

- 
- MENTAL HEALTH
 - DEVELOPMENTAL
DISABILITIES
 - SUBSTANCE ABUSE

NORTH CAROLINA
**COUNCIL OF
COMMUNITY
PROGRAMS**

INNOVATE

INTEGRATE

MOTIVATE

**Conference Registration Brochure
December 2 - 4, 2015**

Pre-Conference - December 1, 2015

Pinehurst Resort, Pinehurst, NC

Integrate, Innovate, Motivate

Program at A Glance

TUESDAY, DECEMBER 1

Pre-Conference Sessions

1:00 p.m. - 4:15 p.m.

- LME/MCO Board Forum: Creating a New Legacy
- Using Peer Support for Crisis & High Cost Care

WEDNESDAY, DECEMBER 2

6:30 a.m. - 9:30 a.m. Breakfast - Hotel Dining Room *Sponsored by Alexander Youth Network, Brynn Marr Hospital, Community Choices, Inc., Developmental Disabilities Resources, Inc. and Ingenuity Health*

7:30 a.m. Registration Opens

8:30 a.m. – 5:00 p.m. Exhibit Hall Opens

9:30 a.m. – 12:00 p.m. Opening Plenary Session

Brand Shift: The Future of Brands and Marketing in the New Health Age
Sponsored by Ingenuity Health, Thompson Child and Family Focus, ResCare and Vidant Health Behavioral Health

10:45 a.m. – 11:00 a.m. Session Break *Sponsored by Ingenuity Health, ICAN Solutions, Children's Hope Alliance, Citizens Insurance Agency, ResCare and Scioto Properties*

12:00 p.m. - 1:30 p.m. Lunch *Sponsored by AlphaCM, Inc., Thompson Child and Family Focus, Nazareth Children's Home, Perkins+Will and Southern Pharmacy Services*

1:30 a.m. - 4:45 p.m. Concurrent Sessions

- Whole Person Care: Raising the Bar on Inter-Disciplinary Collaboration
- Collective Impact: Solving Complex Social Problems
- Helping People with I-DD Live on Their Own Terms: A National Framework for Change
- Medicaid EPSDT: Why is it important to Me?
- Clinical Update: Focusing on the Needs of Providers and Consumers

2:30 p.m. – 3:30 p.m. Rotating Session Breaks *Sponsored Ingenuity Health, ICAN Solutions, Children's Hope Alliance, Citizens Insurance Agency, ResCare and Scioto Properties*

5:00 – 5:45 p.m. The Melt Method Class

6:00 p.m. – 7:00 p.m. CFAC Caucus

8:30 – midnight Dance Party *Sponsored by Thompson Child and Family Focus and Vidant Health Behavioral Health*

PLANTINUM SPONSORS



Register online at www.nc-council.org

GOLD SPONSORS



THURSDAY, DECEMBER 3

6:30 a.m. - 9:30 a.m. Breakfast - Hotel Dining Room *Sponsored by Frye Regional Medical Center, Monarch, Holly Hill Hospital, ResCare and LIFESPAN*

7:30 a.m. Registration Opens

9:00 a.m. – 5:00 p.m. Exhibits Open

Repeat Sessions: 9:00 a.m. – 12:15 p.m. & 1:30 – 4:45 p.m.

- Behavioral Health Business Survival Skills for the Modern Market
- Population Health Management: Moving Payer and Providers to Value-Based Service Delivery & Payment
- Cutting Edge Business Practices – Centralizing Internal Audits
- New State and Federal Medicaid Regulations – What Will NC Look Like?
- Fundamentals of North Carolina's I-DD System Transformation

10:30 a.m. – 11:30 a.m. Rotating Session Breaks *Sponsored by Ingenuity Health, ICAN Solutions, Children's Hope Alliance, Citizens Insurance Agency, ResCare and Scioto Properties*

12:15 p.m. – 1:30 p.m. Lunch *Sponsored by Therap Services, LLC, Universal Mental Health Services, GHA Autism Supports and HomeCare Management Corporation*

2:30 p.m. – 3:30 p.m. Rotating Session Breaks *Sponsored by Ingenuity Health, ICAN Solutions, Children's Hope Alliance, Citizens Insurance Agency, ResCare and Scioto Properties*

5:30 p.m. – 6:45 p.m. Programs of Excellence Awards Reception
Sponsored by: Alexander Youth Network, AlphaCM, Inc., Brynn Marr Hospital, Community Choices, Inc., DDR, Inc., The Echo Group, Frye Regional Medical Center, GHA Autism Supports, Holly Hill Hospital, HomeCare Management Corporation, Ingenuity Health, LIFESPAN, Monarch, Nazareth Children's Home, Netsmart, Old Vineyard Behavioral Services, Perkins+Will, ResCare, Southern Pharmacy Services, Therap Services, LLC and Universal Mental Health Services

FRIDAY, DECEMBER 4

6:30 a.m. - 9:30 a.m. Breakfast - Hotel Dining Room *Sponsored by Netsmart, Old Vineyard Behavioral Services, The Echo Group, and Vidant Health Behavioral Health*

9:30 a.m. - 11:30 a.m. Closing Plenary Session
Medicaid Transformation and Reform: Where Are We Now? What's Next?

