



# NC TIDE

## 2020 CONFERENCE

June 29-July 2, 2020

Virtual Conference

### CONTINUING EDUCATION CREDIT HOURS:

**NBCC:** NC TIDE 2020 Conference has been approved by NBCC for NBCC credit. Sessions approved for NBCC credit are clearly identified. North Carolina Training, Instruction, Development and Education (NC TIDE) is solely responsible for all aspects of the program. NBCC Approval No. SP-3496.

**NCSAPPB:** NC TIDE 2020 Conference has been approved by NCSAPPB for NCSAPPB hours. The sessions designate the hours and the category, i.e. "General Skill Building" and "Substance Abuse Specific". Approval No. 20-438-C

**Contact Hours:** NC TIDE will be offering 11.0 contact hours for this conference. Full attendance is required to receive credit.

The North Carolina Training, Instruction, Development and Education (NC TIDE) Committee is a non-profit training organization for the behavioral healthcare industry. With its first conference in 1975, established in 1992 as a non-profit agency, and most recently renamed NC TIDE in 2011, NC TIDE has successfully completed over 81 conferences and trained thousands of individuals in the behavioral healthcare industry.

**Attendees will need access to internet services in order to attend this conference. All attendees will enter into the conference in "listen only" mode and will be allowed to submit questions via the Q/A panel within the webinar. Presenters will interface with attendees with polling during the sessions and will pause within the presentation to allow for Q/A process.**

***Audience: LME/MCO Staff; Care Coordinators/Case Managers, Administrators; Primary Care Providers and Staff; Practice Managers; All Mental Health Professionals including Mental Health, Substance Use, and Intellectual and Developmental Disabilities; CFAC and Family Members; Board Members; and any other professional and individuals interested in this topic.***



NC TRAINING, INSTRUCTION, DEVELOPMENT, AND EDUCATION

**Note:** The information below regarding sessions is a “quick reference” guide and is not intended to replace the electronic registration process. To see all information regarding sessions, objectives, and biographies, please see our electronic registration process. [REGISTER HERE](#) **Early Bird ends 6/14/20**



**Early Bird Info:**

- Register by **6/14/20** for the Early Bird Cut off to take advantage of the discount prices and Promotional Volume Discount of **5<sup>th</sup> registration free with every 4 FULL registrations paid**. See “Group Registrations” on back page for 5<sup>th</sup> person free registration instructions. **Registrations after 6/14/20 will not be eligible for the 5<sup>th</sup> one free promotion!**

Session #	Session Title	Session Description
<b>Monday, 6/29/2020</b>		
<b>PLENARY 1 Monday- 6/29/20 9:00 AM-10:30AM</b>		
<b>P1</b>	<i>Cracked Not Broken</i> Kevin Hines	Kevin shares his story of hope and celebration of life. Kevin Hines is a mental health advocate, global speaker, best-selling author, documentary filmmaker and entrepreneur who reaches audiences all over the world with his story of an unlikely survival and his strong will to live. Two years after he was diagnosed with bipolar disorder (at 19 years of age), he attempted to take his own life by jumping from the Golden Gate Bridge. He is one of only thirty-four (less than 1%) to survive the fall and he is the only Golden Gate Bridge jump survivor who is actively spreading the message of living mentally healthy around the globe.

NC TIDE Spring 2020- Quick Reference Guide – Virtual Conference

[REGISTER HERE](#)

