



Advocating for Providers and Those They Support

2025 Annual Report

Table of Contents


About the NC Providers Council	3
Association Leadership	4 – 8
Membership & Engagement	9 – 13
Committees & Workgroups	14 – 18
NCPC Shining Beacons	19 – 22
Legislative Advocacy	23 – 29
Conference Highlights	30 – 34
Operations & Management	35 – 37
Membership & Contact Information.....	38 – 39

About the North Carolina Providers Council

The North Carolina Providers Council (NCPC) was established in 1997 to coordinate providers of mental health, intellectual/developmental disability, and substance use disorder services and ensure access to services that are adequately funded and support independent living in communities across North Carolina. We recognize and believe that for services to be effective, they must be sufficient in amount, duration, and scope. Provider rates must also be sufficient to ensure competitive wages for the direct care workforce, quality care, and continuity of care for the individuals who we serve. Through monitoring and analyzing proposed legislative and regulatory changes and provider operations data, NCPC strategically advocates with NCGA Members and NC DHHS State Officials for recommended, systemwide solutions. NCPC's mission includes:

- 1. Promoting openness and communication**
- 2. Encouraging professional growth**
- 3. Assuring that members adhere to the Council's professional code of ethics**
- 4. Supporting members**
- 5. Fostering the development of appropriate resources and supports**
- 6. Advocating for policy and legislative priorities**





2025 Association Leadership

Message from the Board President

Serving as President of the North Carolina Providers Council this past year has been an incredible honor. The year brought incredibly meaningful and impactful opportunities for collaboration and growth, along with challenges that called for innovation, adaptability, and resilience, and a little bit of patience and grace. This year, the collective voice of NCPC was heard loud and proud advocating for our providers and those we serve.

Through active participation in our standing committees and Membership Leadership Forums, NCPC members shared invaluable expertise on critical issues such as care management, rate-setting, and the innovative practices shaping our industry. This collaboration demonstrates the strength of our collective voice and reinforces our shared commitment to meaningful progress.

Our standing committees continue to serve as essential platforms for addressing pressing challenges and advancing initiatives in care management, program innovation, and policy reform. I strongly encourage all provider agencies to become involved—your insights and engagement are vital to driving impactful solutions and achieving our shared goals.

We are deeply grateful for the continued support and leadership of CCR Consulting and G. Peyton Maynard & Associates. Their guidance has been instrumental as we navigate an evolving and complex landscape together.

Finally, I extend my sincere appreciation to the NCPC Board, our committee members, every Provider Member, and every Provider Support Member who has contributed to our collective mission. NCPC is proud to represent such a dedicated, dynamic, and resourceful membership. Together, we will continue to create lasting impact.



Teri Herrmann, 2025 President
Representing SPARC Services & Programs

2025 Board Officers



Teri Herrmann

CEO,
Sparc Services & Programs

Board President

"I serve on the NCPD Board and co-chair several of the committees to help further the important work that the NC providers are doing. We offer life-saving services to our members and it is important to be able to advocate for and educate ourselves, our members, our stakeholders, and policy makers on what is needed to serve the most vulnerable of North Carolinians. It is an honor and privilege to join forces with like-minded, passionate providers to ensure that our members receive the best possible care."



Christopher White

COO,
LifeSpan Services

Board Vice President

"Being a part of the North Carolina Providers Council Board is exciting to me because I am given an opportunity to be a part of workgroups that affect change at a policy level within our state."



Kelly Husn

Division Director,
Bayada Home Health Care

Board Secretary

"My organization's membership with the NCPD has been invaluable in allowing us to team up with other providers to advocate for our individuals and employees and stay connected with what is happening across the state. I am honored to represent I/DD providers as a Board member and to collaborate with my fellow teammates to push for change and support as we navigate the system. These things are most crucial as we all work together to take care of our state's most vulnerable individuals and ensure that they are living their safest, best lives."



Paula Atkins

Chief Clinical Officer,
Holy Angels

Board Treasurer

"I am proud to serve on the NCPD Board and have the opportunity to collaborate with other companies to better the lives of those we serve. NCPD has a long-standing reputation of advocating for those in need and pushing ahead for positive change in North Carolina. It is important for us to come together to navigate the ongoing challenges of the healthcare landscape, and I am fortunate to be a part of an organization that can be a voice for those who need support in having their heard."