11:30 a.m. Door Prize Drawing

12:00 p.m. Adjourn

SILVER SPONSORS



INTEGRATE, INNOVATE, MOTIVATE

NC Council Conference & Exhibition - December 2 - 4, 2015

Pre-Conference Sessions – December 1, 2015

Why You Should Attend!

North Carolina's publically managed MH/I-DD/SA care system continues to improve: LME/MCOs and Providers are now working together more closely, consumers and advocates have a seat at the table, community stakeholders are involved, and the DHHS is working to refine service definitions. At the same time, high level disruptive change is likely to come from state Medicaid Reform and new federal Medicaid regulations. We need to stick together to **Integrate**, **Innovate**, and to **Motivate** one another to keep the momentum going. Our annual Pinehurst conference is recognized as one of the rare opportunities to come together to listen, learn and network with stakeholders from around the state. Don't miss it!

Who Should Attend?

Anyone involved in improving the behavioral healthcare & I-DD service delivery in NC's public system.

This includes: LME/MCO CEOs, directors, management staff, board members, Provider CEOs, managers, medical directors, clinical directors, quality management staff, service coordinators, medical professionals, qualified professionals, state agency leaders, psychologists, psychiatrists, counselors, licensed clinicians, social workers, advocates, CFACs members, consumers, family members, peer support staff, county commissioners, state and private hospital leaders, members of the General Assembly, and others interested in our system.



Download the Conference APP

The ConfPlus APP gives attendees easy, portable access to session handouts, evaluations, agendas, information on speakers and more. An email will go out to all attendees with instructions on download when the APP is ready.



Continuing Education

This Conference is being Co-Sponsored by the Southern Regional AHEC



Earn up to 13 Hours of Continuing Education Credits

Substance Abuse - 13.0 hours of NAADAC Credit will be awarded to participants who attend 100% of the program. Southern Regional AHEC adheres to NAADAC Education Provider Guidelines Provider #843

Social Workers and others – 13.0 contact hours. 13.0 Contact hours for social workers are included in this program.

This program does not provide specific NBCC Credits. However, per LPC licensure guidelines, you may submit up to 15 contact hours of continuing education by attending programs by affiliates of the National Area Health Education Center Education (NAO). SR-AHEC is a member of the NAO.

Register online at www.nc-council.org

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PRE-CONFERENCE SESSIONS

Tuesday, December 1, 2015 1:00 p.m. – 4:15 p.m.

LME/MCO Board Forum: Creating a New Legacy

This two-part session will inform board members about recent legislative changes that may impact LME/MCO boards and teach board members strategies and structures that can improve board functioning in the rapidly changing healthcare environment.

Part one is an interactive content/discussion session facilitated by Mark Botts, JD on the interpretation and implications of new Medicaid legislation for board members. Implications of other recent changes in legislation and policy will also be covered.

Part two is a facilitated discussion by David Swann on "Creating a New Legacy: Characteristics of LME/MCO Boards Moving Forward." The session will guide board members and county commissioners to think about and discuss the changing skills, roles, responsibilities, liabilities, etc. of boards in the changing behavioral health environment. Board members will discuss alternative decision-making structures that expedite their work in an increasingly fast-paced environment.

Objectives:

- Discuss and interpret recent Medicaid legislation and other policy changes that may impact LME/MCO boards
- Identify the characteristics of LME/MCO boards that are essential in the changing healthcare environment
- Describe two alternative decision-making structures that LME/MCO boards can adopt to expedite decision making

Speakers:

Mark Botts, JD, Associate Professor, UNC School of Government

David Swann, MA, LCAS, CCS, LPC, CNN, Senior Healthcare Integration Consultant, MTM Services, The National Council for Behavioral Healthcare

*LME/MCO Board Member

*Invited

Using Peer Support for Crisis and High-Cost Care

In North Carolina, peer-to-peer support from a Peer Support Specialist is a successful means for assisting and empowering current consumers to achieve measurable goals and outcomes in his or her quality of life. The success of Peer Support extends beyond this State and is nationally recognized. Participants will have an opportunity to learn about a national model that has shown success in using Peer Support Specialists in Crisis Respite and Crisis Navigation. Participants will also learn about a North Carolina model that is using Peer Support Specialists to assist consumers in an effective transition from inpatient services to community-based services. To highlight the needs in crisis services, the Governor has created the Crisis Initiative to address the gaps in community-based crisis services. All of this tells us that the use of Peer Support Specialists is becoming a key way to address a gap in the crisis service system as well as assisting high-cost consumers—many of whom enter the system through emergency departments.