June 29-July 2, 2020

Virtual Conference

		<p>Session Objectives:</p> <ol style="list-style-type: none"> <li>1. Participants will be able to cite some key concepts of suicide prevention</li> <li>2. Participants will be able to identify signs of suicidal ideation and planning</li> <li>3. Participants will be able to compare myths and misconceptions about mental health problems with factual information</li> <li>4. Participants will be able to discuss key factors that support recovery from mental health problems</li> <li>5. Participants will be able to increase their personal empowerment to embrace their brain health and normalize the conversation around mental health</li> </ol> <p>NBCC Hours: 0  NCSAPPB General Skills: 1.5  NCSAPPB SA Specific:0  Contact Hours: 1.5  Program Integrity Credits: 1.5</p>
<b>Group Session A</b> <b>Monday- 6/29/20 - 10:45 AM-12:00 PM</b>		
<b>A1</b>	<p><i>Substance Use-IMD Waiver-Update for Clinical Coverage Policy and Mental Health-IMD Proposal</i></p> <p>Howard Anthony, MSW  Renee Rader, MA</p>	<p>North Carolina 1115 Substance Use Disorder (SUD) Waiver: The United States has been facing an opioid crisis that has intensified in recent years. As part of its commitment to expand access to treatment for substance use disorders, North Carolina and the Department of Health and Human Services pursued and obtained a section 1115 demonstration waiver to strengthen its SUD delivery system. Elements of the 1115 SUD waiver include expanding SUD benefits to offer the complete American Society of Addiction Medicine (ASAM) continuum of SUD services and obtaining a waiver of the Medicaid institution of mental diseases (IMD) exclusion for SUD services. This presentation will provide attendees with an overview of the NC 1115 SUD Waiver following which time they will be knowledgeable of the SUD Clinical Coverage Policies involved in the waiver, the ASAM training changes involved with clinicians conducting SUD assessments and the IMD waiver. In November 2018, the Centers for Medicare and Medicaid Services (CMS) announced an opportunity for states to apply for an 1115 SMI/SED demonstration waiver to improve care for adults with serious mental illness and children with serious emotional disturbances. North Carolina and the DHHS are pursuing this opportunity. The 1115 SMI/SED demonstration waiver is comparable to the 1115 SUD waiver with a focus on demonstrating improved care for individuals with serious mental health conditions in inpatient or residential settings that qualify as IMDs as well as through improvements to community-based care. This presentation will provide an overview of the SMI/SED demonstration waiver opportunity, describe the goals and milestones identified by CMS, and review key components of the proposed 1115 SMI/SED demonstration waiver.</p>

		<p>Session Objectives:</p> <ol style="list-style-type: none"> <li>1. Participants will be able to identify the purpose of the SU-IMD and the MH-IMD Waivers</li> <li>2. Participants will be able to identify the scope of the SU-IMD Waiver and the MH-IMD Waivers.</li> <li>3. Participants will be able to identify the timelines for implementation of the SU-IMD Waiver and the MH-IMD Waiver.</li> </ol> <p>NBCC Hours: 0  NCSAPPB General Skills: 0  NCSAPPB SA Specific: 1.25  Contact Hours: 1.25  Program Integrity Credits: 1.25</p>
<p><b>A2</b></p>	<p><i>Latest info on NC Tracks, IRIS, NCTOPPS</i></p> <p>L. Grace Vermeulen, BA  Jennifer Bowman  Ryan Hyde, BA  Glenda Stokes, Masters-Health Service Administration</p>	<p>NC Treatment Outcomes and Program Performance System (NC-TOPPS) is a web-based program that gathers outcome and performance data on behalf of mental health and substance abuse consumers in North Carolina's public system of services. The NC-TOPPS system provides information that is used to measure the impact of treatment and to improve service and manage quality throughout the service system.</p> <p>NCTracks: As the multi-payer Medicaid Management Information System for DHHS, NCTracks seeks to keep providers informed of and prepared for system updates and changes that may come as a result of policy change or system improvements. We will discuss both past and upcoming system updates, address commonly asked questions, and cover helpful tips for completing enrollment and re-verification applications.</p> <p>Session Objectives:</p> <ol style="list-style-type: none"> <li>1. NCTracks: Provide the audience with an overview of changes in NCTracks, address commonly asked questions, and cover helpful tips for completing enrollment and re-verification applications.</li> <li>2. NC TOPPS: Understand the importance of the outcome data collected in NC-TOPPS and the tools available to system users.</li> <li>3. IRIS: Attendees will receive the latest information regarding the IRIS system.</li> </ol> <p>NBCC Hours: 0  NCSAPPB General Skills: 1.25  NCSAPPB SA Specific: 0  Contact Hours: 1.25  Program Integrity Credits: 0</p>
<p><b>A3</b></p>	<p><i>Supporting People With Intellectual and Developmental Disabilities Who Have Been Exposed To Trauma</i></p> <p>Michelle Stroebel, MA, NCC, LPC-A</p>	<p>Individuals with Intellectual and Developmental Disabilities (I/DD) experience maltreatment at higher rates than the general population. Trauma-Informed Care refers to the ability to recognize the impact of past maltreatment as trauma and its possible impact on behavior. This session will focus on recognizing trauma in individuals with I/DD and will include information on how to provide Trauma-Informed Care strategies.</p> <p>Session Objectives:</p> <ol style="list-style-type: none"> <li>1. Define trauma and its impact on the brain</li> <li>2. Express the basic tenets of Trauma-Informed Care and its importance in practice.</li> <li>3. Apply the core principles of Trauma-Informed Care when working with Individuals with I/DD</li> </ol>

