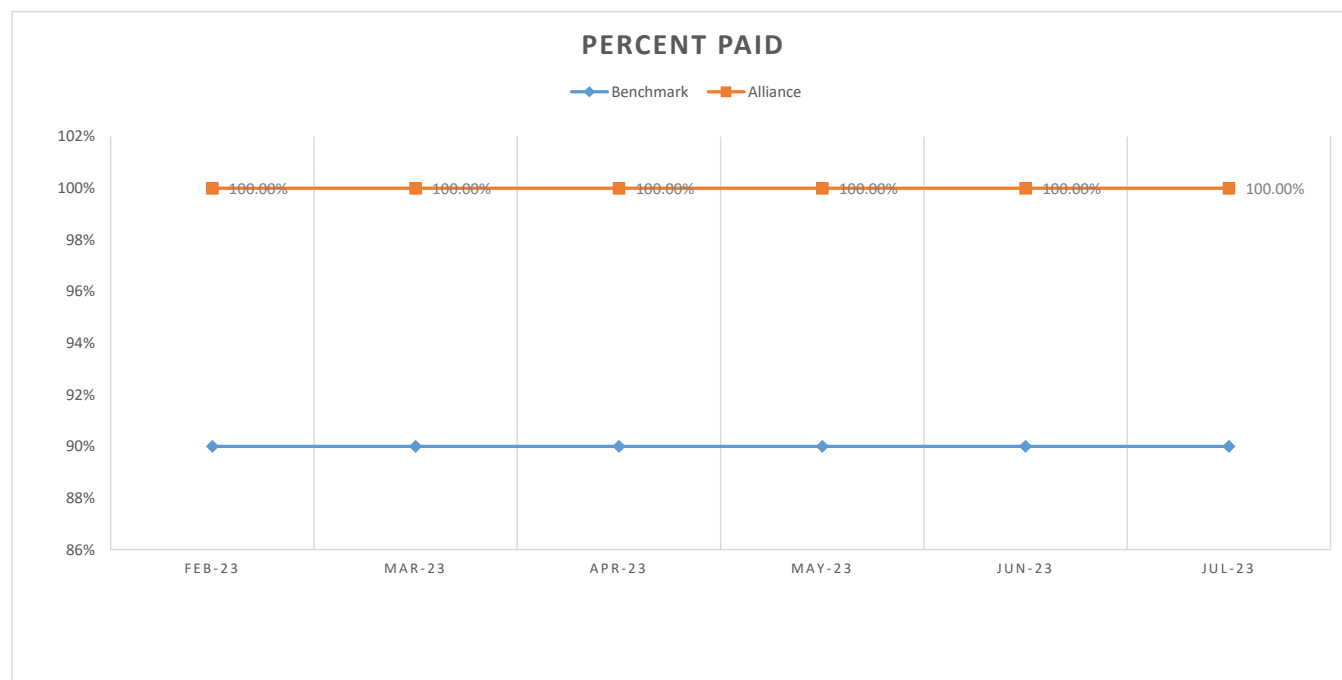
	For the Month of 07/31/2023	Current Year Budget 06/30/2024	Budget Remaining 06/30/2024
Revenue			
Service Revenue			
Medicaid Waiver Service	75,922,409	1,264,983,710	1,189,061,301
State and Federal Grants	7,626,374	121,376,073	113,749,699
Local Grants	2,483,814	53,632,970	51,149,156
Total Service Revenue	86,032,597	1,439,992,753	1,353,960,156
Administrative Revenue			
Medicaid Waiver	10,099,513	169,385,832	159,286,319
State and Federal	577,637	6,931,637	6,354,000
Local	76,813	922,029	845,216
Other Lines of Business	121,286	1,455,432	1,334,146
Total Administrative Revenue	10,875,249	178,694,930	167,819,681
Total Revenue	96,907,846	1,618,687,683	1,521,779,837
Expenses			
Service Expense			
Medicaid Waiver Service	61,892,040	1,264,983,710	1,203,091,670
State and Federal Service	7,840,204	121,376,073	113,535,869
Local Service	2,484,512	53,632,970	51,148,458
Total Service Expense	72,216,756	1,439,992,753	1,367,775,997
Administrative Expense			
Salaries and Benefits	9,657,586	125,412,782	115,755,196
Professional Services	877,009	23,423,549	22,546,540
Operational Expenses	1,152,771	29,858,599	28,705,828
Total Administrative Expense	11,687,366	178,694,930	167,007,564
Total Expenses	83,904,122	1,618,687,683	1,534,783,561
Non Operating			
Non Operating Revenue	643,380	1,000,000	356,620
Non Operating Expense	0	1,000,000	1,000,000
Total Non Operating	643,380	0	(643,380)
Current Year Change in Net Position	13,647,104	0	(13,647,104)



