



**STATE CONSUMER AND FAMILY ADVISORY COMMITTEE**

**MEETING MINUTES**

**Date:** Wednesday, May 8, 2019    **Time:** 9:00 am    **Location:** Dorothea Dix Campus, Ashby Conference RM 115  
1987 Umstead Drive, Raleigh, NC 27603

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| <b>MEETING CALLED BY</b> | Benita Purcell |
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| <b>TYPE OF MEETING</b> | State Consumer and Family Committee Meeting |
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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                       | DMH/DD/SAS- CE&E                 | <input checked="" type="checkbox"/> |
| Kenneth Brown                    | Alliance Health      | <input type="checkbox"/>            | Jennifer Bowman                   | DMH/DD/SAS- QM                   | <input checked="" type="checkbox"/> |
| Ben Coggins                      | Partners BH          | <input type="checkbox"/>            | Debra Farrington                  | DHHS- Medicaid                   | <input checked="" type="checkbox"/> |
| April DeSelms                    | Eastpointe           | <input type="checkbox"/>            | Stacey Harward                    | DMH/DD/SAS- CE&E                 | <input checked="" type="checkbox"/> |
| John Duncan                      | Cardinal Innovations | <input checked="" type="checkbox"/> | Kathy Nichols                     | DHHS- Div. MH/DD/SAS             | <input checked="" type="checkbox"/> |
| Jonathan Ellis                   | Trillium Health      | <input checked="" type="checkbox"/> | Christopher Revelle               | DMH/DD/SAS- CSCR                 | <input checked="" type="checkbox"/> |
| Catreta Flowers                  | Trillium Health      | <input checked="" type="checkbox"/> | Glenda Stokes                     | DMH/DD/SAS- CSCR                 | <input checked="" type="checkbox"/> |
| Mark Fuhrmann- <i>Vice Chair</i> | Partners BH          | <input type="checkbox"/>            | John Sullivan                     | DMH/DD/SAS- CSCR                 | <input type="checkbox"/>            |
| Angelena Kearney- Dunlap         | Cardinal Innovations | <input checked="" type="checkbox"/> | Dr. Keith McCoy- <i>via phone</i> | DHHS- Div. MH/DD/SAS             | <input type="checkbox"/>            |
| Pat McGinnis                     | Vaya Health          | <input checked="" type="checkbox"/> |                                   |                                  | <input type="checkbox"/>            |
| Deborah Page                     | Cardinal Innovations | <input checked="" type="checkbox"/> | <b>GUESTS</b>                     |                                  |                                     |
| Wayne Petteway                   | Trillium Health      | <input type="checkbox"/>            | <b>NAME</b>                       | <b>AFFILIATION</b>               |                                     |
| Benita Purcell- Chair            | Cardinal Innovations | <input checked="" type="checkbox"/> | Doug Wright                       | Alliance                         |                                     |
| Ron Rau                          | Sandhills Center     | <input checked="" type="checkbox"/> | Juanita Jefferson                 | Cardinal                         |                                     |
| Lori Richardson                  | Sandhills Center     | <input checked="" type="checkbox"/> | Nancy Baker                       | Vaya Health                      |                                     |
| Patty Schaeffer                  | Partners BH          | <input type="checkbox"/>            | Karen Gross                       | Vaya Health                      |                                     |
| Susan Stevens                    | Cardinal Innovations | <input checked="" type="checkbox"/> | Stacy Sorrels                     | Vaya Health                      |                                     |
| Brandon Tankersley               | Alliance Health      | <input type="checkbox"/>            | Vanessa Brumfield                 | Vaya Health                      |                                     |
| Brandon Wilson                   | Vaya Health          | <input checked="" type="checkbox"/> | Doris Robinson                    | Vaya Health                      |                                     |
|                                  |                      |                                     | Ricky Johnson                     | Veteran, Peer Support Specialist |                                     |
|                                  |                      |                                     | Sarah Potter - <i>via phone</i>   | Cardinal Innovations             |                                     |
|                                  |                      |                                     | Marie Britt- <i>via phone</i>     |                                  |                                     |



