

# WILSON COUNTY BOARD OF HEALTH MINUTES

**December 2021**

The Wilson County Board of Health held a regular meeting on Tuesday, December 14, 2021, in the Conference Room at Wilson County Health Department. Members present were:

Scott Dixon, D.D.S.	Ariel Fulghum, D.V.M.
Shannon Drohan, M.D.	Dr. Matthew Aldrich
Catherine Melin, FNP	Dr. Ronald Stahl
Rosario Ochoa	Linda Cooper-Suggs
Bill Blackman	William T. Bass, IV

Others present:

Teresa Ellen, Cinnamon Narron, Valerie Bulluck, Jordan Jernigan, Anna Bass

## **Welcome**

Dr. Scott Dixon, called the meeting to order at 6:05pm and welcomed all in attendance.

## **Approval of Minutes for October 2021 Meeting**

The minutes from the October 2021 meeting were accepted without corrections, additions, or deletions.

Review and approval of the minutes shall be construed as review/discussion/approval/of all items distributed prior to the meeting for consideration and shall be so reflected in the minutes.

## **Administration**

Ms. Cinnamon Narron, Financial Officer and Deputy Director reported the Dental program is in operation and making its way back to schools they've visited because it's been operating over six months, and students are due for checkups. There were some cancelations due to equipment breakdowns, and the dentist calling in sick. The Dental Office manager was able to recoup money owed from last year and the previous dentist. The Dental team is working well together, and the billing manager is working on past due billings. The Health Department expects to have a more detailed financial dental report in February. The WIC side of the building is still undergoing renovations. The new construction in the WIC department is designed to make it a more private, and easier experience for clients, and their families. Much of the cost for the renovations were paid for by left over Federal Dollars. The Federal Government allowed the Health Department (HD) to apply for a grant to pay for the WIC renovations. The HD paid an estimated additional \$20,000 dollars after the grant money was used. This was due to the timing of the estimate, and the rising costs of supplies, and materials. Ms. Cooper Suggs asked if they would be able to add individuals to receive any left-over Federal funds. Ms. Ellen said the funds were drawn from the Federal level, and that all available funds have been expended. Ms. Cooper Suggs also asked if there is a limit to the number of clients the Health Department is able serve. Ms. Ellen said there is no limit, and the HD will help anyone who is eligible, and willing to sign up. The Health Department also reaches out to local pregnant women and introduces them to the WIC program. The HD has a very high percentage participation rate in the WIC program. The HD is over the 100% participation rate of what the state requires.

Overall finances are good. There were a lot of extra funds received due to the pandemic to help administer vaccines, and testing. The HD has also received some enhanced Medicaid reimbursement money. There currently aren't any programs in the red because financially the departments are operating well. The immunization program has received administration fee funds for all the vaccinations given. The vaccines themselves are free but the HD can bill the insurance to cover administration costs. Managed

care payments can be confusing with more than one payer. Revenue has been coming in from the dental program. Ms. Ellen commented that since the Health Department has gone to managed care the per member per month has decreased for our Care Management programs. It's hard to determine exactly why because some of the PHP or Prepaid Health Plans don't delineate between their programs. Traditionally the HD has participated in an annual Medicaid cost settlement and the payment would come at the end of the year. The first quarter has already passed, and the HD hasn't received the additional utilization-based payment. Managed Care will send an Invoice and the HD will pay the States share then they send it to the Federal Government, the Government then pays the Prepaid Health Plans, then the PHPs pay the Health Department. Managed Care is behind on payments, but they expect to start the process in January.

### **Personal Health**

Ms. Valerie Bulluck, Director of Nursing gave an update on Managed Care because everyone involved is still learning while the process is evolving. North Carolina implemented the Managed Care model for Medicaid recipients and providers July 1<sup>st</sup>. Wilson County Health Department (WCHD) enrolled as a tier 3 county and contracted with Community Care Plan Of North Carolina (CCNC) to provide case management, data analytics, and risk stratification of patients. CCNC prioritizes the patients based on a risk scale from high to low. The HD is required to contact, and document patients classified high or moderate risk. Currently there are 1229 patients enrolled in the program. Of those 195 patients are considered high risk, 470 moderate risk, and 564 are low risk. Practice Perfect is the platform the HD is using from CCNC to monitor and track empaneled patients. It tracks the Medicaid Quality Measures with benchmarks that we must meet for the 5 prepaid health plans we have enrolled with.

