



**STATE CONSUMER AND FAMILY ADVISORY COMMITTEE**

**MEETING MINUTES**

**Date:** Wednesday, February 13, 2019 **Time:** 9:02 am **Location:** Dorothea Dix Campus, Ashby Campus  
1987 Umstead Drive, Raleigh, NC 27603

<b>MEETING CALLED BY</b>	Benita Purcell, Chairperson
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<b>TYPE OF MEETING</b>	State CFAC
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**ATTENDEES**

COMMITTEE MEMBERS			STATE STAFF ATTENDEES		
NAME	AFFILIATION	PRESENT	NAME	AFFILIATION	PRESENT
Jean Andersen	Cardinal Innovations	<input checked="" type="checkbox"/>	Kate Barrow	DHHS, CE&E Team	<input checked="" type="checkbox"/>
Kenneth Brown	Alliance Behavioral	<input type="checkbox"/>	Jennifer Bowman	DHHS, QMS	<input checked="" type="checkbox"/>
Ben Coggins	Partners Behavioral	<input type="checkbox"/>	Debra Farrington	DHHS	<input checked="" type="checkbox"/>
John Duncan	Cardinal Innovations	<input checked="" type="checkbox"/>	Stacey Harward	DHHS, CE&E Team	<input checked="" type="checkbox"/>
Jonathan Ellis	Trillium Health Resources	<input checked="" type="checkbox"/>	Keith McCoy	DHHS, Division MH/DD/SAS	<input checked="" type="checkbox"/>
Catreta Flowers- <i>via phone</i>	Trillium Health Resources	<input checked="" type="checkbox"/>	Kathy Nichols	DHHS, Division MH/DD/SAS	<input checked="" type="checkbox"/>
Mark Fuhrmann, <i>Vice Chair</i>	Partners Behavioral	<input type="checkbox"/>	Dave Richard	DHHS	<input checked="" type="checkbox"/>
Angelena Kearney-Dunlap	Cardinal Innovations	<input checked="" type="checkbox"/>	Suzanne Thompson	DHHS, CE&E Team	<input checked="" type="checkbox"/>
Pat McGinnis- <i>via phone</i>	Vaya Health	<input checked="" type="checkbox"/>	Kody Kinsley	DHHS	<input checked="" type="checkbox"/>
Deborah Page	Cardinal Innovations	<input checked="" type="checkbox"/>	Ken Schuesselin	DHHS	<input checked="" type="checkbox"/>
Wayne Petteway	Trillium Health Resources	<input checked="" type="checkbox"/>	Jeff Smith	DHHS	<input checked="" type="checkbox"/>
Benita Purcell, <i>Chair</i>	Cardinal Innovations	<input checked="" type="checkbox"/>	<b>GUESTS</b>		
Ron Rau	Sandhills Center	<input checked="" type="checkbox"/>	<b>NAME</b>	<b>AFFILIATION</b>	
Lori Richardson	Sandhills Center	<input checked="" type="checkbox"/>	Jennifer Russell- <i>via phone</i>	Cardinal Innovations	
Patty Schaeffer	Partners Behavioral	<input type="checkbox"/>	Ric Burton	Cardinal Innovations	
Susan Stevens	Cardinal Innovations	<input type="checkbox"/>	Doug Wright	Cardinal Innovations	
Brandon Tankersley	Alliance Behavioral	<input checked="" type="checkbox"/>	Bob Crayton	Cardinal Innovations	
Brandon Wilson	Vaya Health	<input checked="" type="checkbox"/>	Skip Crayton	ESA	
			Sara Potter- <i>via phone</i>		

**1. Consent Agenda & Approval of January Minutes**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>- The agenda was adjusted to swap the discussion of the Proposed Budget from 10:15 to 11 am, and Committee Work was moved to 11 extended to lunch 12 pm.</li> <li>- Additions to January minutes: Members from NC Disability Rights</li> </ul>
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Action Items	Person(s) Responsible	Deadline
Ron Rau motioned. Deb Page seconded. Motion carried.	NA	NA



## 2. Public Comment

<b>Discussion</b>	- No public comment was made.	
<b>Conclusions</b>		
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>
-		

## 3. State CFAC Proposed Budget Review

Brandon Tankersley, *State CFAC Member, Monarch*

<b>Discussion</b>	<p>- Brandon Tankersley passed out the proposed budget. He discussed how SCFAC members can work towards increased advocacy in the community and reviewed the proposed budget line items. Brandon made the case for the State CFAC putting themselves out there as an advisory group. The group discussed the difference between being an advisory group vs. being an advocacy group, with the consensus that the group needs to remain an advisory committee.</p> <p>- Concern was raised about the two funding sources; losing one source of funding is a risk.</p>	
<b>Conclusions</b>	The group agreed that having a presence in the community is important and that there are ways of doing that without spending additional funding.	
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>
<p>Angelena motioned to do more research on the funding sources. Brandon Wilson seconded.</p> <p>Jean motioned to include research on other Councils and Committees funding, are there are Councils/Committees/Commissions that are receiving stipends? What is in statute for other groups?</p> <p>Benita asked for a vote on the motion to have Brandon conduct more research. Pat McGinnis, Catreta Flowers and Deb Page opposed the motion. Motion carried.</p> <p>Brandon motioned to vote on whether or not to have a budget. 4 members having a budget. 9 opposed to having a budget. The majority opposed having a budget. The previous vote was not rescinded.</p>	Brandon Tankersley	March or April Meeting

