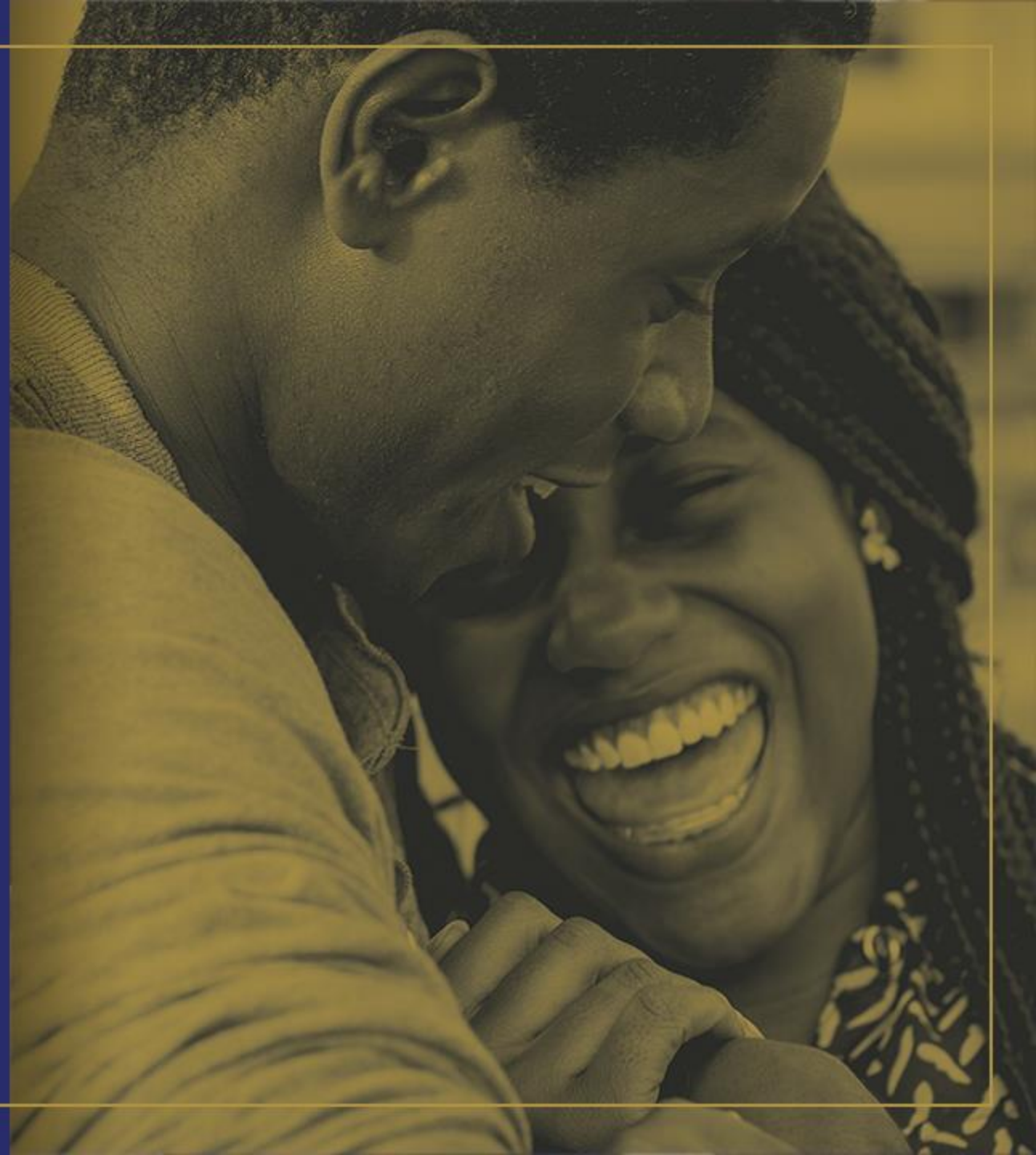




Investing in Bladen County

June 23, 2021



Leadership Here Today

Sarah Stroud, CEO

- + 23 years of behavioral health experience in North Carolina
- + Certified Public Accountant
- + Licensed Psychological Associate

Kelli Carson, COO

- + 18 years of behavioral health experience in North Carolina
- + Licensed Clinical Mental Health Counselor Supervisor
- + Master's Degree in Counseling

Victoria Jackson, Chief of External Operations

- + 19 years of behavioral health experience in North Carolina
- + Licensed Clinical Social Worker
- + Master's Degree in Social Work