Objectives:

- Discuss the purpose and goal of the Governor's Crisis Initiative and how Peer Support fits into this Initiative
- Discuss the changes to the Peer Support Certification training that include a Crisis Specialty focus
- Review how to incorporate the components of a national model on Peer-Operated Crisis Respite and Navigation in the local service delivery system
- Recognize the partnerships and processes that will use Peer Support Specialists to assist consumers in transitioning from inpatient services to community-based services

Speakers:

***Steve Miccio**, Executive Director, PEOPLE, Inc., Poughkeepsie, New York
Victor Armstrong, MSW, Vice President, Behavioral Health with Carolinas HealthCare System and Facility Executive of Behavioral Health- Charlotte (BHC).

Crystal Farrow, Crisis Solutions Initiative Project Manager, N.C. Department of Health and Human Services

Jeff Wisdom, CPSS, Carolinas HealthCare System

Cardinal Innovations Rep (TBD)

Provider Representative (TBD)

*Invited

Pre-Conference Sessions

Earn up to 3 Hours of Continuing Education Credits

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Social Workers and others – 3.0 contact hours. **3.0 Contact hours for social workers are included in this program.** This program does not provide specific NBCC Credits. However, per LPC licensure guidelines, you may submit up to 15 contact hours of continuing education by attending programs by affiliates of the National Area Health Education Center Education (NAO). SR-AHEC is a member of the NAO.

OPENING PLenary SESSION

WEDNESDAY,

DECEMBER 2, 2015

9:30 A.M. - 12:00 P.M.

Brand Shift: The Future of Brands and Marketing in the New Health Age

David Houle is an international speaker and writer, who is globally recognized as a leading futurist in both Healthcare and Brand Marketing. His newest book ***Brand Shift: The Future of Brands and Marketing***, was recently named one of the **top 5 marketing books published in the world in 2014*** and provides a powerful and persuasive look at how cultural change, accelerating technological advancement, Big Data and the Internet of Things will affect brands and marketing in the years ahead. At this year's Opening Plenary session, Houle will combine information from the his book on the New Health Age with Brand Shift to give us insight into how to prepare for coming changes.

At a time when healthcare, public health and behavioral health are all undergoing rapid transformation it is vital that all involved take a fresh look at their brands and how they market. This high level speech will offer many new trends, ideas and dynamics that will change the way you think – need to think - to insure success and growth from 2015 - 2025.

Objectives:

- Identify disruptive changes that are occurring and their impact on the healthcare and behavioral healthcare industry
- Discuss the technological and cultural transformations that effect how you brand and market your services today and in the future
- Discuss emerging trends, ideas and dynamics that will change the way you think about your brand



David Houle

David Houle has delivered 500+ keynotes and presentations on six continents and twelve countries and is called "the CEOs' Futurist" having advised 3,500+ CEOs and business owners over the past seven years.

*M&SB's (Marketing & Sales Books) annual Marketing Book of the Year contest is one of the most prestigious awards in business publishing.

Opening Plenary is sponsored by Ingenuity Health, ResCare, Vidant Health Behavioral Health and Thompson Child and Family Focus

Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending. AAFP Prescribed credit is accepted by the American Medical Association as equivalent to AMA PRA Category 1 Credit™ toward the AMA Physician's Recognition Award. When applying for the AMA PRA, Prescribed credit earned must be reported as Prescribed credit, not as Category 1.

Register online at www.nc-council.org

CONCURRENT SESSIONS

WEDNESDAY, DECEMBER 2, 2015 1:30 P.M. - 4:45 P.M.

Whole Person Care: Raising the Bar on Inter-Disciplinary Collaboration

Together, managed care organizations and providers face a changing landscape in behavioral health care and within intellectual/developmental disabilities – one that will no longer tolerate silos of care; pay will be for performance, budgets must be predictable and care will be provided at-risk. National perspectives are informing new, innovative journeys with managed care organizations and its network providers to evolve to meet the demands of the future of healthcare. Drawing upon components of multiple national models and the expertise of Donna Izor who has successfully implemented a statewide integration program in Vermont, this session will give an overview of the considerations and steps taken to design and implement the first phases of this initiative to bring a Whole-Person Care approach to publicly managed MH/I-DD/SA service provision in Western NC at Smoky Mountain LME/MCO.

Objectives:

- Discuss the structure of innovative Integrated Care Initiatives
- Explain the reasons for a whole-person care approach to publicly managed MH/I-DD/SA services in NC
- Identify Key Terminology used in the area of Integrated or Whole-Person Care
- Discuss the unique considerations for the I-DD population in considering a whole-person care approach
- Describe the ways the Integrated Learning Community is being developed in Western NC in partnerships between LME/MCOs and other organizations within the system of resources and providers

Speakers:

