



STATE CONSUMER AND FAMILY ADVISORY COMMITTEE

MEETING MINUTES

Date: Wednesday, September 14, 2022, Time: 9:00 am

Location: 306 N. Wilmington Street
Bath Building Conf. Room 107
Raleigh, NC 27699-3001

MEETING CALLED BY April DeSelms, Chair

TYPE OF MEETING Public Meeting – Hybrid

ATTENDEES

COMMITTEE MEMBERS

GUESTS

NAME	AFFILIATION	PRESENT	NAME	AFFILIATION	PRESENT
Jessica Aguilar	Partners – Virtual	<input checked="" type="checkbox"/>	Cater Wade	NCEB	<input checked="" type="checkbox"/>
Jean Anderson	Partners – in Person	<input checked="" type="checkbox"/>	Renee Moore	NCEB	<input checked="" type="checkbox"/>
Janet Breeding	Sandhills – virtual	<input checked="" type="checkbox"/>	Annette Smith	Alliance	<input checked="" type="checkbox"/>
Kenneth Brown	Alliance – virtual	<input checked="" type="checkbox"/>	Sarah Potter	Partners	<input checked="" type="checkbox"/>
Jason Burke	Trillium – No show	<input type="checkbox"/>	Angela Christine Raine		<input checked="" type="checkbox"/>
Orion Christy	Vaya – No show	<input type="checkbox"/>	Amie Brendle	Partners	<input checked="" type="checkbox"/>
Bob Crayton	Vaya – In Person	<input checked="" type="checkbox"/>	Deborah Hendren	VAYA	<input checked="" type="checkbox"/>
April DeSelms	Eastpointe – in person	<input checked="" type="checkbox"/>	Erica Asbury	Alliance	<input checked="" type="checkbox"/>
Crystal Foster	Vaya –virtual	<input checked="" type="checkbox"/>	Janet Sowers	Vaya	<input checked="" type="checkbox"/>
Heather Johnson	Vaya – virtual	<input checked="" type="checkbox"/>	John Weeks	Partner	<input checked="" type="checkbox"/>
Ricky Johnson	Trillium – virtual	<input checked="" type="checkbox"/>	Kelsey Knowles		<input checked="" type="checkbox"/>
		<input type="checkbox"/>	Lateshia		<input checked="" type="checkbox"/>
Susan Monroe	Vaya – in person	<input checked="" type="checkbox"/>	Monae Davis	Vaya	<input checked="" type="checkbox"/>
Lori Richardson	Sandhills – No show	<input type="checkbox"/>	Pat McGinnis	VAYA	<input checked="" type="checkbox"/>
Patty Schaeffer	Partners – No show	<input type="checkbox"/>	Rose Casey	PHM CFAC	<input checked="" type="checkbox"/>
Johnnie Thomas	Alliance – in person	<input checked="" type="checkbox"/>	Wilhemina Baker		<input checked="" type="checkbox"/>
Brandon Wilson	Vaya – In person	<input checked="" type="checkbox"/>	Rebecca Askins		<input checked="" type="checkbox"/>
Dreama Wilson	Vaya – virtual	<input checked="" type="checkbox"/>	Emily Whitmire	Vaya	<input checked="" type="checkbox"/>
Lorine Washington	Eastpoint In-Person	<input checked="" type="checkbox"/>	Stacy Sorrells	Vaya	<input checked="" type="checkbox"/>
		<input type="checkbox"/>			<input type="checkbox"/>
		<input type="checkbox"/>			<input type="checkbox"/>
STAFF					<input type="checkbox"/>
NAME	AFFILIATION				<input type="checkbox"/>
Stacey Harward	DMHDDSAS				<input type="checkbox"/>
Badia Henderson	DMHDDSAS				<input type="checkbox"/>
Wes Rider	DMHDDSAS				<input type="checkbox"/>
Brandon Rollings	DMHDDSAS				<input type="checkbox"/>
Suzanne Thompson	DMHDDSAS				<input type="checkbox"/>
Deb Goda	DMHDDSAS				<input type="checkbox"/>
Deputy Sec Benton	DMHDDSAS				<input type="checkbox"/>
Glenda Stokes	DMH/DD/SAS				<input type="checkbox"/>
Lee Armistead	DMH/DD/SAS				<input type="checkbox"/>



1. Consent Agenda & Approval of MONTH Minutes

Discussion	Minutes and Agenda approved		
Conclusions			
Action Items	Person(s) Responsible	Deadline	
Finalize draft min and send to Badia	Stacey Harward		