Operations Overview

Area Authority to Local Management Entity (LME) (1970s-2008)

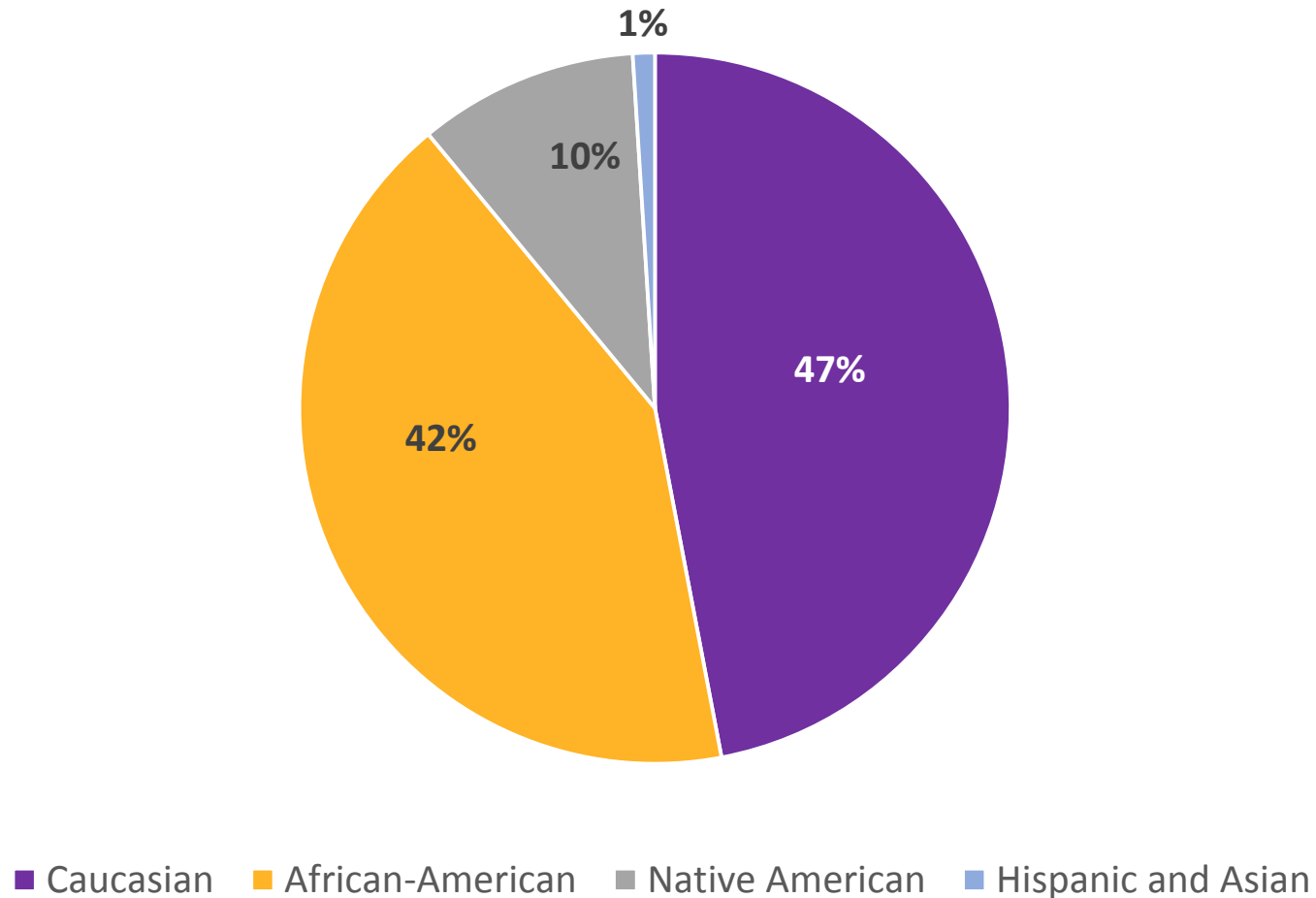
LME to Managed Care Organization (MCO) (2008-2013)

LME-MCO (2013-Present)