Donna Izor, MS, FACMPE, Integration Consultant, **West Pinnacle Consulting, LLC**; **Karen Luken**, Disability and Health Consultant; **Christina Carter**, Chief Operating Officer, Smoky Mountain LME/MCO; **Dr. Craig Martin**, Chief Medical Officer, Smoky Mountain LME/MCO; **Peter Rives**, Director of Integrated Care, Smoky Mountain LME/MCO; **Rhonda Cox**, Sr. Director Care Coordination, Smoky Mountain LME/MCO; **Elizabeth Flemming**, Continuing Education Planner, Mountain AHEC



Donna Izor

Collective Impact: Solving Complex Social Problems

Co-Sponsored by the Jordan Institute for Families UNC School of Social Work

Collective Impact is a way to organize communities to solve complex social problems. It is an approach that is being rapidly adopted in communities across the United States and the world. Several Collective Impact initiatives that focus on behavioral health are underway in North Carolina right now. In this session Erin White, Associate Director of FSG and thought leader in Collective Impact, will explain how and why Collective Impact initiatives are achieving remarkable results in shifting healthcare trends and achieving positive outcomes. She will describe the essential role that public entities, such as MCOs, can play in supporting this approach. She will also lead a discussion with a panel of people involved in Collective Impact initiatives in North Carolina. The panelists will provide guidance on how to start a Collective Impact approach and how to build a structure to sustain your momentum.

Objectives:

- Discuss the definition and conditions for Collective Impact Review
- Identify examples of Collect Impact initiatives that have achieved substantial outcomes
- Examine the role of public entities and LME/MCOs in supporting Collective Impact
- Discuss a Collective Impact readiness inventory for your community
- Discuss current early-state Collective Impact initiatives in North Carolina and the goals they are working toward

Speaker:



Erin White

Erin White, MSc, Associate Director of FSG. Erin is currently leading a collective impact project across 7 counties around Houston, Texas, to improve early learning outcomes.

Panelists: **Angie Welsh**, Senior Vice President for Community Impact, United Way of the Greater Triangle; **Ann Oshel**, Director of Community Relations for Alliance Behavioral Healthcare; and ***Suzanne Merrill**, Director of the Division of Aging and Adult Services

**Invited*

CONCURRENT SESSIONS

WEDNESDAY, DECEMBER 2, 2015 1:30 P.M. - 4:45 P.M.

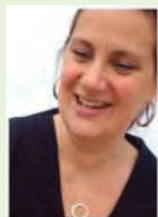
Helping People with I-DD Live on Their Own Terms: A National Framework for Change

Many national changes are underway that clarify the characteristics of home and community-based settings. An underlying goal is to provide individuals with intellectual and developmental disabilities opportunities to take more control of the decision-making in their plan for services and have more options to conduct their lives in the community, thereby increasing the quality of their lives and the outcomes of services. The federal regulation allows States a transition timeline up to 2019 to implement the new requirements. The new regulations focus more on outcomes-based settings rather than the geographical or physical aspects of the settings. The new regulations also redefine the person-centered planning process to address health and long-term services and support needs in a manner that reflects individual preferences and goals. The changes are already being addressed in North Carolina and it is important to understand the national framework in which the State changes originate.

Objectives:

- Discuss the Centers for Medicaid and Medicare published rules changes as they apply to the North Carolina 1915 (c) CAP/DA and Innovations Medicaid waivers
- Identify the purpose of the shift in national requirements for Home and Community-Based characteristics
- Discuss the major changes that are included in the new CMS rules
- Identify the principles and benefits behind Self-Advocacy

Speakers:



Gail Godwin

Gail Godwin, Executive Director, Shared Support Maryland, Inc. For over 20 years she has been an advocate in collaboration with people with disabilities. She has worked in

service provision organizations as direct support staff, middle management, and administrator as well as in training and development.

Self Advocate to be identified.

Register online at www.nc-council.org

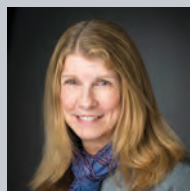
Medicaid EPSDT: Why is it Important to Me?

This session presents information on why and how providers across the country are accessing funding to support Early and Periodic Screening, Diagnosis, and Treatment (EPSDT). Participants in this session will learn how to use this service as part of a whole person approach for children and adolescents. The session will cover practical considerations for using EPSDT within an integrated healthcare environment. An experienced provider of EPSDT will serve as a resource person to discuss considerations related to billing and documentation.

Objectives:

- Discuss the definition and criteria for EPSDT
- Identify how and why providers across the country are using this service and successfully billing
- Discuss the use of this service as part of a whole person approach to healthcare
- Describe the upside and downside of documentation and billing requirements for EPSDT

Speakers:



Jane Perkins

Jane Perkins, JD, is Legal Director for the National Health Law Program (NHLP). She has written manuals on EPSDT and provided training at the national and state levels. She has also litigated a number of EPSDT cases and leads NHLP's efforts to ensure that health care protections are implemented nationally and at the state level.

Iris Peoples Green, JD, is Senior Attorney for Disability Rights NC.