### 1. Consent Agenda & Approval of April Minutes

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| <b>Discussion</b>          | Benita Purcell opened the meeting with a brief welcome and asked for introductions. Members of State CFAC, guests and staff did introductions. State CFAC members were asked to send DHHS staff responses to the State CFAC and State to Local Conference Call minutes for April prior to the meeting. No additions or corrections were made to the April minutes prior to or during the meeting. |                 |  |
| <b>Conclusions</b>         | Benita Purcell asked for a motion to approve the State CFAC minutes. Jonathan Ellis motion, Pat McGinnis seconded. Motion carried. Benita asked for a motion to approve the State to Local Conference call minutes. Susan Stevens motioned, Brandon Wilson seconded. Motion carried.  |                 |  |
| <b>Action Items</b>        | <b>Person(s) Responsible</b>  | <b>Deadline</b> |  |
| Send out approved minutes. | Kate Barrow   | May 8, 2019     |  |

### 2. Public Comment

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| <b>Discussion</b>   | No public comment was made.  |                 |  |
| <b>Conclusions</b>  |                              |                 |  |
| <b>Action Items</b> | <b>Person(s) Responsible</b> | <b>Deadline</b> |  |
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### 3. Nominating Committee: Slate of Officers/Nominations from the Floor

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| <b>Discussion</b>                 | Jonathan Ellis gave the report of the Nominating Subcommittee. The subcommittee presented the slate with 2 nominations for next year. The slate presented includes continuing with Benita Purcell as the chairperson and Mark Fuhrmann as the vice-chair. The opportunity was presented for anyone who wanted to self-nominate; no one self-nominated. On June 12, 3029 SCFAC Meeting members will be able to nominate themselves. |                 |  |
| <b>Conclusions</b>                | Benita Purcell and Mark Fuhrmann will be on the ballot in June as Chair and Vice-Chair. Members may vote electronically via email to the State CFAC Email address.   |                 |  |
| <b>Action Items</b>               | <b>Person(s) Responsible</b>   | <b>Deadline</b> |  |
| Prepare ballots for distribution. | Kate Barrow  | June 12, 2019   |  |

### 4. May 16<sup>th</sup> Legislative Event

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| <b>Discussion</b> | <p>Benita Purcell Provided the Legislative Event talking points (May 16, 2019). She advised the group that the event is an opportunity to educate legislators about issues facing the community, and to share personal stories and experiences. She reviewed the agenda for the event, including the time of the press conference, and logistics, such as parking.</p> <p>Mark Fuhrmann Recommended that members who were not able to attend in person should contact their local legislator by phone or email. Another issue worth mention is Medicaid Expansion. Mark encouraged members to discuss Medicaid Transformation and how families and consumers will be communicated with about these changes. Family and consumers are voicing their concern about services and how they will access their services.</p> <p>Additional concerns raised that need to be addressed include:</p> <ul style="list-style-type: none"> <li>- Care management (will this be “in-house” or using a 3<sup>rd</sup> party)?</li> <li>- Tailored plan and Standard plan: What are the algorithms that the State is planning to use; will it be appropriate to place people in the right plan?</li> </ul> |  |  |
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|   | <p>- Concerns about funding cuts to local Health Department and DSS; they are very concerned since most the beneficiaries will be contacting them primary points of contact for consumers.</p> <p>Benita mentioned that there is a proposed bill to refund the LME/MCO the money that they paid for the last couple of years that they had in savings that was used to invest into their local community (single stream funding). Letter to those who supported HB 963 from the SCFAC concerning the 1<sup>st</sup> paragraph and to let them know we appreciate their support. Language in the bill was revised with no location of the changes were assessable.</p> |                 |  |
| <b>Conclusions</b>  | Ron Rau motioned to send a letter. Pat McGinnis second motion. Motion carried.  |                 |  |
| <b>Action Items</b>   | <b>Person(s) Responsible</b>  | <b>Deadline</b> |  |
| Benita Purcell will be sending an email concerning Legislative Day on May 16, 2019.<br>Benita will draft a letter to legislators who support HB 963 | Benita Purcell  |                 |  |