Overview

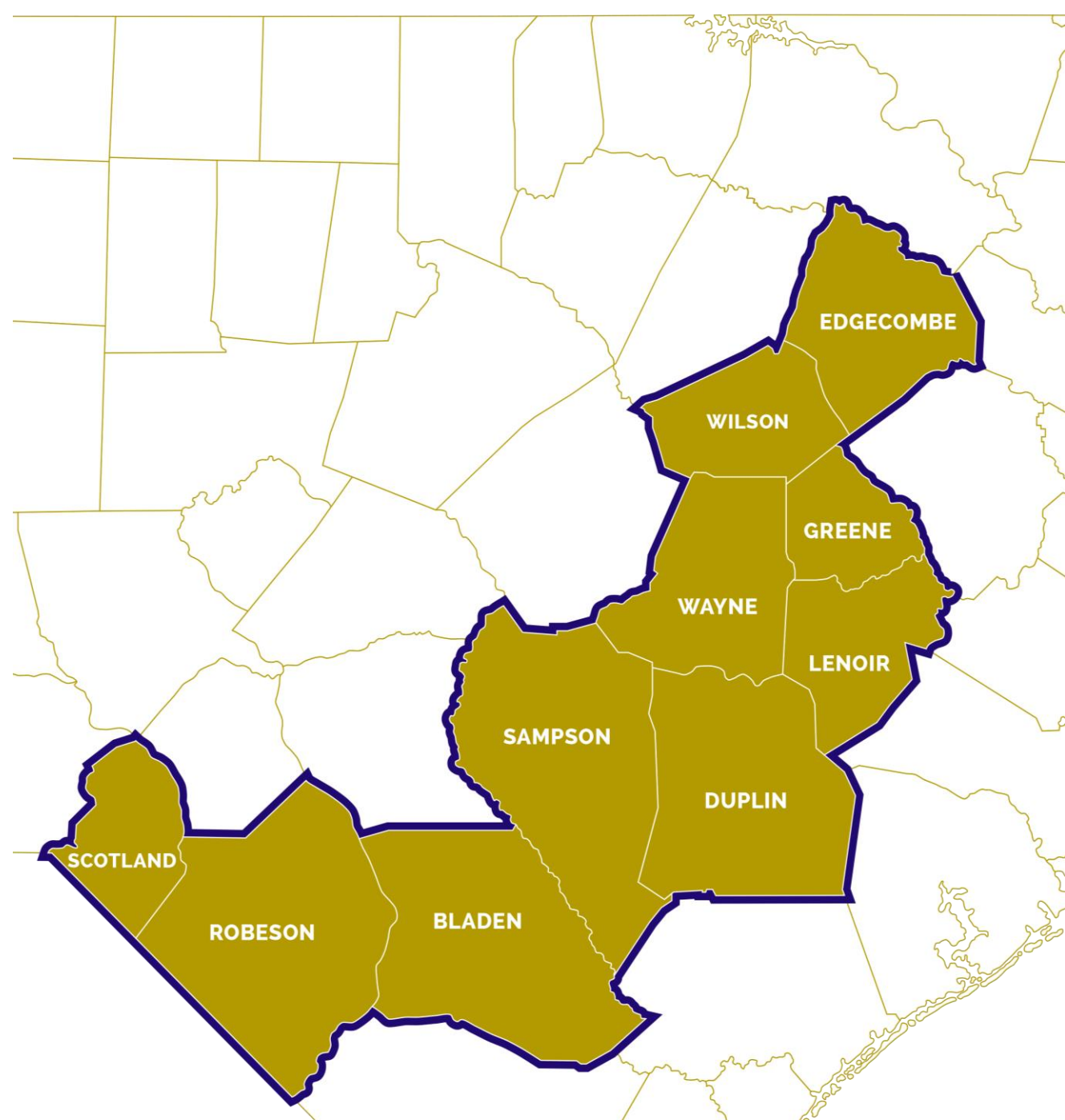
We have **304 employees**, **11 of whom** live in Bladen County.

Our staff reflects the diversity of the communities we serve:

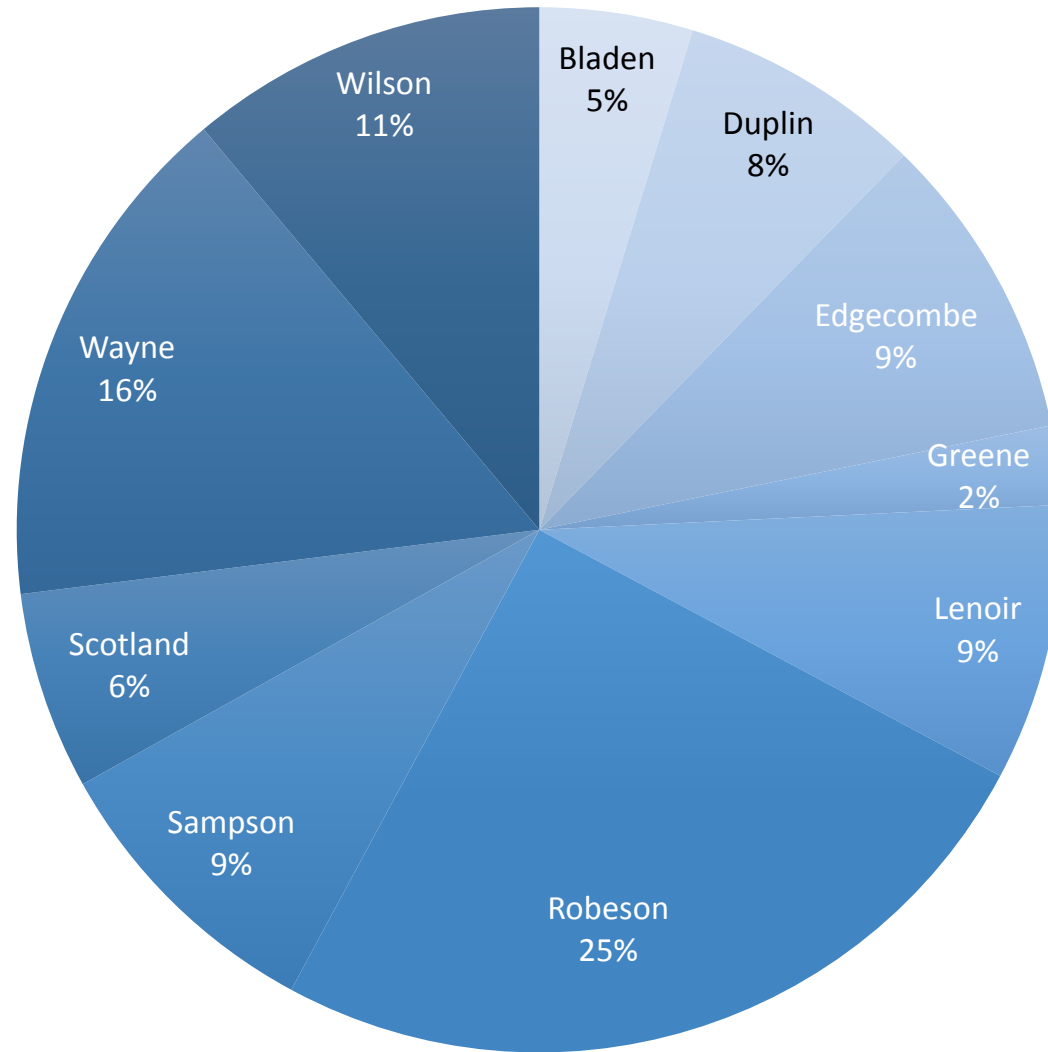


Our Service Area

We serve 10 counties in eastern North Carolina.



Eastpointe County Population



Bladen Members in FY 20

Total Bladen County members receiving a service: **1,293**

Bladen County Medicaid Enrollees

+ Members receiving a Medicaid Service: **1,029**

+ Total Medicaid population: **10,794**

Bladen County Indigent Population

+ Members receiving a state-funded service: **264**

Access to Care Call Center fielded **981** calls from Bladen County members

Claims Paid: FY 19 vs. FY 20

Funding Source	FY19 Claims Paid	Members Served FY19	FY20 Claims Paid	Members Served FY20	Difference in Claims Paid (FY19 vs. FY20)	Increase in Members Served (FY19 vs. FY20)
Medicaid B	\$ 5,124,705	975	\$ 6,087,029	968	\$ 962,324	(7)
Medicaid C	\$ 2,767,807	55	\$ 3,189,571	61	\$ 421,764	6
State	\$ 537,353	233	\$ 772,335	264	\$ 234,982	31
Total	\$ 8,429,864	1,263	\$ 10,048,935	1,293	\$ 1,619,071	30

Bladen County funding: \$48,725

+ ADVP

+ Outpatient/Inpatient Crisis Services

Bladen County Providers:

- + Provider Agencies: **11**
- + Licensed Independent Practitioners: **1**
- + Hospitals: **1**

Total site locations in Bladen: 20

Received **full National Committee for Quality Assurance (NCQA) Accreditation** in March