Cindy Ehlers, VP of Clinical Operations, Trillium Health Resources
*Provider to be named

Clinical Update: Focusing on the Needs of Providers and Consumers

Sponsored by the LME-MCO Medical Directors Forum

On a daily basis, medical professionals on the ground are faced with finding new and better ways to ensure excellence in patient care, while simultaneously managing information and technological change. All clinicians want to have as many tools as possible, especially when faced with complex treatment needs. For some patients, this means having access to costly medications that may create unreasonable financial drain for consumers. For all patients, it means ensuring that diagnosis is correct, specific, and in accordance with clinical definitions. This session will offer participants valuable information from subject matter experts on 2 topics: ICD-10 and medication assistance. Medical professionals, service organization leaders, and LME-MCO representatives will come together to share experiences and tips on resources that improve medication access in behavioral healthcare, including a Pharmacist Assisted Discharge pilot at Central Regional Hospital and NC FAST Interface with hospitals. Additional discussion will address ICD-10 implementation to answer a number of commonly raised questions.

Objectives:

- Identify medication assistance available in NC to special patient populations
- Discuss the operationalization of ICD-10 and the clinical impact on services
- Offer operational assistance on ICD-10 implementation based on initial implementation experiences

Speakers:

Ureh Nnenna Lekwauwa, MD DFAPA, Medical Director/Chief of Clinical Policy, Division of MH/DD/SAS; **Venkata Jonnalagadda, MD, FAPA,** Medical Director, Eastpointe; **Dr. Angela Smith, PharmD,** Director of Pharmacy at DSOHF; **Ginny Klarman,** NC Office of Rural Health and Community Programs; **Dr. Chad Stephens,** Medical Director, CenterPoint Human Services; **Dr. Craig Martin,** NC Department of Health and Human Services; **Dr. Khalil Tanas,** Medical Director, Alliance Behavioral Healthcare; and **Ben Millsap,** Senior Clinical Director, Monarch; **Billy West,** CEO of Daymark Recovery Services; **Carolyn Craddock, MSW, RHA,** **Qionna Tinney Railey,** Family Psychiatric Solutions; and **Erica Arrington,** University of NC.

Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending. AAFP Prescribed credit is accepted by the American Medical Association as equivalent to AMA PRA Category 1 Credit™ toward the AMA Physician's Recognition Award. When applying for the AMA PRA, Prescribed credit earned must be reported as Prescribed credit, not as Category 1.

REPEAT SESSIONS

THURSDAY, DECEMBER 3, 2015 9:00 A.M. - 12:15 P.M. AND 1:30 P.M. - 4:45 P.M.

Behavioral Health Business Survival Skills for the Modern Market

This session will offer practical business skills and approaches for behavioral health providers. Becky Vaughn, VP of Addiction Services for the National Council for Behavioral Health, a leader in BHbusiness, an advanced online training program sponsored by the National Council will teach “highlights” from the BHbusiness program that Providers can immediately apply. She will demonstrate how to access tools and information on strategic decision-making and strategic planning. She will present an overview of approaches that are encouraged by SAMHSA for costing out your services and negotiating third party contracts. She will facilitate a discussion of North Carolina providers who have participated in the BHbusiness online program.

The session will also feature Jennifer Ternay, MBA, CPA who has extensive experience in optimizing healthcare performance with a blend of strategic, operational and financial expertise focusing on patient-centered care. She will present information and advice for behavioral healthcare providers specific to the changes within North Carolina Medicaid and how to tap into new markets and sources of revenue beyond Medicaid.

Objectives:

- Identify new business skills that are necessary for success in emerging healthcare environments
- Identify key elements for making sound strategic business decisions
- Identify no-cost resources to strengthen the “business side” of Provider operations
- Describe the dynamics affecting MCO provider reimbursement and how to approach rate negotiations
- Discuss methods for identifying and penetrating new insurance markets

Speakers:

Becky Vaughn, MEd, VP of Addiction Services, National Council for Behavioral Health, a senior expert in public policy and association management with more than 25 years of experience on the Federal, state, and community levels. She is a leader in the design of the BHbusiness online learning network. She has experience in developing and strengthening state organizations including service providers with training and technical assistance.



Jennifer Ternay

Jennifer Ternay, MBA, CPA, PCMH CCE, President of JLS Advisory Group, LLC, offers strategic consulting to help healthcare organizations reduce healthcare costs, obtain healthier patient outcomes and improve patient experience. With over 20 years of healthcare experience, Jennifer blends financial and operational knowledge

with a data-driven orientation and continuous quality improvement focus. Experienced with NC’s MH/I-DD/SA system, she has over two decades of healthcare experience.

