



# SANDHILLS CENTER

## Provider Forums – August 2019

*Two date and location options – no registration necessary / attend only one*

Date: **Friday, August 9, 2019**  
Time: 9:00 a.m. – 11:30 p.m.  
Place: Richmond Community College  
Cole Auditorium - Burlington Room  
1042 W. Hamlet Avenue, Hamlet, NC

Date: **Wednesday, August 14, 2019**  
Time: 9:00 a.m. – 11:30 p.m.  
Place: Randolph Community College  
Continuing Education Industrial Center (room 148)  
413 Industrial Park Avenue, Asheboro, NC

### **Opening Remarks**

*Anne Gable, Training Coordinator*

### **Behavioral Health Update, Local & State**

*Victoria Whitt, CEO*

### **Corporate Compliance**

- 2019 LME-MCO System Review Update  
*Comellia Saunders, Internal Auditing Director*
- Medical Records Update  
*Crystal McLaughlin, Clinical and Business Records Manager*

### **Grievances and Incidents**

*Jokena Islam, Customer Services Director*

### **NC Innovations Waiver Renewal Update**

*Tena Campbell, I/DD Director-Innovations*

### **BREAK**

### **Network Operations: Specialty Verifications**

*Karen Kern, Provider Network Operations Director*

### **Integrated Care**

*Deb Carbone, Integrated Care Outreach Clinician*

### **Sandhills Center Housing Programs**

*Donna McCormick, Care Coordination Specialist – Housing Liaison*

### **Wrap-up; Evaluation**

*Anne Gable, Training Coordinator*