



**STATE CONSUMER AND FAMILY ADVISORY COMMITTEE
MEETING MINUTES**

Date: Wednesday, January 11, 2023, Time: 9:00 am **Location:** 306 N. Wilmington Street
Bath Building Conf. Room 107
Raleigh, NC 27699-3001

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| MEETING CALLED BY | April DeSelms, Chair |
| TYPE OF MEETING | Public Meeting – Hybrid |

ATTENDEES

| COMMITTEE MEMBERS | | | GUESTS | |
|------------------------|-----------------------------------|-------------------------------------|--------------------|--------------------------------|
| NAME | AFFILIATION/ CATCHMENT AREA | PRESENT | NAME | AFFILIATION/ CATCHMENT AREA |
| Jessica Aguilar | Partners – virtual | <input checked="" type="checkbox"/> | Amie Brendle | Partners |
| Jean Anderson | Partners – virtual | <input checked="" type="checkbox"/> | Frank Messina | Trillium |
| Janet Breeding | Sandhills – | <input type="checkbox"/> | Andrea Stevens | |
| Kenneth Brown | Alliance – virtual | <input checked="" type="checkbox"/> | Annette Smith | |
| Bob Crayton | Vaya – virtual | <input checked="" type="checkbox"/> | Chris Hendricks | |
| April DeSelms | Eastpointe – in person | <input checked="" type="checkbox"/> | Cindy Trobaugh | |
| Crystal Foster | Trillium – virtual | <input checked="" type="checkbox"/> | Monae Davis | Vaya |
| Heather Johnson | Vaya – | <input type="checkbox"/> | Cotina Thorne | |
| Ricky Johnson | Trillium – virtual | <input checked="" type="checkbox"/> | Deborah Hendren | |
| Susan Monroe | Vaya – in person | <input checked="" type="checkbox"/> | Arthur J Eccleston | |
| Patty Schaeffer | Partners – virtual | <input checked="" type="checkbox"/> | Janet Sowers | |
| Johnnie Thomas | Alliance – in-person | <input checked="" type="checkbox"/> | Dotty Foley | Hope NC |
| Brandon Wilson | Vaya – in person | <input checked="" type="checkbox"/> | Kelly Friedlander | CBC |
| Dreama Wilson | Vaya – virtual | <input checked="" type="checkbox"/> | Ericka Johnson | |
| Lorraine Washington | Eastpointe – in person | <input checked="" type="checkbox"/> | Holly Howell | |
| | | <input type="checkbox"/> | Justine Gladden | |
| STAFF | | | Kerri Erb | ASNC |
| NAME | AFFILIATION | | Kevin F. James | |
| Stacey Harward | DMH/DD/SAS | | Kevin Faison | |
| Ann Marie Webb | DMH/DD/SAS | | Martha Green | |
| Badia Henderson | DMH/DD/SAS | | Rose Casey | Partners |
| Wes Rider | DMH/DD/SAS | | Sandhya Gopal | |
| Brandon Rollings | DMH/DD/SAS | | Sarah Potter | Partners |
| Suzanne Thompson | DMH/DD/SAS | | Shanice Roache | |
| Deb Goda | DMH/DD/SAS | | Stacy Sorrells | Vaya |
| Director Kelly Crosbie | DMH/DD/SAS | | Stephanie Hoover | |
| Glenda Stokes | DMH/DD/SAS | | Terry Henson | |
| Lateshia Bastien | DMH/DD/SAS | | Warren Gibbs | Alliance |
| Lee Armistad | DMH/DD/SAS | | Michael Lennon | Partners |



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| Michelle Merritt | DMH/DD/SAS | Mamie Hutnik | Trillium |
| Jennifer Meade | DMH/DD/SAS | | |

1. Consent Agenda & Approval of MONTH Minutes

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| Discussion | Minutes and Agenda approved | | |
| Conclusions | Sent the day of the meeting | | |
| Action Items | Person(s) Responsible | Deadline | |
| Finalize draft min and send to Badia | Ann Marie Webb | | |

2. Public Comment

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| Discussion | Public Comment Link: https://forms.office.com/g/NLzm1gckte <ul style="list-style-type: none"> One Form was submitted. They were not on the call. | | |
| Conclusions | | | |
| Action Items | Person(s) Responsible | Deadline | |
| None | | | |

3. Subcommittee Reports

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| Discussion | <p>Legislative Subcommittee:</p> <ul style="list-style-type: none"> Legislation Day is March 7, 2023. Still working on finding a sponsor. Discussed what they could do if they did not find one. Discussed the possible topics for Legislation Day. <p>Gaps & Needs:</p> <ul style="list-style-type: none"> Working on SMART Goals for the committee. Hoping to have these done in the next couple of months. <p>Recovery:</p> <ul style="list-style-type: none"> Still had minimal people show for the meeting. A new date was discussed and will be sent out to the group. <p>State to Local:</p> <ul style="list-style-type: none"> No information from SCFAC was deemed as needed for the upcoming appointment. Feel everything is currently going and will provide other updates. <p>Concerns brought up:</p> <ul style="list-style-type: none"> Jean- Stated she has heard talk of possible layoffs by providers. They reportedly were given COVID funds and thought it would continue for a longer period, but it has not. They are now overbudget and cannot afford the staff they have which could cause the layoffs. – No one else had any information on this. Annette in Wake Co. Our provider employees in IDD DIV all quit together first week of December. I see multi office providers are merging closing offices. This is a big issue. Annette Smith also totally agrees with Jean about hospital networks not having signed on to contracts this late in the roll out. Annette Smith's concern is that providers are focusing on higher profit programs like nursing behavioral and letting go less profitable programs. Patty- They are concerned that programs which are less money making will be cut back on. In turn individuals will lose the services they need. – No one else had any information on this. |
| Conclusions | |