## 4. State CFAC Subcommittee Updates

Legislative Event, Service Gaps and Needs, State to Local Collaboration

<b>Discussion</b>	<p><b>Legislative Subcommittee</b></p> <p>Benita Purcell gave the update on the work of the Legislative Subcommittee. She discussed the date of the Legislative Event in May, distributing the talking points to State and Local CFAC members for review and response, and who to invite in addition to members. Suggestions included the four insurance companies, so that they can meet the State CFAC and will receive information about what CFAC is and why it's important. The next Legislative Subcommittee call is scheduled for February 26<sup>th</sup> at 6:30 pm.</p> <p><b>Service Gaps and Needs</b></p> <p>Brandon Wilson and Ron Rau provided an update from the Service Gaps and Needs Subcommittee. The group collected data from the last report, highlighted the top three gaps and needs with performance improvements. Some are being addressed by MCOs, but not adequately; need to approach the MCOs with the issues as well as some suggestions for potential solutions addressing the problems.</p> <p><b>State to Local Collaboration</b></p>
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	Jonathan Ellis provided an update from the State to Local Collaboration Subcommittee. The Subcommittee has developed a survey to conduct with Local CFACs on how the State CFAC can provide technical assistance and support. The Survey identified 12 areas for support and assistance and consolidated the 12 focus areas into 4 primary categories. The survey also asks for success stories, challenges faced or overcome, and any new community collaborations. The survey is currently in Google Forms for ease of distribution, but also has a paper component for those without access to computers or email. The deadline for returned surveys from the local groups is May 1, 2019.	
<b>Conclusions</b>	Kate Barrow distributed the survey to State CFAC members during the meeting for review and response.	
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>
Send out State to Local Collaboration Survey for review by State CFAC Members. State CFAC Members will review and return responses to Kate no later than Friday, February 15 <sup>th</sup> .	Kate Barrow	February 15

## 5. Division Update

*Kody Kinsley*

*DHHS, Deputy Secretary*

<b>Discussion</b>	Kody provided an update from DHHS. He discussed where the state is in the process for developing the Tailored Plans and the roll out of the Standard Plans. He took questions from SCFAC members and responded. Kody reiterated that the State CFAC will remain as an advisory group, and that the changes will be most noticeable for the LME/MCOs. He discussed the role of State CFAC as potentially expanding, mentioning addressing the needs of special populations. Kody discussed the goal of undergoing Medicaid Expansion and how that would better serve people receiving services and benefits in the state.	
<b>Conclusions</b>		
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>

## 6. Quality Management

Jennifer Bowman, Quality Management Team Lead

N.C. DHHS, Division of MH/DD/Substance Abuse Services, Quality Management Section

<b>Discussion</b>	Jennifer Bowman facilitated a discussion on how CFACs are using data. She reviewed some of the key points from the annual reports that have been released. She reviewed the top issues related to the report, including quality improvement measures, behavior health crisis response (bed availability), transportation and peer support services. Jennifer asked that members of State CFAC email her with any other suggestions or topics for future meetings.	
<b>Conclusions</b>		
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>
Kate Barrow will ask the State CFAC members to submit ideas Jennifer's update for future meetings.	Kate Barrow	On-going



**7. Medicaid Transformation: Tailored Plans Q & A**

Kathy Nichols, *Assistant Director Policy & Program Design*  
 Dr. Keith McCoy, *Chief Medical Officer's Office*  
 N.C. DHHS, Division of MH/DD/Substance Abuse Services

<b>Discussion</b>	Kathy Nichols, Dr. Keith McCoy provided an overview of the Tailored Plan. They reviewed key upcoming milestones, including welcome packet mailings from MAXIMUS, phase 1 of open enrollment, the “go live” date for Managed Care, and the tentative “go live” date for Tailored Plans. They provide an overview of the eligible populations, including a synopsis of edibility guidelines for I/DD and TBI, Mental Health, and Substance Use Disorders. The presentation included some of the benefits outlined in the Tailored Plan for physical health, pharmacy services, long-term care and supports, waiver services, and more. They reviewed the data from Medicaid, State funded date, and the Innovations and TBI Waiver enrollment and waitlists as well as the self-identification eligibility process for ways for individuals to enroll in a Tailored Plan. Policy papers will be released for the next several months for topics such as Tailored Plan Eligibility; Governance, Licensure, Solvency and Contract; Care Management; Data Strategy; Foster Care; Uninsured, State Funded Only Approach; and Quality Summary.		
<b>Conclusions</b>			
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	

**8. Medical Care Advisory Committee & Tailored Plan Discussion**

Debra Farrington, *Senior Program Manager*  
 Dave Richard, *Deputy Secretary for Medicaid*  
 N.C. DHHS, Medicaid

<b>Discussion</b>	Debra Farrington and Dave Richard engaged in an open discussion about the Tailored Plans, focusing initially on the Prepaid Health Plan (PHP). The PHP will have slight differences however the service array will be the same. An enrollment broker has been selected, who will require to have all the different benefits for each plan, with a core list of services and potentially some additional benefits. Enrollment broker will have access to services previously used to help inform and guide consumer on selecting choice of plan. Dave Richard reviewed the process of how PHP contractors were selected, evaluated and recommended for selection, including standards required to meet for contractors. He reviewed the reasoning for the different regions and how that will impact future bidding and roll out of services.		
<b>Conclusions</b>			
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
<b>Meeting Adjourned:</b>	<b>Next Meeting:</b>		
The meeting adjourned at 3:00 pm. Ron Rau motioned. Angelena Kearney-Dunlap seconded. Meeting adjourned.	March 13, 2019		