



# SANDHILLS CENTER

## Sandhills Center Provider Forum Agenda August 2022

**Date:** Wednesday, August 24, 2022  
**Time:** 9:00a.m. – 12:00p.m.

### Opening Remarks

*Anne Gable, Training Coordinator*

### Behavioral Health Update, Local & State

*Victoria Whitt, CEO*

### Provider Network Operations Update

- **Preparing for Tailored Plan Launch**  
*Karen Kern, Provider Network Director*
- **Network Development / Contracts**  
*Michael LaDisa, Network Development Manager*
- **Network Monitoring and Evidence Based Practice Tools**  
*Karen Garraputa, Network Clinical Monitoring Manager*
- **Provider Grievances**  
*Ashley Canupp, Network Operations Coordinator*

### 2021 Survey Results

- **2021 Provider Satisfaction Survey Results**
  - **2021 ECHO Survey Results**
- Theresa Clark, Project Manager and Business Analyst*

### Customer Service Updates

- **NC-TOPPS Reminders**
  - **Grievances and Incidents**
- Jokena Islam, Customer Services Director*

### Break

### Utilization Management Updates

*Sarah Glanville, Utilization Management Director*

### Provider Training Update

- **Required Provider Training**
  - **Sandhills Center Learning Management System**
- Anne Gable, Training Coordinator*

### Breathe Easy NC: Becoming Tobacco Free

*Natalie Thompson, MPH, TTS*  
*Region 5 Tobacco Prevention Manager*

Wrap up / Additional Questions