Population Health Management: Moving Payer and Providers to Value-Based Service Delivery and Payment

As we move to integrated care and other practice-based population health delivery systems, the shift in payment from volume to value is already underway. The challenge for provider organizations is to improve outcomes and reduce costs, shifting the business model away from productivity to results. To do so, executive teams (both payers and providers) must assure that clinical and managerial professionals have the “how to” tools needed to shift to a value based paradigm. Payer questions include – how do we move from the traditional models of care plan authorizations, to empowering clinical provider professionals with the information and incentives needed to make clinical care decisions on their own? How do we evaluate the payer risk relative to the providers’ readiness to take on this decision making? And how do providers demonstrate their value through data-based outcomes and care improvements at a population level, attending to the care needs of the entire community of potential consumers, not just those who seek care? In this session, we will discuss the importance of data and analytics to population health management and how shifting decision support from the payer to the provider-level shifts business models, payment models, collaboration and risk taking between payer and provider.

Objectives:

- Discuss shifting health care environment from pay for volume to pay for value paradigms and what this shift means for Provider and MCOs’ business models
- Discuss the differences between similar but distinct terms: integration, health home, ACO, medical home, care coordination, managed care, and the various types of risk contracting and pros/cons of each
- Describe the difference between patient care and population health care and the different tools needed for each
- Identify an assessment framework for Providers to assess their own readiness with traditional patient care versus population health care continuum
- Discuss Provider and MCO assessment of their own place on the population health readiness continuum along dimensions of data integration and analytic sophistication
- Identify a 3-step provider action plan for strategic business positioning to handle the transition to Value-Based Purchasing

Speakers:

George Braunstein, Senior Associate, OPEN MINDS brings more than 35 years of experience in leading both private and public sector health and human services organizations.

Christopher Reist, MD, Psychiatrist, Clinical Consultant, Care Management Technologies

Michael Croghan, Senior Vice President, Chief Product Strategist and Technology Officer, Care Management Technologies



George Braunstein
OPEN MINDS

REPEAT SESSIONS

THURSDAY, DECEMBER 3, 2015

9:00 A.M. - 12:15 P.M. AND 1:30 P.M. - 4:45 P.M.

Cutting Edge Business Practices: Centralizing Internal Audits

The centralized audit department is a new best practice for LME/MCOs and Providers alike. LME/MCOs took a hard look at the number of internal departments tasked with multiple medical record review functions – UM, Finance and Program Integrity. What was found were duplicate reviews of providers, contradictory feedback, isolation of critical findings, and increased risk for senior management. Adding to the risk – great variation in audit expertise within departments. The costs, hard to justify. The solution: a more centralized medical record review/audit function.

This session will walk participants through a national model that includes the planning process, implementation, results, feedback loops to senior management, and positive risk-reducing impact of having audit information available immediately to all departments. National consultants Mary Thornton and Lesa Yawn will explain these details using the experience of Partners Behavioral Health Management over the last year and a half to develop a specialized Medical Record Review/Audit Department.

Objectives

- Discuss how to reduce the silo'ing of critical program/provider risk areas
- Explain how the internal audit function can help to initiate concurrent critical multi-departmental change in response to findings
- Identify how to more effectively use documentation as an additional proxy for evaluating quality of care

Speakers:

Mary Thornton, BSRN, MBA, CHC has over twenty years of national experience working with behavioral health MCOs and Providers on the reimbursement, documentation, and audit of behavioral health services. Mary has also developed internal competencies needed to develop audit risk profiles and to reduce claims risk.

Lesa Yawn, Ph.D., J.D. has over thirty years of clinical, administrative, operations, and consulting experience focused on system transformation issues. As Executive VP of one of the largest managed care companies, Lesa oversaw multiple Medicaid managed care implementations and has taken that knowledge to emerging public sector.

J. Octavio Salazar, MD, MBA, DLFAPA, Chief Medical Officer of Partners Behavioral Health Management

Kathleen Meriac, Ph.D., Supervisor of the Specialty Review Unit at Partners Behavioral Health Management

Michael Forrester, Ph.D., Clinical Director of Partners Behavioral Health Management.

Register online at www.nc-council.org

New State and Federal Medicaid Regulations – What Will NC Look Like?

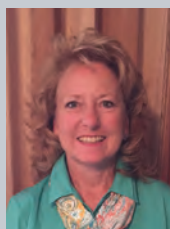
The Medicaid environment continues to change as CMS issues proposed managed care regulations and the General Assembly makes significant statements about Medicaid in NC. As a result, both LME/MCOs and Providers will be going through transformation...again! This session will provide an overview of the regulations and the Reform efforts in NC. It is reasonable to expect that the on-going reviews of the Medicaid Waiver by contractors such as Mercer and the EQRO will change to comply with the CMS regulations. The session will outline anticipated changes as a result of the new regulations, Medicaid Reform goals and the trends identified across existing monitoring and reporting initiatives.

With change comes the need for stakeholder input. Guidance on how to submit input on rule development and implementation processing for the state and federal changes will be offered.

Objectives:

- Identify the CMS managed care regulations and the impact on clinical and administrative operations for LME/MCOs and Providers
- Discuss and correlate the NC Medicaid Reform initiatives with federal managed care requirements, identifying the possible actions that will be taken by NC for implementation and compliance
- Describe clinical and administrative operations that agencies will need to have in place for successful operations
- Identify the national trends across managed care in behavioral health and outline the clinical and business practices that should be in place
- Review how rules and/or policies are written in NC for Medicaid and how to become active participants in the process

Speakers:



Tara Larson

Tara Larson, Senior Healthcare Policy Specialist, Cansler Collaborative Resources, Inc.