| Action Items | Person(s) Responsible | Deadline |
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| New date for Recovery | Ann Marie Webb & Members of Recovery group | Prior to next meeting |

4. DHB Update

Deb Goda

| Discussion |
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| <ul style="list-style-type: none"> • Innovation’s waiver, Traumatic Brain Injury (TBI), and Transitions will be moved to the Tailored Plan. Folks who are dual eligible will remain on the waiver list. • Individuals who are dually eligible and children in foster care are not enrolled in the Tailored Plan unless they are on the waiver list. • Innovation’s wavier, TBI, and dual eligible will be opt into the program between January 15 to February 14. They will then choose their Primary Care Physician (PCP) or healthcare option. • Tailored Plan Management will continue through the same providers unless you contact your plan by April 1 asking for a new provider. An individual can also reach out to their healthcare broker to look at new healthcare plan altogether if they wish to do so. • A person can change from the Tailored Plan to a Standard Plan on the website. They must call to do so. • By March 3, everyone who is enrolled in a Tailored Plan should receive their welcome packet with information based on their enrollment status and providers. • Anyone who is on Tailored Plan can have a care management worker. They all meet the requirements. <p>Questions:</p> <ul style="list-style-type: none"> • Jean – How do individuals choose a provider by these dates if the providers aren’t contracted? (Asking about PCP providers at this point) Regina – PCPs must be in the TP’s network for you to select the PCP. – They are hoping that all providers will be contracted very soon. However, contact your PCP and ask if they are in the contract period. Otherwise, your PCP appointment can be made later when they are in the program. • What do you do if you have been denied a service? – Need to appeal it through the provider/insurance appeal process. Glenda – There are appeal rights for denial, suspension, reduction of termination of state-funded services through the Tailored Plan. • Glenda Stokes – Our DMH/DD/SAS Customer Service and Community Rights Team can be contacted via phone at 984-236-5300 and toll-free at 1-855-262-1946. • If the PCP is not contracted is there going to be a 60-90 grace period that they can still bill Medicaid direct? – Yes, they will allow for time to transfer. But they need to ensure that everything is transferred quickly. Already authorized services will continue to be authorized post transfer. These services cannot be denied. • Annette – Two questions. Medicaid re-determinations resume in July 2023? Can you explain SIS evaluations for existing IW. Consumer and new 1915i evaluations. Are they the same and what are planned start dates? • Kenneth – How many total visits with Medicaid before re-authorization is required? • Crystal – What are the reimbursement rate differences between direct vs TP? Is this causing the provider contracting conflicts? |



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| | <ul style="list-style-type: none"> • Andrea Stevens – When will the assessment be made public? • Annette – 1915i looks at income of parents and may affect under 18? Please clarify? Also do they have to meet the ICF eligibility as a min? | |
| Conclusions | | |
| Action Items | Person(s) Responsible | Deadline |
| None | | |

5. Update on the Division

Director Kelly Crosbie and Deputy Director Renee Rader
 Dave Richard, Deputy Secretary NC Medicaid