2. Public Comment

Discussion	<p>Public Comment Link: https://forms.office.com/g/NLzm1gckte - Form for concerns to be addressed and individually submitted</p> <p>Discussion of a letter to address issues presented by Stacey Harward, DHHS Bullet points presented to address in the letter being discussed and recommended to address issues to public comment link too:</p> <ul style="list-style-type: none"> • The confusion and concerns over this enrollment issue have been at the grassroots level since Medicaid Transformation and Tailored Plans were first announced. One would think that level of concern would have prompted more attention at a much earlier date. • Concerns about provider availability and contact information on how to resolve. • Issues addressed with Spanish translation and machine not understanding issues with contact on how to resolve. • Issues involving providers' application and being accepted process for Tailored Plan to help resolve issues • Because the biggest issue is being heard from everyone is slim picking if any availability of providers. • Issues discussed with dual plan vs. tailor plan to address lack of education with inpatient and outpatient providers. • Issues with timeline and LME/MCO as evidenced by providers not being available for members to choose from for visuals to address this biggest concern. • Issues with confusion over the first letter and clarification of language for more specific member concerns addressed with solutions being highlighted in bullet points in simple reference. • Issues with the possible solution of extending the timeline while everything is being addressed and resolved. • Families and members would like for DHHS to extend the waiver to allow time for everything to be worked out without gaps in services, especially with the stress of the era we are coming through. • Issues are some providers are no longer accepting Medicaid because of the reduced rates in services and cannot afford to proceed forward with meeting guidelines to become value providers with cheaper rates with rising costs just like everyone else. This is a major issue with some providers not becoming enrolled in Medicaid again this year. • Issues with scheduling NEMT transportation if you don't know who your PCP is? • Are the plans being held to certain provider accessibility metrics? If so, what are they and by when must they meet them? To clarify, is there a requirement such as: A plan must have
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	<p>X number of PCPs within a certain mile radius? here are requirements such as x number of providers per region or 2 within 30 minutes/30 miles.</p> <ul style="list-style-type: none"> • Also is there going to be TBI-specific care management statewide? • In response to CFAC and other member feedback, Vaya has implemented an option for members to stay with their current PCP whether they are in the network now or not - while we work to contract with them. 		
Conclusions			
Action Items	Person(s) Responsible	Deadline	

3. Enrollment Broker

Wade Carter

Outreach & Education Manager, Maximus

Discussion	<p>The PowerPoint is on ncmedicaidplans.gov - right hand corner go to member resources and scroll down to community presentation in English and Spanish presented today.</p> <p>https://ncmedicaidplans.gov/</p> <p>https://ncmedicaidplans.gov/member-resources</p> <ul style="list-style-type: none"> • The Enrollment Broker can answer general questions as well as specific to the case member (the case member needs to call for that or be on the phone) • There is provider support through DHHS and a provider Ombudsman, but the EB can also help answer questions • NCEB - NC Medicaid Enrollment Broker - Phone: 1-833-870-5500 (TTY: 711 or RelayNC.com) • Per Renee Moore, “Our number is on the footer of every notice, but it does direct members and family members to call their TP.” <ul style="list-style-type: none"> ○ The Enrollment Broker also completes enrollments and changes health plans if they have that option. ○ Health Plans assign and change providers. and TCM. ○ They receive a notice of confirmation 		
Conclusions			
Action Items	Person(s) Responsible	Deadline	

4. Deb Goda

DHB & 1115 Waiver update

Discussion	<ul style="list-style-type: none"> • A full listing of providers that are currently contracted with the Tailored Plans can be found on ncmedicaidplans.gov. While there is not an option to specifically search for Tailored Case Management providers, providers that serve as Tailored Case managers will be identified with a blue icon. 		
Conclusions			



Action Items	Person(s) Responsible	Deadline

5. UPDATE on DMH
Deputy Secretary Mark Benton
DMH

Discussion	<ul style="list-style-type: none"> • Addressed new vaccine coming out and approved for Covid • Moving forwards with wanting an annual option of annual booster combination with flu shot as an option to make available • TBI information coming out in the next few days from the federal level 	
Conclusions		
Action Items	Person(s) Responsible	Deadline

6. El Futuro
Juan I. Prandoni, PHD, HSP
Training Director LaMesita Latino Mental Health Provider Network

Discussion	<ul style="list-style-type: none"> • Latinx comes from research from Ivory input and is irritating to community <ul style="list-style-type: none"> ○ Clinically is not used with members and is more of reference with research in origin only ○ Recommendation is asking member about how they want to be referred ○ Excellent presentation on how to listen, learn, and ask more questions then use communication workshop to address issues in respectful way 	
Conclusions		
Action Items	Person(s) Responsible	Deadline

7. Introduction to new Staff
Lee Armistad
Military and Veterans Coordinator

Discussion	<ul style="list-style-type: none"> - Experience shared and questions answered - There was barely any audio heard on this end but the experience with passion shared sounded great - Information on family and peer perspectives shared with some expectations requested for empathy coming into role for mutualism - Internet and ruralism communication discussed 	
Conclusions		



Action Items	Person(s) Responsible	Deadline

8. Recap of what needs to be completed prior to the next meeting

Stacey Harward

Discussion	<ul style="list-style-type: none"> • Discussion of peer and family involvement • Letter for simplifying Medicaid letter to members • State and local subcommittees call will not be tomorrow • Putting together a letter addressing concerns from members and families with CFAC with DHHS and waiver 1915i DHHS not prepared as evidenced by LME/MCOs and providers not able to meet deadlines to line up with being prepared to launch as well should be in place to resolve problems as a solution for everything to fall into place • Wanting involvement and timelines may help with getting responses back from submitted letters and materials for approval is a big holdup all the way around being voiced 	
Conclusions		
Action Items	Person(s) Responsible	Deadline
Meeting Adjourned: 2:45 pm	Next Meeting: 10-12-22	