		<p>NBCC Hours: 1.25  NCSAPPB General Skills: 1.25  NCSAPPB SA Specific: 0  Contact Hours: 1.25  Program Integrity Credits: 0</p>
A4	<p><i>ACA Enrollment Fraud and the Rehab Riviera</i></p> <p>Daniel McManus, MS, CFE, CPC-A</p>	<p>Discussion on enrollment fraud schemes in federal exchange health plans, how these schemes can be identified and curtailed using data and prepayment review, and how these schemes relate to predatory substance abuse treatment centers, particularly in Southern California. In brief, the schemes target individuals in need of treatment. Recruiters or “body brokers” will offer free health insurance and treatment, sometimes in addition to other incentives such as housing or cash kickbacks. The recruiters then enroll the individuals in a health plan through the federal exchange, often using falsified information. By controlling access to the account they also control where the individual is able to go for treatment, thus directing the funds that will be paid by the health plan to complicit treatment providers. Because there is a financial incentive to keep the individual in treatment, there may be no legitimate services provided, or the individual may be encouraged to relapse.</p> <p>These schemes can cost health plans millions, endanger the lives of enrollees, and leave enrollees stranded in California with no way to return to their home state. The schemes are also evolving in response to increased monitoring and enforcement efforts, making them potentially harder to detect and combat. This presentation will examine these schemes and how they operate, and provide tips on how to prevent losses and proactively investigate ongoing fraudulent activity.</p> <p>Session Objectives:</p> <ol style="list-style-type: none"> <li>1. Review key elements of fraud schemes involving kickbacks and “body brokering” in substance abuse treatment facilities</li> <li>2. Discuss investigative methods, including the use of public records and open sources, investigative interviews, and facility reviews</li> <li>3. Discuss confidentiality and safety considerations when conducting interviews and field operations</li> <li>4. Discuss important considerations when working with law enforcement or regulatory agencies</li> <li>5. Discuss how prepayment review can be used to prevent continued losses and develop evidence</li> </ol> <p>NBCC Hours: 0  NCSAPPB General Skills: 1.25  NCSAPPB SA Specific: 0  Contact Hours: 1.25  Program Integrity Credits: 1.25</p>

<p><b>A5</b></p>	<p><i>Data driven Outcomes Quality of Life Presentation</i></p> <p>Richard Anderson, Bachelor of Science Matthew James, MAT</p>	<p>Creating a grass-roots advocacy movement to inform the State and their contracted payers about an opportunity to move our system of care toward integrated and value-based services. This option will result in achieving meaningful outcomes, while addressing social determinants of health.</p> <p>Session Objectives:</p> <ol style="list-style-type: none"> <li>1. The participant will develop a better understanding of Quality of Life: background, domains, and essential components</li> <li>2. The participant will review of Quality of Life Cross-Walks: Applicability of Continuous Quality Improvement; Micro-individual, Meso-organizational, and Macro-law &amp; regulations</li> <li>3. The participant will reflect on the perspectives of affected stakeholders on the eight domain Quality of Life framework.</li> </ol> <p>NBCC Hours: 0 NCSAPPB General Skills: 1.25 NCSAPPB SA Specific: 0 Contact Hours: 1.25 Program Integrity Credits: 0</p>
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**Tuesday, 6/30/2020**