Melanie Bush, Health and Human Services Program Specialist, Cansler Collaborative Resources, Inc.

Fundamentals of North Carolina's I-DD System Transformation

The national changes to clarify the characteristics of home and community-based settings (HCBS) is already having a tremendous impact. North Carolina must submit a State Transition Plan to the Center for Medicare and Medicaid Services (CMS) in order to keep the 1915(c) and Innovations Waivers in compliance. The State Transition Plan must include the process by which NC is going to meet the new requirements for HCBS such as changes to service definitions and changes to person-centered planning/thinking. Providers have already been involved in a Self-Assessment process to prepare for this transition.

The State is also submitting an amendment to the Innovations Waiver to add improved flexibility and to implement the use of Individualized Budgeting. Stakeholder committees have developed new service definitions for critical services such as Community Living and Supports and Supported Living as well as updating current definitions. This session will assist consumers and organizations be proactive in these changes and increase I-DD consumers authority and knowledge in their service planning

Objectives:

- Discuss the changes that are underway and planned for the North Carolina Innovations Waivers
- Identify the reasons for the culture shift and resulting changes to the 1915(c) waivers
- Explain the HCBS final rule which affects (c) waiver and (b) (3) services

Speakers:

Andrea J. Misenheimer, Director of Regulatory Affairs, Cardinal Innovations Healthcare Solutions

Deb Goda, I-DD Clinical Policy Manager, NC Division of Medical Assistance

CLOSING PLENARY

FRIDAY, DECEMBER 4, 2015 9:30 A.M. - 11:30 A.M.

Medicaid Transformation and Reform: Where Are We Now? What's Next?

Following one of the longest and most contentious legislative sessions in memory, we now understand that the intent is for North Carolina to cultivate an integrated behavioral and primary healthcare system for Medicaid recipients thru a limited number of competitive contracts with commercial companies and provider-led organizations. LME-MCOs will continue to manage the behavioral health side while the infrastructure for commercial managed care and provider led entities is evolved. But what does all of this really mean? What do state leaders expect will be the CMS hurdles? Who are the key players among the commercial and provider-led groups? What about the hospitals?

These questions and many more need attention in the months leading up to the next legislative session. Join a host of experts as they offer their perspectives and attempt to provide a preview of coming attractions.

Speaker:

Rick Brajer, Secretary, NC Department of Health and Human Services

Panel Moderator

Lanier Cansler, President, Cansler Collaborative Resources, Inc.

Response Panel:

Dave Richard, Deputy Secretary for the Division of Medical Assistance

***Patricia Porter**, Ph.D., Legislative Consultant, General Assembly

Vicki Smith, Executive Director, Disability Rights North Carolina

Karen McLeod, Executive Director for Benchmarks and Chair, Provider and LME/MCO Steering Committee

Bill Sanford, Alliance Behavioral Health Board Member

Private MCO Representative to be named

Hospital Representative to be named

LME/MCO CEO

*Invited



DHHS Secretary
Rick Brajer



Dave Richard



Lanier Cansler

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Please note, space in the main Carolina Hotel may be less available this year than in the past, so you may be accommodated at the Holly Inn, the Manor or other Pinehurst resort locations.

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Melt Method Session – 5:00 – 5:45 p.m.

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New Night....Dance Party & Prize Contest 8:30 – Midnight

We have invited back John from Friendly Neighborhood DJ to host our dance and give everyone a chance to forget about work and have some fun for a while! NEW – dance contests & prizes this year! Make the party that much better, give John your song requests now!

Dance Sponsored by Thompson Child and Family Focus and Vidant Health Behavioral Health

THURSDAY, DECEMBER 3, 2015 5:30 - 6:45 P.M.

Excellence Awards Reception

Join us to celebrate and recognize the 2015 Programs of Excellence award winners. All attendees are invited to learn about the innovations going in our system, enjoy some networking time and an array of light hors d'oeuvres and desserts.