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| Discussion | <p>Dave Richard – Sam R case update</p> <ul style="list-style-type: none"> • The state reviewed the original order and how it called for eliminations of the wavier and ICF homes (no re-enrollments allowed). They listened to the public comments and concerns about these two items. As a result, the case was appealed. • The state has the Olmstead Plan and the committee that continues to review it and see if progress can be made. • The upcoming Budget Cycle, which is being sent out, has made room for an additional 1, 000 waiver positions to get services. • The State is also trying to create a direct worker certification which would give them higher wages which would hopefully help with retainment of employees. They want to get the base salary to \$18 as the current \$15 an hour is considered obsolete. • The DD council recently did a deep dive into the performance waiver. They used data from 2019. They are looking for ways to improve and bring in more money. • The CAP from the insurance is not the maximum that a wavier service can receive. It is more of a hey, let's look at this and see what services the individual may need. The CAP can potentially be raised as well. <p>Questions:</p> <ul style="list-style-type: none"> • Crystal – I guess my concern is, when I look at PDN reimbursement rates as well as DSP or Relatives as Providers (RAP) for ? services is looking at where are these employees coming from and if they are going to home health agencies that are contracted with the LMEs, and the reimbursement rates and how much they're pocketing versus and are they going to be profiting every increase in wages areas and how much more affordability can the state do, If their agency making an hour, if the DSP is making \$15 per hour or the RAP makes \$15 an hour, and the agency is making another \$15 an hour. So, I wonder how that plays out. This COVID increase is where it's kind of on the employee, workers, or workforce. • Crystal – So I know that it is really being looked at for DSPs, but what about the RNs, LPNs and PDNs because they just finally got that rate increase after what 2 years or a year? ...and you know a lot of the LPNs and RNs that are providing PDN are only making \$25 an hour. • There were lots of questions about the income and workforce concerns. Dave offered to come to the next meeting and provide an update. This will show what the State currently has and the steps they are taking to reach new goals. • Crystal – The 135K limit will not cover services with wage increases. • Annette – HCBS goes into effect March 2023. Is there any provider or DSP training required? Who pays for it and manages the training timetable? • Andrea Stevens – giving the DSP crisis, how are the 1915i services going to be delivered? |
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| | <ul style="list-style-type: none"> Annette – Sectors are competing. DSPs leaving for QPs or leave for Care Mgr. and Care navigators now. <p>Kelly Crosbie- Director Update:</p> <ul style="list-style-type: none"> Discussed the lunch meeting with SCFAC members and what they think is working well between SCFAC and the Department. Discussed ways to open the line of communication better. Such as SCFAC seeing policies and being able to provide feedback. The Department is looking into things. Wants the team to have a copy of the State Olmstead Plan so they can go over it and provide the state with any feedback. Hoping this will help get more services and supports for individuals. <p>Questions:</p> <ul style="list-style-type: none"> What are the plans about the COVID money that the Department still has? – She only knows part of this answer. Some of the grant money is in the process of being used. But not sure as to how exactly. Individual having problems obtaining services due to not meeting certain scores but knows that he needs the service and would benefit from it. Still has not received all the information needed such as his Medicaid Counsel. His main concern is what happens when the trickle down from lack of being provided services causes a larger scale problem later. Also feels that the current services they are getting are not going well but does not feel they can openly communicate at risk of them being stopped altogether. – Told to file an appeal on the decision made. |
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| Conclusions | | |
| Action Items | Person(s) Responsible | Deadline |
| Provide SCFAC with a copy of Olmstead Act | Ann Marie Webb | For next SCFAC meeting |

6. SCFAC Work

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| Discussion | <ul style="list-style-type: none"> Discussed all attendance letters had been sent out. No new letters for attendance to go out. The team wants to write a response to the TBI information they received and did not feel they got an adequate response about. It was recommended that they send a reply to the email they received asking individuals directly when things will be done. What do we need to do to get SCFAC members back in person? Several discussed they did not have transportation to Raleigh. A carpool was discussed among the members. Others have also been out taking care of family members and other things. Currently, attendance in-person is hard due to illness (personal and family) and transportation was the reoccurring theme. Discussed having business cards made so they could hand these out to others in the community. <p>How can the SCFAC connect with LCFACs better to ensure all concerns are handled?</p> <ul style="list-style-type: none"> How can the SCFAC connect with the LCFACs better? They went through the member list and who is on what CFAC. Some members are not on a LCFAC. It was discussed that they should be and be able to communicate the concerns with the SCFAC at the next meetings. As the SCFAC, it is felt that the members need to get out and introduce themselves to their LCFACs to help with communication. A letter as a means of communication asking what they are doing and concerns they are currently having in their communities. These questions can be updated monthly and sent out based on what was discussed at the meeting. Came up with a “rough draft” of questions but did not finalize them. – Has been a past concern of them not answering with prior letters that have been sent out. |
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| | <ul style="list-style-type: none"> • SCFAC would like to have another statewide gathering with all the LCFACs invited. This way the SCFAC members can introduce themselves and the area they are in so the LCFACs know who they are. <p>Questions:</p> <ul style="list-style-type: none"> • Asked if training would be an option with the Local CFACS. This could help them learn what they are supposed to do every month and about the meetings. – The state does offer training to the LCFACs, however, this has not occurred in over a year. LCFACs would need to reach out about the trainings. <p>Subcommittees:</p> <ul style="list-style-type: none"> • Members of each subcommittee was again reviewed. Dreama Wilson fixed her email address as the old one was no longer working. <p>LCFAC Questions:</p> <ul style="list-style-type: none"> • Decided that SCFAC would make a template of the questions to send out to the LCFAC chairs. They would then send this out to each chair. |
| Conclusions | |
| Action Items | Person(s) Responsible Deadline |
| Finalize LCFAC Questions Send SCFAC training for review | SCFAC Members Ann Marie Webb |

7. Review Action Items/Recap of what needs to be completed prior to the next meeting

Ann Marie Webb and Stacey Harward

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| Discussion | <ul style="list-style-type: none"> • Develop final draft of questions for LCFAC • Recovery subcommittee to come up with a new meeting day • Send out a letter about the Tailored Plan Communication to Kelly Crosbie and Dave Richard • Review of the Olmstead Plan • Looking into having business cards printed |
| Conclusions | |
| Action Items | Person(s) Responsible Deadline |
| Complete needed tasks | SCFAC Members |

8. Adjournment

April DeSelms

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| Meeting Adjourned: 2:25 pm | Next Meeting: 2-8-2023 |
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