In 2019, members ranked Eastpointe as the **top-performing LME-MCO for the third consecutive year** in DHHS's annual Perception of Care Survey

Medicaid Transformation is underway

- + State's focus is on providing whole-person care

Standard Plans to launch on July 1

- + Will manage behavioral health services for mild-to-moderate cases
- + Five Standard Plans chosen by DHHS

Tailored Plans are scheduled to launch on July 1, 2022

- + Must be operated by current LME-MCOs
- + Will manage behavioral health services for severe cases and TBI
- + Eastpointe submitted a proposal in partnership with WellCare

A blue-tinted photograph of four people standing in a circle with their backs to the camera. They are wearing light-colored t-shirts and have their arms around each other's shoulders, suggesting a supportive or collaborative group. The background is a solid, dark blue color.

Investment Highlights

Since FY2017, we have invested **over \$27.5 million in provider rate increases** to ensure our members maintain access to the highest quality care

Addressing the Opioid Crisis

Since FY2019, we have **provided almost \$150,000 in support of Bladen's efforts to address substance use and opioid overdoses**

- + Funded development of County's substance use strategic plan
- + Includes support for new program to divert those with substance use challenges from the criminal justice system and into treatment

Implementing WeConnect Project, which helps those in substance use recovery by allowing them to earn money for staying in treatment

Since FY2018, **we have supplied 381 Narcan kits** to help Bladen's first responders prevent opioid overdoses

Mobile crisis services **available 24x7**

- + Response time is **two hours or less**
- + Callers can arrange directly with service provider (Monarch) or through Eastpointe's call center
- + Licensed clinician connects directly with member in need
- + Eastpointe works in collaboration with crisis providers and law enforcement to ensure the most appropriate response to help the member

Completing **daily reviews of local law enforcement records** to identify potential Eastpointe members booked or arrested. We **engage local jails and county officials to transition members from jail to treatment.**

Helping provide **Crisis Intervention Training sessions. We've trained 55 Bladen County first responders** since 2008.

+ Next CIT training is scheduled for August for Bladen County EMS

Helping Members Stay in the Community

Pioneered Community Inclusion Program, which provides financial resources to members living in their communities to participate in local activities that will support recovery and improve their well-being. **Program now being replicated across the state.**

Providing on-going support to 21 Bladen members in community housing through TCLI and “in-reach” efforts. Efforts were maintained throughout pandemic.

Expanding Oxford House Program into Bladen. Oxford Houses allows members in substance use recovery to live in the community while receiving treatment

Executing whole-person care pilot program with UNC and The Carter Clinic (including Elizabethtown location)

- + Integrates physical, behavioral, substance use and pharmacy services
- + Provides participants with Visa cards to help address social determinants of health including prescription costs, medical appointment transportation, housing, etc.



Expanding Our Presence in Bladen

We understand your concerns. We need to:

- + Establish an **Eastpointe physical presence in Bladen County**
- + Improve our **visibility and community engagement**



Our Bladen Expansion Plan

Integrate behavioral healthcare at County Health Department (30-45 days)

- + Place behavioral health clinician onsite
- + Place current Eastpointe employee onsite to manage screening and referral processes for members
- + Will include Eastpointe signage

Collaborate with County leaders to further expand Eastpointe's physical presence in Bladen

- + Project timeline is TBD, but we will begin conversations immediately

Increase sign usage (30-45 days)

+ Will develop signage campaigns to test a range of tactics including:

- Gas pump toppers
- Billboards
- Convenience stores

+ Will create permanent signage around Eastpointe location in Bladen

Complete planned expansion of digital communications channels, including texting capability (90 days)

Conduct a **Behavioral Health Providers Roundtable** (4th Quarter 2021)

- + Panel will include Eastpointe and County leadership
- + Eastpointe will invite providers to share feedback and ideas
- + Planning to begin ASAP

Investigate **options for expanding mobile care delivery**

- + Project timeline is TBD, but we will begin assessing options immediately

A group of four people, two men and two women, are shown from behind, standing in a line with their arms around each other's shoulders. They are wearing light-colored t-shirts. The background is a solid, deep blue color. The text "Thank You" is centered over the group in a white, serif font.

Thank You

A group of four people, two men and two women, are shown from behind, standing in a line with their arms around each other's shoulders. They are wearing light-colored t-shirts. The background is a solid, deep blue color. The word "Questions?" is written in white, serif font across the center of the image.

Questions?

STRENGTHENING
— our —
COMMUNITIES



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