### 5. Committee Work/Updates

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| <b>Discussion</b>   | <p><b>State to Local Collaborative Subcommittee</b></p> <p>Jonathan Ellis provided the report of the State to Local Collaborative Subcommittee. To date, the subcommittee has received 9 out of the 21 Local CFAC's and once the information is received it will be presented to State CFAC. The subcommittee decided to extend the deadline of the State to Local Collaborative Survey to May 15<sup>th</sup>, the date of the next State to Local Conference Call to allow for additional surveys to be completed.</p> <p>One goal of the subcommittee is to visit some of the Local CFACs and understand what they would like to hear from the SCFAC.</p> <p><b>Service Gaps and Needs Subcommittee</b></p> <p>Brandon Wilson distributed copies of the subcommittees report and provided a brief overview of its content. Research on LME/MCO performance improvement projects, 6 recommendations were made for the legislative committee. Transportation was identified as a top concern.</p> |                 |  |
| <b>Conclusions</b>  |  |                 |  |
| <b>Action Items</b> | <b>Person(s) Responsible</b>   | <b>Deadline</b> |  |
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### 6. SUD Waiver Implementation

Kathy Nichols, Associate Director  
Policy & Program Management  
DHHS, Div. MH/DD/SAS

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| <b>Discussion</b> | <p>Kathy Nichols gave a presentation on the SUD Waiver as part of the Tailored Plan. SUD waiver is a part of 1115 waiver allows Medicaid to pay for some of their services. Exception was applied for by NC and was awarded for us to be able to pay for the claims of those who receives treatment July 1.</p> <p>Six goals that we have-to accomplish with-in the next two years. 1<sup>st</sup> choice ASAM we will have to update our policy and procedures to the most current. Handout the items written in red that are new services. Once Definitions are completed and approved by CMS the providers will be able to ask for an exception under the new definitions. How are veterans included? Need to be considered a special population. Good feedback to DHHS. How is cancer pain different from pain from palliative care? Doesn't apply to palliative care.</p> |
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|                                   | SUD issue you can move from plan to plan with SUD issues and eating disorders, they are both Standard and Tailored plans. White paper should be coming out in June concerning SUD Waiver. |                 |  |
| <b>Conclusions</b>                | State CFAC members provided responses and questions to the materials in writing during the meeting.   |                 |  |
| <b>Action Items</b>               | <b>Person(s) Responsible</b>  | <b>Deadline</b> |  |
| Compile and distribute responses. | Kate Barrow   | June 7, 2019    |  |

## 7. Division Updates

Kathy Nichols, Associate Director  
 Policy & Program Management  
 DHHS, Div. MH/DD/SAS

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| <b>Discussion</b>   | <p>Kathy Nichols provided the Division Update on behalf of Kody Kinsley. She introduced new staff member, Matt Herr, and fielded questions from SCFAC on a variety of topics. Dr. McCoy assisted with answering State CFAC member questions.</p> <p>[Debra Farrington joined the CFAC meeting following the discussion on division updates. For the sake of continuity, that discussion has been recorded in the Division Updates section.]</p> <p>Debra Farrington provided an update on the enrollment process timeline. The enrollment broker is planning to have face to face events 2x per month per region. DHHS Medicaid has asked the enrollment broker to give a proposal of what it would cost to have more informational events around the state. Currently, the plan is to have 7 people to rotate around the 7 regions. There will be 100's of people on the phone to assist via phone; Medicaid staff has heard that the community is wanting more face to face visits.</p> <p>Beneficiaries that do not make a choice will be auto assigned, now to the end of June we will be sending out notices June 28<sup>th</sup> you will be getting an enrollment packet explaining that open enrollment is happening, and they would need to choose a plan.</p> <p>All plans must have a member advisory committee- but they must also provide the State how they are going to engage in the community. This is in their contract, regional committees. (RFP control F member advisory committee).</p> <p>State CFAC Member Questions</p> <ul style="list-style-type: none"> <li>- What is the grade level that the packets will be written on?           <ul style="list-style-type: none"> <li>o SCFAC had some concerns about the grade level being so high.</li> </ul> </li> <li>- Is there an Enrolment broker on sight in every county? SCFAC was told that there would be an enrollment broker in every County DSS.           <ul style="list-style-type: none"> <li>o This was not placed in the contract and with-out this it will place a bearer to services.</li> </ul> </li> <li>- Can the contract be amended?           <ul style="list-style-type: none"> <li>o Dr. McCoy – Not involved in this process but will be willing to bring forward. Do you feel this issue needs to only be in the rural or rural and counties such as Wake? Response from SCFAC – Both</li> </ul> </li> </ul> |                 |  |
| <b>Conclusions</b>  |  |                 |  |
| <b>Action Items</b> | <b>Person(s) Responsible</b>   | <b>Deadline</b> |  |
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| <b>8. Annual Report</b>  |  |                 |
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| <b>Discussion</b>  | Discussion on how the report will be completed this year and plans to address the Annual Report for the 19-20 Fiscal Year. The committee chairs have been asked to submit their reports to the Chair of the SCFAC, or if the chairs are able to self-populate the report that would be very helpful. Pat McGinnis self-determination committee has not been working well and we need to make the committee stronger and suggest conference calls in the following weeks. |                 |
| <b>Conclusions</b>   |  |                 |
| <b>Action Items</b>  | <b>Person(s) Responsible</b>   | <b>Deadline</b> |
| Send out the Self Determination charter to SCFAC members.<br>Possible Conference calls needed for this committee.<br>All reports by May 31 <sup>st</sup> to Benita Purcell | Kate Barrow; Committee Chairs  | May 31, 2019    |