Failure to meet the benchmarks could lead to corrective action from any or all the PHPs. Cervical cancer screening benchmark is 60.1% we are at 60.6%, Diabetes HBA1C benchmark is 88.2% and we are at 100%, Well child visits for children 15 months benchmark is at 66.1 we are at 50%. It is the responsibility of the HD to be in contact with high-risk patients and make sure that they are getting the care they need. If the patient does not want care at the HD, the HD will provide the patient information to get their provider changed and a new Medicaid card. There were 76 patients that were either hospitalized recently or treated in the Emergency Room who require transition to care contacts to get them into the appropriate follow-up. Currently there is 1 RN assigned as the coordinator for managed care and Ms. Bulluck also serves as the backup. At a minimum the HD needs 1 full time RN and 1 full time possibly 2 processing assistants to assure the patients are reached, scheduled, referred, and provided follow-up if they fall out of care. This is a new process and there isn't clear guidance on what to do when you can't reach patients and need to remove them off of the priority list and the empaneled patient list. This is important because when the HD is audited by the plans the HD is held responsible for patients who have not chosen the HD as a provider, or patients who are listed with recommended actions that have not been taken care of. The HD speaks weekly with the CCNC rep, and they have no answers other than to document everything. The work is very labor intensive and requires a dedicated team to complete the work and keep it current. This is Medicaid funding so failing this endeavor, our patients, our community is not an option. Ms. Bulluck asked the board if they had any questions for her. Board member Rosario asked if there are any plans to extend business hours or possibly have weekend hours open for patients in non-emergency situations. Ms. Ellen replied that the Health Department has already tried extending hours for patients, during the work week, and patients did not show up. Ms. Bulluck said that the HD has open availability for patients nearly every day through the week. Work schedule for patients might be a problem but availability is always there for patients. Board member Rosario asked if the Wilson Community Health Center was the only non-emergency health facility open past regular business hours. Dr. Drohan commented that on their Saturday clinic they see over 40 children on a Saturday within 40 hours. Ms. Bulluck says that it's something to investigate soon but with the pandemic, and everything that is going on it would be a lot to put on the current staff.

Ms. Anna Bass presented the yearly communicable disease report for Wilson County. Ms. Bass compared this year's numbers to last year and the Board discussed. (See attachment)

## **Environmental Health**

Jordan Jernigan, Environmental Health Supervisor reported the Environmental Health (EH) department is bringing on a new staff member that will start January 3<sup>rd</sup>, 2022. The on-site section is still 10-12 weeks out and the new hire will join that team. Food and lodging had a recent vacancy in September and the recent candidates for that position are being considered. Due to the current vacancies, EH will not get 100% coverage on required inspections this quarter. However, the two staff members that are in the food and lodging division are working hard and hope close out by the end of the calendar year close to 100%. Children's Environmental health had a vacancy open in October 2021, and EH is looking forward to filling that position soon. There are 3 individuals scheduled to interview for the current open position. Mr. Jernigan has been filling in where he is needed to help his team. Hiring qualified staff for the EH Dept can be a challenge due to the limited number of qualified applicants. Many Counties are incurring the same issue, and some have been able to provide sign on bonuses to recruit new staff.

## **Health Director's Report**

Ms. Teresa Ellen, Health Director gave an update on the coronavirus pandemic, and reported the average cases per day, over the last 7 days were at 14. Just a little over a week ago we were at 6 but the increase was due to the Thanksgiving holiday. The percent of positive tests are at 6.3%. There were 8 deaths reported for the month of November. Most of the deaths have been in the unvaccinated population. According to the CDC we are still at a high level of transmission and our case rate per 100,000 is 136.92. Currently 49% of the total population in Wilson County is fully vaccinated, and 53% of the total population have received their first dose. 57.3% of children over 12 are fully vaccinated, and 52.3% of children over 5 years of age are fully vaccinated. Current hospitalizations at Wilson Medical Center have doubled and is now at 12. The HD held a vaccine event November 13, 2021 and administered the second doses on December 4<sup>th</sup> 2021 for ages 5-11. There were 150 Vaccine shots administered for that event. The HD also held an event in partnership with Barton College, and Wilson County schools, to administer booster shots on November 23<sup>rd</sup>, 2021, to 197 teachers and students. The demand for booster shots continues to stay steady.

