



# SANDHILLS CENTER

## Provider Forum (Annual Orientation) – May 2023

**Date:** Thursday, May 25, 2023

**Time:** 9:00 a.m. – 12:00 p.m.

### **Opening Remarks**

*Bertina Parkins, Training Coordinator*

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

*Victoria Whitt, CEO*

### **Network Operations Overview / Updates**

*Karen Kern, Provider Network Director*

- Network Requests  
*Karen Kern, Provider Network Director*
- Network Management /Provider Portal & Helpdesk/Grievances/  
Sanctions, Disputes & Appeal Process  
*Ashley Canupp, Network Operations Manager*
- Access Standards/Extending Terms/Network Development & Contracts  
*Michael LaDisa, Network Development Manager*
- Network Monitoring/First Responder Crisis Response  
*Karen Garraputa, Network Clinical Monitoring Manager*

### **Navigating the Sandhills Center Website**

*Heather Odendahl, Communications Specialist*

### **Quality Management Overview**

*Dr. Olive Cyrus, Quality Management Director*

### **Population Health Overview**

*Tenika Walker, Population Health Director*

### **Break (10 minutes)**

### **Program Integrity - Fraud, Waste, Abuse/Compliance**

*Jeff McKay, Program Integrity Director*

### **Utilization Management Overview/Update**

*Sarah Glanville, Utilization Management Director*

## **End of Year Requirements for State Funding**

*Tina Hobgood, Claims Manager*

## **Care Coordination Overview/Update**

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*Ashley Lucas, IDD Program Director*
- NC Innovations Waiver Overview and Update  
*Tena Campbell, I/DD Director-Innovations*
- Transitions to Community Living (TCL)  
*Charisse Cameron, MH/SUD Care Coordination Clinical Director*

## **Tailored Care Management Overview**

*Katy Eads, External Care Management Director*

## **Customer Services Overview**

*Jokena Islam, Customer Services Director*

- Customer Services
- Call Center
- Member Eligibility and Enrollment
- Grievances and Incident Reports / NC-TOPPS