### 9. Quality Management Update

Jennifer Bowman, Quality Management Team Lead  
Quality Management  
DHHS, Div. MH/DD/SAS

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| <b>Discussion</b>   | Jennifer Bowman provided an update from the Quality Management Update. She asked SCFAC members what information do they need? Gaps and Needs report there is not standard for the reports from the MCO we would like to see the state to gather this information and present it to the SCFAC and the community. Issues with TCLI pop kids with complex needs and TBI. How did you pull those 3 areas? They were the easiest to pull and the areas that had the most consistence. Transportation across the board from all 7 and no one is directly addressing this issue maybe indirectly.<br><br>When it was in the county it was an issue that they had to address but since it was pulled out it is now a Cardinal issue not the county. One of the biggest issues and fears that we have is that if they did not fix it in a smaller plan when we go to the larger companies they will not care at all. If the state could standardize some of it that would be wonderful. |                 |
| <b>Conclusions</b>  |  |                 |
| <b>Action Items</b> | <b>Person(s) Responsible</b>   | <b>Deadline</b> |
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### 10. Consumer Service and Community Rights Team Presentation

Glenda Stokes; Christopher Revelle; & John Sullivan  
Consumer Rights  
DHHS, Div. MH/DD/SAS

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| <b>Discussion</b> | Glenda Stokes gave a brief overview on the Consumer Service and Community Rights team and what they do and provide to the community. She referred to the fact sheets distributed in the SCFAC folders, that will provide information to the public, and will be posting the information and provide additional places to get information.<br><ul style="list-style-type: none"> <li>- Access to care, no suggestions at this-time. Psychiatric advance directives no suggestions at-this-time.</li> <li>- E-cigarettes: provides general information on them that is not regulated by the FDA, so anyone can set up shop and sale.</li> </ul> |  |
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|                                   | <p>State CFAC members raised concerns about youth and on how the e-cigarettes affect the youth and how they [vape shops] are learning to get around the system. Party stores are promoting drug use alcohol, vaping, including illegal drugs.</p> <p>The CSCR team goal is to complete 10 pages by June and then begin adding additional pages for the following year. Bulling, and Suicide hotlines we are working on our Website to make it more user friendly.</p> |                 |  |
| <b>Conclusions</b>                | <p>State CFAC members provided responses and questions to the materials in writing during the meeting.</p>  |                 |  |
| <b>Action Items</b>               | <b>Person(s) Responsible</b>  | <b>Deadline</b> |  |
| Compile and distribute responses. | Kate Barrow   | June 7, 2019    |  |

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| <b>Meeting Adjourned: 2:52 p.m.</b>   | <b>Next Meeting: June 12,2019</b> |
| <p>Discussion on June's Agenda</p> <ul style="list-style-type: none"> <li>- Transportation – identify 3 primary issues.</li> <li>- Work on the annual report.</li> <li>- Voting for the chair and vice chair, voting for members that are not present will vote to the SCFAC email address.</li> <li>- Invite the Sec to come back to the SCFAC meeting.</li> <li>- Update on the Legislative day.</li> </ul> <p>The meeting adjourned at 3:05. Pat McGinnis motioned. Lori Richardson seconded. Meeting adjourned.</p> | <p>May 8, 2019</p>                |