**PLENARY 2  
Tuesday, June 30- 9:00 AM-10:30 AM**

<p><b>P2</b></p>	<p><i>P2-From Patient to Provider: A Medication Assisted Recovery Journey</i></p> <p>Zac Talbot, MSW, CAADC, MATS, CCS</p>	<p>Come hear a true success story from Zac Talbot. Zac will share with you his addiction journey with opioids, how he used medication-assisted therapy to recover from addiction, and how he helps others today. Zac is the Chief Clinical Officer for ReVIDA Recovery Centers in Nashville, Tennessee.</p> <p>Session Objectives:</p> <ol style="list-style-type: none"> <li>1. Participants will identify and understand Medication Assisted Therapy</li> <li>2. Participants will identify benefits of Medication Assisted Therapy</li> <li>3. Participants will understand how Medication Assisted Therapy helps those in recovery from addiction.</li> </ol> <p>NBCC Hours: 1.5 NCSAPPB General Skills: 0 NCSAPPB SA Specific: 1.5 Contact Hours: 1.5 Program Integrity Credits: 1.5</p>
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**Group Session B**  
**Tuesday, June 30- 10:45 AM-12:00 PM**

<p><b>B1</b></p>	<p><i>Real World Impact of Integrated Care- using mobile applications for treatment</i>  Lynnette Gordon, LPC,LCAS,CCMC  Pam Rankin, NCLPC, LCAS, CCS, S-LPC  Kathleen Rising, MA,LPC  Chuck Tepper, Graduate School of Business</p>	<p>Mobile Applications-From Implementation to Full Utilization. Our panel of experts will demonstrate the utilization of mobile applications as an extension of the therapeutic relationship while enhancing integrated care. Hear what the implementation process looks like, lessons learned, and outcomes achieved. Our panel includes subject matter experts from an MCO, Provider Agency, and Hospital accompanied by their mobile application partner.</p> <p>Session Objectives:</p> <ol style="list-style-type: none"> <li>1. The participant will understand how to utilize mobile apps as an extension of the therapeutic relationship</li> <li>2. The participant will identify outcomes achieved through the use of mobile apps during therapy</li> <li>3. The participant will identify mobile apps used by others in the field</li> </ol> <p>NBCC Hours: 1.25  NCSAPPB General Skills: 1.25  NCSAPPB SA Specific: 0  Contact Hours: 1.25  Program Integrity Credits: 0</p>
<p><b>B2</b></p>	<p><i>NC TBI Waiver Development and Implementation- a Joint Division of Health Benefits/Alliance Update</i>  Jeff Payne, Master of Arts in Conflict Management and Peace Studies  Cristina Phillips, CBIS</p>	<p>Our panel will provide insight into barriers and achievements as we work to implement North Carolina's first TBI Waiver.</p> <p>Session Objectives:</p> <ol style="list-style-type: none"> <li>1. Participants will be able to understand the new North Carolina TBI Waiver</li> <li>2. Participants will be able to identify benefits of waiver implementation in North Carolina</li> <li>3. Participants will understand barriers to individuals who are diagnosed with TBI</li> </ol> <p>NBCC Hours: 1.25  NCSAPPB General Skills: 1.25  NCSAPPB SA Specific: 0  Contact Hours: 1.25  Program Integrity Credits: 0</p>
<p><b>B3</b></p>	<p><i>Human Trafficking Introduction and Victim Identification</i>  Hannah Arrowood</p>	<p>North Carolina continually ranks among the top states for human trafficking. It is noted that up to 87.8% of victims will come in contact with healthcare professions while under the control of their pimp. Having a solid foundation and understanding of the issue can literally save lives.</p>