Boosters for children 16 and 17 is now available with the Pfizer product and was approved on Friday. The HD also partnered with the Old North State Medical Society (ONSMS). The ONSMS is one of the oldest medical societies for African Americans, and together we held a family vaccination clinic at total impact ministries. Today marks North Carolinas Vaccine Anniversary. The first covid vaccine was given in the state on this date last year. Omicron was announced by the World Health Organization right around the Thanksgiving holiday. So far, the WHO have only announced 1 case of Omicron in North Carolina and it was a student from Charlotte. Ms. Ellen believes there are more cases of Omicron out there and because the sequencing of the tests are random it is not an accurate account for the total number of cases. The Omicron variant does seem to be highly transmissible but, most people show mild to moderate illness. Ms. Ellen recently met with the school system, and they agreed to stay mask required until after the Christmas holiday. The HD is currently looking for a Nurse, and a Nurse Supervisor for the WASH program. Ms. Ellen asked the board to approve the Board of Health Operating Procedures. The only change that was made was to add the option for virtual meetings if its needed.

Dr. Dixon asked for a motion to approve the Health Department Operating Procedures as submitted. Mr. Bill Blackman made a motion to accept the policy as submitted and Ms. Linda Cooper- Suggs seconded. There was no opposition, and the motion was approved.

Dr. Dixon asked the Board if they would agree to review and vote via email the Health Department Fee Policy and Fee Schedule. Bill Blackman made his motion to accept the policy as submitted and Dr. Ariel seconded. There was no opposition, and the motion was approved.

After receiving a motion and a second the board then moved to a closed session to discuss the Health Directors Performance. The Board reviewed the Health Directors workplan and discussed her job description and performance. The board chair will prepare the formal performance evaluation and present it to the Health Director at a later date. The board then received a motion and a second to come out of closed session.

Once the board returned to open session the meeting was adjourned.

**Old Business**

None

**New Business**

None

**Member Comments**

None

**Chairperson's Report**

None

**Public Comments**

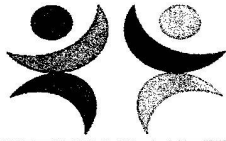
None

**Adjournment**- Meeting was adjourned at 7:06 PM.

Respectfully submitted,

Teresa C. Ellen, Secretary  
Wilson County Board of Health

TCE/lmb



# Wilson County Health Department

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December 14, 2021  
Wilson County Health Department  
Debt Set Off/ Write Off December 2021

As authorized by North Carolina General Statutes, Chapter 105A, The Setoff Debt Collection Act, and the Fee & Eligibility Policy, the Wilson County Health Department is currently undergoing the Debt Set Off/ Write Off Process.

Debts qualifying for the Debt Set-Off program are:

- Debts at least 60 days delinquent
- Debts \$50.00 or greater

Prior to a debt being submitted to the debt set-off program, clients will be properly notified (due process) of the debt, with the right to appeal.

- Notification will be mailed to the last known address, without regard to language preference.
- The client will have 30 days to respond
- If no response is received within 30 days of the notification post mark date, the debt will be submitted to Debt Set-Off
- A manifest report will be retained of all notification letters.

Currently Wilson County Health Department has 292 clients, with a total of outstanding balance of \$42,733.73 that is eligible to be submitted for debt set off. The total is obtained from services from December 1, 2019-December 31, 2021 some of which will be requested to be written off for bad debt, due to inactivity from the patient, after it is submitted for debt set off. There is \$3,987.25 that is in debt write off. Debt write off has decreased this fiscal year due to patients with activity on accounts and paying on their outstanding balance.

Debt set-off notification letters will be mailed out by December 31, 2021. Clients have 30 days from the date of the postmark to respond.