



Trillium Community Health Plan North Board of Directors Meeting Minutes

Thursday, April 18, 2024

9am - 11am PT

Attendance

Present: Dr. Manu Chaudhry, Mary Rumbaugh, Nicholas Ocon, Sarah Brewer, Sharif Maddox
TCHP Staff: Becca Powell, Cindy Keen, Courtney Johnston, Dominique Lopez-Stickney, Dr. Jeanne Savage, John Austin, Justin Lyman, Kendra Pennington, Kristine Jones, Melanie Westrick, Michelle Martinez, Traci Kramer, Virginia Shea

Guests:

Call to Order & Opening Remarks

Mary Rumbaugh, called the meeting to order at 9:08am. Welcome to a beautiful, bit chilly, but sunny day.

Sarah Brewer introduced Cindy Keen, new Sr Dir, Operational Strategy & Excellence.

Attendee introductions commenced.

Board

Dominique Lopez-Stickney provided an update on the Board nominating committee.

- Identifying current gaps.
- Created a list of potential organizations to fill gaps, priority areas.
 - o List reviewed/discussed.
- Recommendation:
 - o Trillium staff & board member to meet with three organizations.
 - o Inform on board involvement, application process.

QIC Trilogy Documents

Virginia Shea provided an overview of the QIC Trilogy documents for approval.

- **Motion:** to approve QIC Trilogy documents as presented.
 - o **Action:** QIC Trilogy documents unanimously approved.

Review and Approvals

Mary Rumbaugh presented the following material for approval:

- **Motion:** to approve March Board minutes as submitted.
 - o **Action:** March Board minutes unanimously approved.

Quality Metrics Update

Becca Powell provided the Board with an update on Quality Metrics focusing on:

- 2023 YTD Performance

- Discussion on what we are doing to bring metrics up for this year. Adding resources, patient care advocates, bring back Super Saturdays (not previously done in Tri-County).
- Update to SBIRT - Rate 2, we did meet due to last minute submission, now at 29.3%.
- 2024 YTD Performance

Operational Update

John Austin presented the OPS dashboard with a focus on metrics from the following areas:

- Diversified Growth
- Compliance
- Operational Excellence
- Utilization Management
- Call Center
- Appeals and Grievances

John Austin shared member demographics information with the Board.

- Reviewed components added to dashboard per request.
- Discussions on enrollment: CCOs partnering with Counties and community health programs, plan change details and trends.
 - **Action:** Melanie to follow-up on care coordination process with Counties.
 - **Action:** John to include plan change details/trends in future.

CAC Report

Sharif Maddox provided the Board with an update on previous CAC meetings.

- Discussion on CAC needs from Trillium or the Board.
 - **Action:** Board member(s) to attend next CAC meeting and educate new members on the Board.

Leadership Updates

Dominique Lopez-Stickney provided the Board with an update on the following:

- Redetermination
 - Over 1.3 million going thru the redetermination process.
 - Just over 128,000 in final group scheduled to begin in June.
- Eligibility for HRSN Housing Services on 11/1/24
 - Reviewed eliminated population/areas no longer part of the benefit.
- List of Service Descriptions
- Health-Related Social Needs
 - Possible changes to Outreach & Engagement.
 - Feedback to OHA.
- Potential Home Modification & Remediation
- Eligibility for HRSN Nutrition Services
- HRSN Referrals to Trillium

Courtney Johnston provided the Board with a legislative update focusing on:

- Veto Deadline 4/17
- Legislation Implementation
- Pharmacy
- Quality Incentive Program
- Governance

- CCO Financial Work Group
- Political Changes

Sarah Brewer reviewed the table topper for Dr. Hathi's visit on 4/22.

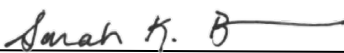
- Who we are and what we do.
- Board priorities and questions around them.
- Behavior health access.
- 1115 Waiver – HRSN
- Aging adults
- Nick and Mary to highlight programs.
 - o **Action:** Send updated table topper out to attendees prior to Monday's meeting.

Public Comments

No public comments.

Meeting Adjourned at 11:00am. Next Trillium North Board of Directors Meeting: Thursday, May 16, 2024, 9am - 11am. Will be in-person/hybrid meeting.

Respectfully submitted, Kristine Jones



Sarah Brewer, Secretary