Division of Health Benefits Ratios - As of July 31, 2023



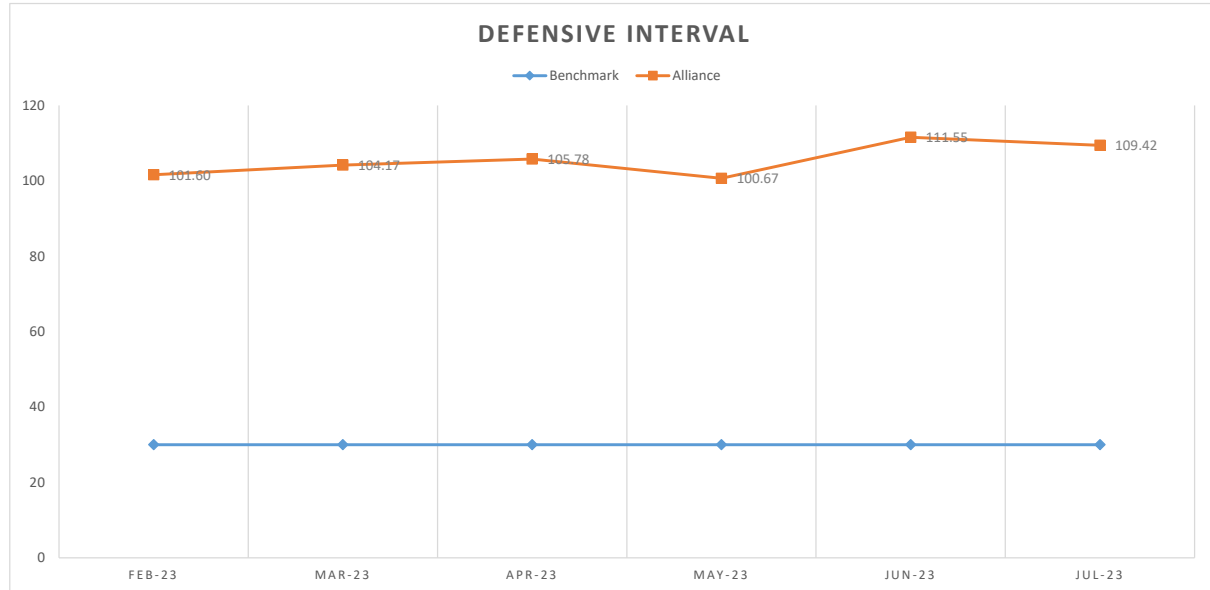
Current Ratio = Compares current assets to current liabilities. Liquidity ratio that measures an organization's ability to pay short term obligations. The requirement is 1.0 or greater.



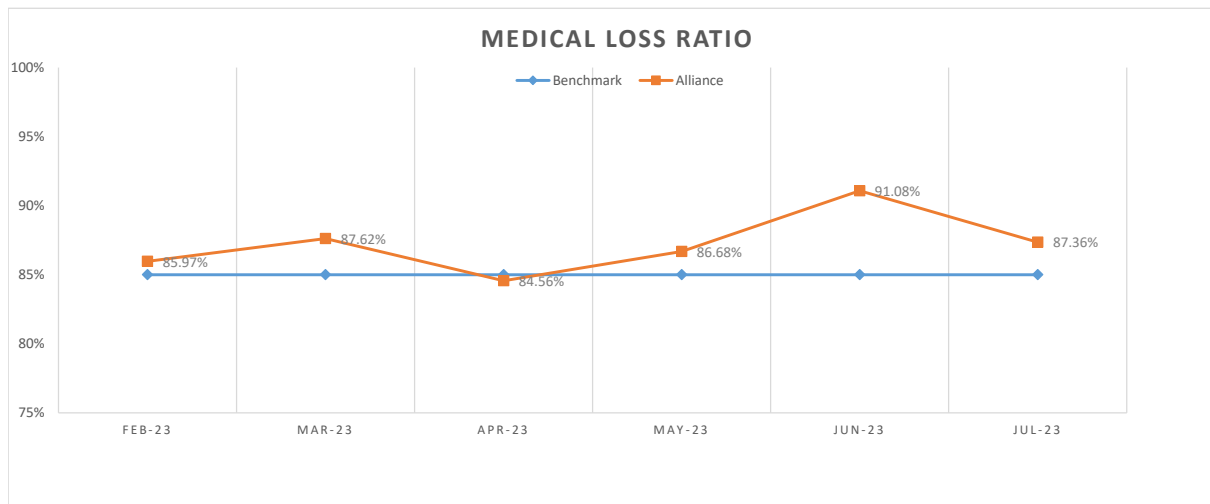
Percent Paid = Percent of clean claims paid within 30 days of receiving. The requirement is 90% or greater.



Division of Health Benefits Ratios - As of July 31, 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 (7/1/22-3/31/23). The requirement for Medicaid Direct is 85% or greater cumulative for the rating period (4/1/23-6/30/24). The requirement for Tailored Plan is 88% or greater cumulative for the rating period.