		<p>This presentation will provide information about the basic identification of human trafficking crimes, define avenues for victimization, at-risk indicators, and effects of exploitation on a victim. The session will also define laws at the state and federal level, review statistics of human trafficking, and give an overview of recruitment and grooming techniques.</p> <p>Session Objectives:</p> <ol style="list-style-type: none"> <li>1. Overview of the basic identification of human trafficking crimes.</li> <li>2. Conceptualizing victim identification strategies.</li> <li>3. Identifying and implementing individual aftercare needs.</li> </ol> <p>NBCC Hours: 0  NCSAPPB General Skills: 1.25  NCSAPPB SA Specific: 0  Contact Hours: 1.25  Program Integrity Credits: 0</p>
<b>B4</b>	<p><i>A Fraud, Waste and Abuse Perspective to Addiction Recovery</i>  Kenneth Cole, III AHFI, CFE, CPC</p>	<p>In the last few years, addiction recovery centers have been the focus of FWA investigations. Many different schemes concerning the delivery and billing of these services have been identified and investigated both in the private and public arenas. Unfortunately, these some of these facilities are still focused more on increasing revenue than the care of their patients. Some continue to bill in the same patterns while others continue to evolve. By exploring these factors, investigators and organizations will have an increased awareness and have the basis for strategies to use when addressing issues from this area of practice.</p> <p>Session Objectives:</p> <ol style="list-style-type: none"> <li>1. Understanding of what services comprise of addiction recovery care.</li> <li>2. Understanding of how these services are billed and how this billing can be used to obtain inappropriate payments.</li> <li>3. Understanding your specific organizations vulnerabilities to inappropriate payment schemes.</li> <li>4. Development of methods to identify, address and prevent these vulnerabilities.</li> </ol> <p>NBCC Hours: 0  NCSAPPB General Skills: 1.25  NCSAPPB SA Specific: 0  Contact Hours: 1.25  Program Integrity Credits: 1.25</p>
<b>B5</b>	<p><i>Community Empowerment: Nothing About Us, Without Us</i>  Stacey Harward,BSW  Wes Rider,BSW</p>	<p>Community empowerment is a proven catalyst for advocating for social and systems change. Without community empowerment and collective action, we would not have the Americans with Disabilities Act (ADA), the historic and ongoing Civil Rights Movement or paid peer support services. People who access services, be it for mental health, developmental disabilities, substance use disorders, and/or traumatic brain injuries are the subject matter experts of their lives. People who access these services, their family members, and their community will be empowered to use their voices to advocate for changes in the service system. Additionally, the session aims to help reframe the perspective of community members to view inclusion and participation as an essential tool to mobilize changes that enrich the lives of all people.</p>



		<p>Session Objectives:</p> <ol style="list-style-type: none"> <li>1. Learn how to use your voice to empower yourself and the community</li> <li>2. Understand how self-determination and advocacy are tied to community empowerment and inclusion</li> <li>3. Re-frame how you think of inclusion to build social capital and to ensure the consumer and family voice is included in the on-going development and maintenance of the service system.</li> <li>4. Community empowerment and inclusion aids in the process of creating a cultural shift that reduces stigma.</li> </ol> <p>NBCC Hours: 0  NCSAPPB General Skills: 1.25  NCSAPPB SA Specific: 0  Contact Hours: 1.25  Program Integrity Credits: 0</p>
<b>Wednesday, 7/1/2020</b>		
<b>PLENARY 3</b> <b>Wednesday, July 1- 9:00 AM -10:30 AM</b>		
<b>P3</b>	<i>State of the State</i> Kody Kinsley, MPP	<p>Evolution continues in the World of Behavioral Health. In this session, the learner will be provided with updates regarding activity at the state level and will assist in providing perspective on the plan moving forward. The Deputy Secretary will cover recent policy issues, legislative issues, budget issues, and discuss how these will affect the future direction of behavioral health in North Carolina. Time will be allowed after the presentation for questions from participants.</p> <p>Session Objectives:</p> <ol style="list-style-type: none"> <li>1. Identify legislative and budget updates</li> <li>2. Describe the future of behavioral health and the role that DHB will provide</li> <li>3. Describe current policy and upcoming changes</li> </ol> <p>NBCC Hours: 1.5  NCSAPPB General Skills: 1.5  NCSAPPB SA Specific: 0  Contact Hours: 1.5  Program Integrity Credits: 1.5</p>