Sponsored by: Alexander Youth Network, AlphaCM, Inc., Brynn Marr Hospital, Community Choices, Inc., DDR, Inc., The Echo Group, Frye Regional Medical Center, GHA Autism Supports, Holly Hill Hospital, HomeCare Management Corporation, Ingenuity Health, LIFESPAN, Monarch, Nazareth Children's Home, Netsmart, Old Vineyard Behavioral Services, Perkins+Will, ResCare, Southern Pharmacy Services, Therap Services, LLC and Universal Mental Health Services



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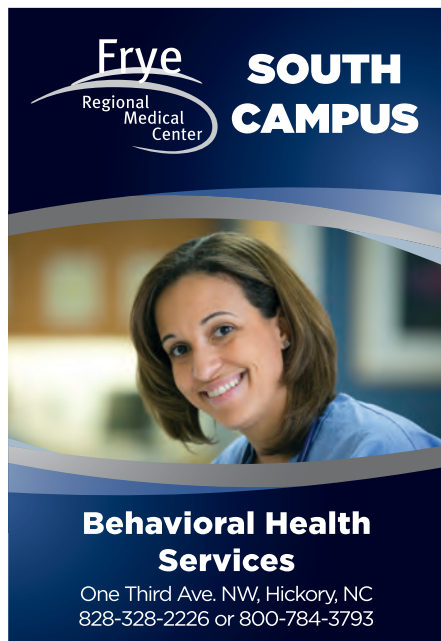
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Prize Drawing will be Friday, December 4 at 11:45 a.m.

List of Prizes to Date...

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1. Register on line at www.nc-council.org/conferences and pay by credit card (Visa/MC only).
2. Mail in registration form with check made payable to "NC Council of Community Programs."

Payment must be received at the Council office no later than **Nov. 17, 2015.**

BOTH SIDES OF THE REGISTRATION FORM MUST BE COMPLETED.

REGISTRATIONS RECEIVED WITHOUT CHECK OR PURCHASE ORDER WILL NOT BE PROCESSED UNTIL CHECK IS RECEIVED.

Mailing address: NC Council of Community Programs, 505 Oberlin Road, suite 100, Raleigh, NC 27605.

Questions – contact Karen Payne at karen@nc-council.org.

REGISTRATION CUT OFF DATE IS NOVEMBER 17, 2015.

You may **REGISTER ON SITE** if space allows, email to confirm space availability at jean@nc-council.org.

Please complete both front and back of this form.

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- ☐ Wednesday ☐ Thursday ☐ Friday

(Two- Day includes trainings, conference meals & special events on the chosen days)

☐ **One Day Conf. Registration****\$170****\$195**

(Please select 1 day)

- ☐ Wednesday ☐ Thursday

(One day includes training, lunch, exhibits for that day)

☐ **Closing Plenary ONLY****\$50****\$50**(Does **NOT** include meals, other trainings, special events)**TOTAL AMOUNT ENCLOSED** \$_____ Make check payable to: "NC Council of Community Programs."**CHOOSE SESSIONS****WEDNESDAY** – Concurrent Sessions, please choose **ONE** session (X):

- ☐ Whole Person Care: Raising the Bar on Inter-Disciplinary Collaboration
- ☐ Collective Impact: Solving Complex Social Problems
- ☐ Helping People with I-DD Live on Their Own Terms: A National Framework for Change
- ☐ Medicaid EPSDT: Why is it Important to Me?
- ☐ Clinical Update: Focusing on the Needs of Providers & Consumers

THURSDAY – Repeat Sessions, please choose an A.M. & P.M. session:**A.M. Session** - Please (X) if you will attend:

- ☐ Behavioral Health Business Survival Skills for the Modern Market
- ☐ Population Health Management: Moving Payer & Providers to Value-Based Service Delivery & Payment
- ☐ Cutting Edge Business Practices - Centralizing Internal Audits
- ☐ New State & Federal Medicaid Regulations - What Will NC Look Like?
- ☐ Fundamentals of North Carolina's I-DD System Transformation

P.M. Session - Please (X) if you will attend:

- ☐ Behavioral Health Business Survival Skills for the Modern Market
- ☐ Population Health Management: Moving Payer & Providers to Value-Based Service Delivery & Payment
- ☐ Cutting Edge Business Practices - Centralizing Internal Audits
- ☐ New State & Federal Medicaid Regulations - What Will NC Look Like?
- ☐ Fundamentals of North Carolina's I-DD System Transformation

☐ I will attend the Melt Method Session on Wednesday, December 2 at 5:00 p.m. (**Space limit of 40 people**)☐ I plan to attend the Awards Reception on Thursday, December 3 at 5:30 p.m.



North Carolina Council of Community Programs
2015 Annual Conference & Exposition
Booking ID # 45709 Tuesday, December 1-Friday, December 4, 2015

We look forward to welcoming you to Pinehurst! Please take a moment to fill out this reservation form to ensure your accommodations for your upcoming visit. Pinehurst requires that your reservation request form be completed and returned on or before **5:00pm EST Monday, November 2, 2015**. Reservation forms received after this date will be processed on a "space-available basis". Pinehurst consists of a variety of accommodations including the Carolina, Villas (which are part of the Carolina, Holly Inn, The Manor Inn and Condominiums). THE RESORT WILL MAKE EVERY EFFORT TO HONOR SPECIFIC ROOM REQUESTS. If your request is not available, the best substitution will be made.

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DEPOSIT AND CANCELLATION POLICY: A deposit representing one night's rate per guest is charged at the time the reservation is made. Pinehurst must receive notice of any cancellation at least 30 days prior to your date of arrival in order to refund a deposit.

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