



# SANDHILLS CENTER

## Sandhills Center Davidson and Rockingham Provider Forum/Orientation

**No registration is necessary.**

**Date:** Friday, October 29, 2021  
**Time:** 9:00 a.m. – 12:00 p.m.  
**WebEx:** Copy and paste link directly into browser -  
<https://sandhillscenter1.webex.com/sandhillscenter1/j.php?MTID=m6433bf4201cfa851ecf832f96178756c> or [Click to join](#)  
or  
Join by phone: 1-415-655-0001 Meeting number: 2634 452 9154

*Please connect to the meeting at or after 8:50 a.m. If possible, please join by your computer so you can see the slides and use the chat function.*

### **Welcome and Opening Remarks**

*Anne Gable, Training Coordinator*

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

*Victoria Whitt, CEO*

### **Network Operations Overview**

*Karen Kern, Provider Network Director*

### **Quality Management Overview**

*Leo Ficht, Quality Management Director*

### **Survey Use to Drive Quality Improvement**

*Theresa Clark, Project Manager and Business Analyst*

### **Population Health Overview**

- **Clinical Practice Guidelines**

*Tenika Walker, Population Health Director*

### **Program Integrity**

*Jeff McKay, Program Integrity Director*

### **Customer Services Overview**

*Jokena Islam, Customer Services Director*

### **Utilization Management Overview**

- **Filling out a SAR**

*Sarah Glanville, Utilization Management Director*

**Break (10 Minutes)**

**Support Portal and Alpha+ Overview**

*Liz Tucker, System Data Analyst*

**Finance**

*Tina Hobgood, Claims Manager*

*Selena Wall, Accounting Manager*

**Care Coordination**

- Care Coordination Overview

*Al Gainey, Care Coordination Director*

- NC Innovations

*Tena Campbell, I/DD Director-Innovations*

- Medicaid B3

*Jennifer Vincett, I/DD Program Director*

- MH/SA Care Coordination

- Transitions to Community Living Initiative (TCLI)

*Robin Kapp, MH/SA Care Coordination Clinical Director*

**Navigating the Sandhills Center Website**

*Heather Odendahl, Communications Specialist*

**Provider Training**

*Anne Gable, Training Coordinator*

**Wrap up and additional questions**