**Group Session C**  
**Wednesday, July 1- 10:45 AM-12:00 PM**

<p><b>C1</b></p>	<p><i>Estate Planning</i> Mitzi Kincaid,JD</p>	<p>Estate Planning, Guardianship, and Government Benefits for Special Needs Families</p> <p>Session Objectives:</p> <ol style="list-style-type: none"> <li>1. Learn what a special needs trust is and why you need one</li> <li>2. Learn about guardianship and how to decide if that is a good choice for your loved one with special needs</li> <li>3. Learn about government benefits available and how to apply for them including the ABLE account</li> </ol> <p>NBCC Hours: 0  NCSAPPB General Skills: 1.25  NCSAPPB SA Specific: 0  Contact Hours: 1.25  Program Integrity Credits: 0</p>
<p><b>C2</b></p>	<p><i>NCCARE 360</i> Megan Carlson, MPH</p>	<p>NCCARE360 is the first statewide network that unites health care and human services organizations with a shared technology that enables a coordinated, community-oriented, person-centered approach for delivering care in North Carolina. NCCARE360 helps providers electronically connect those with identified needs to community resources and allow for feedback and follow up. This solution ensures accountability for services delivered, provides a “no wrong door” approach, closes the loop on every referral made, and reports outcomes of that connection. NCCARE360 will be available statewide in all 100 North Carolina counties by the end of 2020.</p> <p>Session Objectives:</p> <ol style="list-style-type: none"> <li>1. Participant will Define NCCARE360</li> <li>2. Create value for participants to join NCCARE360</li> <li>3. Outline the socialization and onboarding process for NCCARE360</li> </ol> <p>NBCC Hours: 0  NCSAPPB General Skills: 1.25  NCSAPPB SA Specific: 0  Contact Hours: 1.25  Program Integrity Credits:0</p>
<p><b>C3</b></p>	<p><i>Ethics- Part 1</i> Michael Kahn, LPC, JD</p>	<p>Research has shown that the main factor leading to successful clinical outcomes is the therapeutic relationship. The primary tool we have toward developing that relationship is ourselves. The challenge is in deciding whether or how much of ourselves to bring to any given therapeutic moment. This session will focus on the differences between boundary violations and crossings using entertaining and provocative film clips. Issues discussed will include self-disclosure and touch. Multiple film and video clips will be shown to illustrate the issues and spark helpful conversation.</p>

		<p>Session Objectives:</p> <ol style="list-style-type: none"> <li>1. Compare and contrast boundary crossings and violations</li> <li>2. Define and recognize appropriate physical contact</li> <li>3. Identify self-disclosure guidelines</li> </ol> <p>NBCC Hours: 1.25  NCSAPPB General Skills: 0  NCSAPPB SA Specific: 1.25 (ETHICS)  Contact Hours: 1.25  Program Integrity Credits: 0</p>
<b>C4</b>	<p><i>Healthcare Fraud Schemes and Current Trends</i>  Dave Piccard, CFE, CFCI</p>	<p>Healthcare Fraud Schemes &amp; Current Trends</p> <p>Session Objectives:</p> <ol style="list-style-type: none"> <li>1. Provide information on health care fraud schemes in the behavioral health field.</li> <li>2. Provide information on current trends in health care fraud</li> <li>3. Provide information on healthcare payment programs &amp; criminal &amp; civil prosecution statistics</li> </ol> <p>NBCC Hours: 0  NCSAPPB General Skills: 1.25  NCSAPPB SA Specific: 0  Contact Hours: 1.25  Program Integrity Credits: 1.25</p>
<b>C5</b>	<p><i>Change Management</i>  Derrick Jordon, MSW, LCSW</p>	<p>Change Management is critical to advancing organizational top priorities. The purpose of this session is to offer strategic approaches to prepare, support and help individuals, teams, and organizations satisfactorily implement and sustain the change process. During this session, participants will review theoretical approaches geared towards establishing a culture of innovation using best practice change management strategies.</p> <p>Session Objectives:</p> <ol style="list-style-type: none"> <li>1. Relate to concepts of change and how people respond differently</li> <li>2. Explain the 5 phases of process improvement, and how each phase is critical for successfully improving the outcome of a process</li> <li>3. Teach participants how to use at least one tool for each phase of process improvement</li> </ol> <p>NBCC Hours: 0  NCSAPPB General Skills: 1.25  NCSAPPB SA Specific: 0  Contact Hours: 1.25  Program Integrity Credits: 0</p>

**Thursday, 7/2/2020**

**PLENARY 4  
Tuesday- 4/21/20- 9:00-10:30 AM**

<b>P4</b>	<i>Veteran, Silver Star and Purple Heart Recipient- Always Serving Those in Need</i> Tommy Rieman	It takes a Village! Hear the story of one man's journey through his struggles with war, reintegration & finding himself!  Session Objectives: 1. Learning the 3 Keys to Veteran Success- Mission, Place, Purpose 2. Identify signs of Suicide 3. How to become an expert companion  NBCC Hours: 0 NCSAPPB General Skills: 0 NCSAPPB SA Specific: 1.5 (SUDV) Contact Hours: 1.5 Program Integrity Credits: 1.5
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**Group Session D  
Tuesday- 4/21/20- 10:45-12:00 PM**

<b>D1</b>	<i>Care Management</i> Kelly Crosbie, MSW, LCSW	The first priority of the North Carolina Department of Health and Human Services (the Department) is the health and well-being of the individuals we serve. As North Carolina transitions its Medicaid and NC Health Choice programs from a predominantly fee-for-service (FFS) delivery system to managed care, the Department is focused on building robust and effective models for managing beneficiaries' comprehensive needs through care management. The Department's goal for the transition to managed care is to improve the health of North Carolinians through an integrated and well-coordinated system of care that addresses both medical and nonmedical drivers of health. In a significant change from today's structure, both Standard Plans and BH I/DD Tailored Plans will be fully integrated managed care plans with a benefits package that spans both physical and behavioral health services, as well as long-term services and supports (LTSS), pharmacy benefits, and unmet health resource needs. Care management is at the heart of BH I/DD Tailored Plan design. Care management will provide the "glue" for integrated care, fostering coordination and collaboration among care team members across disciplines and settings. The care management design, as described in this session, is built on the principle that provider- and community-based care management is critical to the success of fully integrated managed care.  Session Objectives: 1. Participants will learn background and guiding principles related to care management. 2. Participants will learn the Tailored Plan Care Management Model. 3. Participants will learn what is required to become an advanced medical home plus or certified care management agency.
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<p><b>D2</b></p>	<p><i>How to Use Process Improvement Tools for successful Change Management</i>  Andrea Kinnaugh, MA,MAFT-A  Jose Lopez, MS, CSSGB</p>	<p>Changes occur both in and outside organizations, therefore we have to change along with them. This presentation will address the impact of change, the stages of Process Grief, phases of Process Improvement, and how these tools can be used to inform successful Change Management. We will review how using accurate data, a little bit of humor, and a lot of patience, can help the team navigate the change process in an effective manner that leads to results. The session will also examine the human side of resistance to change and the benefit of not always doing things the same way.</p> <p>Session Objectives:</p> <ol style="list-style-type: none"> <li>1. Relate to concepts of change and how people respond differently</li> <li>2. Explain the 5 phases of process improvement, and how each phase is critical for successfully improving the outcome of a process</li> <li>3. Teach participants how to use at least one tool for each phase of process improvement</li> </ol> <p>NBCC Hours: 0  NCSAPPB General Skills: 1.25  NCSAPPB SA Specific: 0  Contact Hours: 1.25  Program Integrity Credits: 0</p>

<p><b>D3</b></p>	<p><i>Ethics- Part 2</i> Michael Kahn, LPC, JD</p>	<p>This session will focus on another potential boundary issue, dual relationships or conflicts of interest. We will also discuss why we experience gaps between our actual behavior (“want” self) and our desired behavior (“should” self) and strategies to improve our ethical decision-making both in and out of the office. Multiple film and video clips will be shown to illustrate the issues and spark helpful conversation.</p> <p>Session Objectives:</p> <ol style="list-style-type: none"> <li>1. Identify decision-making models for dual relationships</li> <li>2. Discuss when and why we unwittingly behave unethically</li> <li>3. Identify strategy for improving ethical decision-making</li> </ol> <p>NBCC Hours: 1.25 NCSAPPB General Skills: 0 NCSAPPB SA Specific: 1.25 (ETHICS) Contact Hours: 1.25 Program Integrity Credits: 0</p>
<p><b>D4</b></p>	<p><i>Integration-Driven Data Analytics for Program Integrity</i> Nick Behrends</p>	<p>Medicaid Transformation presents new complexities for Program Integrity organizations. Multiple new plans and plan types, new providers, and new services complicate oversight. Integration is now fundamental to data management and analytics strategies. It drives important capabilities and insights. It enables more efficient, preventative actions - like automation, entity analysis and comprehensive risk-based scoring - to decrease the burden on Program Integrity resources. Configured on an accessible platform - it can boost information sharing and collaboration. Sound data management and analytics strategy in Medicaid Transformation prioritizes integration to advance fraud, waste, and abuse detection and prevention. Learn about how to implement an integration-driven data management and analytics strategy for Program Integrity in this session.</p> <p>Session Objectives:</p> <ol style="list-style-type: none"> <li>1. Participant will be able to understand why integration is fundamental to data management and analytic strategies.</li> <li>2. Identify the importance of sound data management and analytic strategies in Medicaid Transformation</li> <li>3. Learn how to implement an integration driven data management and analytics strategy.</li> </ol> <p>NBCC Hours: 0 NCSAPPB General Skills: 1.25 NCSAPPB SA Specific: 0 Contact Hours: 1.25 Program Integrity Credits: 1.25</p>

<p><b>D5</b></p>	<p><i>The Latest on NC Health Information Exchange</i> Kenya Servia, MPA</p>	<p>The North Carolina Health Information Exchange Authority (NC HIEA) oversees and administers North Carolina's state-designated health information exchange, NC HealthConnex. NC HealthConnex is a secure, electronic network that facilitates conversations between authorized health care providers by allowing them to access and share health-related information. Through statewide connectivity and information sharing, NC HealthConnex will help to break down information silos between providers, achieve greater outcomes for patients, and create efficiencies in state-funded programs such as Medicaid and the State Health Plan. In this session, Kenya Servia will present on the progress of achieving statewide connectivity, explain all value-added service offerings, and review how providers can meet state reporting requirements efficiently via NC HealthConnex.</p> <p>Session Objectives:</p> <ol style="list-style-type: none"> <li>1. Clarify which health care providers are legislatively mandated to connect to NC HealthConnex.</li> <li>2. Explain the data elements providers are expected to submit to NC HealthConnex.</li> <li>3. Explain the Suite of Services offered to providers with Full Participation Agreements.</li> </ol> <p>NBCC Hours: 0  NCSAPPB General Skills: 1.25  NCSAPPB SA Specific: 0  Contact Hours: 1.25  Program Integrity Credits: 0</p>
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NC TRAINING, INSTRUCTION, DEVELOPMENT, AND EDUCATION

**Conference Pricing (To be paid in electronic registration):**

<b>NC TIDE Registration Fees 2020 (Virtual Conference)</b>		
	<b>Early Registration Ends Date: 6/14/20</b>	<b>Registration Prices after 6/14/20</b>
<b>Full Conference</b>		
FULL Conference- General Attendee	\$100.00	\$125.00
Buy 4 <sup>th</sup> Get 5 <sup>th</sup> Free	\$100.00/ea	Not available
<b>One Day Attendee</b>		
1 Day Only	\$100.00	\$125.00

**Other Helpful Information:**

- If you made room reservations to the Hotel Ballast, Best Western or Hampton Inn within the ROOM BLOCK, that room will be automatically cancelled by NC TIDE. You should receive confirmation regarding the room. If you are not within the ROOM BLOCK, the cancellation will be your responsibility. NC TIDE will not be held liable for any personal rooms not cancelled.

**Group Registrations (Note: Special ends 6/14/20):**

Individuals registering from the same company and registering at the same time for FULL CONFERENCE, may take advantage of the 5<sup>th</sup> Participant Free Group Special. **Note: Special ends 6/14/20.**

Directions:

1. Go to the registration page: [REGISTER HERE](#)
2. Enter each of the first 4 participants for the FULL Conference, choosing sessions, etc., that each person would like to attend. *IMPORTANT: You MUST Choose the Buy 4 Get 5<sup>th</sup> Registration for each of the 5 participants to get the 5<sup>th</sup> one free.*
3. Enter your 5<sup>th</sup> person as you did the first four- choosing the Buy 4 Get 5<sup>th</sup> Free Registration
4. Once you move to the payment section, if you have chosen the correct item for each person as indicated above, the first 4 attendees will be \$100.00 each and the 5<sup>th</sup> person will be \$0.00.
5. All registrations must be entered and paid for together to get the 5<sup>th</sup> one free.