2025 Board of Directors



Dawn Allen
CEO,
GHA Autism Supports

"I have been working at GHA Autism Supports for over 42 years. It is very important that service providers, consumers, and their families stay informed and have an active voice. NCPC consultants and Board of Directors are recognized by providers as leaders to guide them. I look forward to an opportunity to continue to be a part of the leadership of NCPC."



Richard Anderson
CEO,
Horizons Residential Care

"I am honored to have completed a very successful year with the NCPC Board. I served on this Board many years ago and had not forgotten how important our work is. This year was no exception, and I am looking forward to the coming year, with all we are facing. I encourage all Providers to join the Council as the coming year will set the stage for our future. Together we will work toward our goal of a provider network that ensures that meaningful days are the standard for all those who we pledge to support."



Bridget Cain
Executive Director,
October Road, Inc.

"I serve on the NC Providers Council Board because I believe in the work that NCPC does – not only supporting providers but helping to support individuals throughout North Carolina."



Sara Huffman
Central NC Regional Director,
RHA Health Services

"I am proud to be a member of the NC Providers Council's Board of Directors because of NCPC's long standing history of advocacy for the MH/SU/IDD provider community and quality services for the residents of North Carolina."

2025 Board of Directors



Margaret Mason

Regional Vice President,
Amivie

"My career has been dedicated to a mission shared with NCPC: supporting individuals and the professionals who deliver their care. Serving on the Board offers a valuable opportunity to collaborate with industry experts and advocates, thereby advancing and promoting MH/IDD/SU services across North Carolina."



Wilson Raynor

CEO,
Life, Incorporated

"I serve on the NCPC Board to represent the collective voice of our member organizations throughout the state of North Carolina. I believe in the work of this organization which is at the forefront of innovative, provider focused, policy and clinical change in this state. We collaborate with providers across the state regarding issues and best practices and help grow our voice to better the lives of the individuals who we serve."



Sheryl Zerbe

Regional Director,
Community Alternatives

"I have participated regularly in NCPC Committees and served in several Board roles in the past, including President. I understand the important work NCPC does in advocating and supporting its membership in achieving positive outcomes for those who receive services from our organizations and help provider agencies navigate our behavioral health system. Service on the Board allows us to develop strong positions and place them in the hands of all the right people."



Devon Cornett

Vice President of Network Support,
Abound Health

Ex – Officio, Past President

"North Carolina's BH system continues to evolve rapidly, presenting both challenges and opportunities. Experienced leadership is essential to navigate operational complexities, influence policy, and ensure sustainable, person-centered care. By serving on the NCPC Board, I look forward to continued collaboration with providers, MCOs, and DHB to strengthen networks, enhance partnerships, and deliver optimal services. Working together as a team is vital to meeting the needs of those we serve during this time of constant change."

Membership and Engagement



2025 Provider Member Agencies



The Charles Lea Center
Enhancing Lives. Encouraging Dreams.



HANSELUNIONSM



2025 Provider Member Agencies

INREACH

Le Chris[™]
"All Things Are Possible"

LIFE INC.

LIFESPAN
Abilities Illuminated

nova
BEHAVIORAL HEALTH



Pyramid Healthcare
AN INTEGRATED BEHAVIORAL HEALTHCARE SYSTEM

Pinnacle
FAMILY SERVICES

PRIMARY
HEALTH CHOICE INC.



Servant's Heart

Serving those in need through love.

"In God We Trust"

RHA
HEALTH SERVICES

RALPH SCOTT
LIFESERVICES, INC.
Serve • Support • Empower

tlc



Skill Creations, Inc.
Support-Care-Independence

Southeastern
Integrated Care

SPARC
Services & Programs

Volunteers of America[®]
CAROLINAS

2025 Provider Support Member Agencies

AleraHealth

 carolina
complete health.™

 COLLABORATIVE
HEALTH
NETWORK

 DHW
CPAs & STRATEGIC ADVISORS

 eBridge

 giv.

 MOLINA[®]
HEALTHCARE

 ONtarget

RUBICON
MANAGEMENT, INC

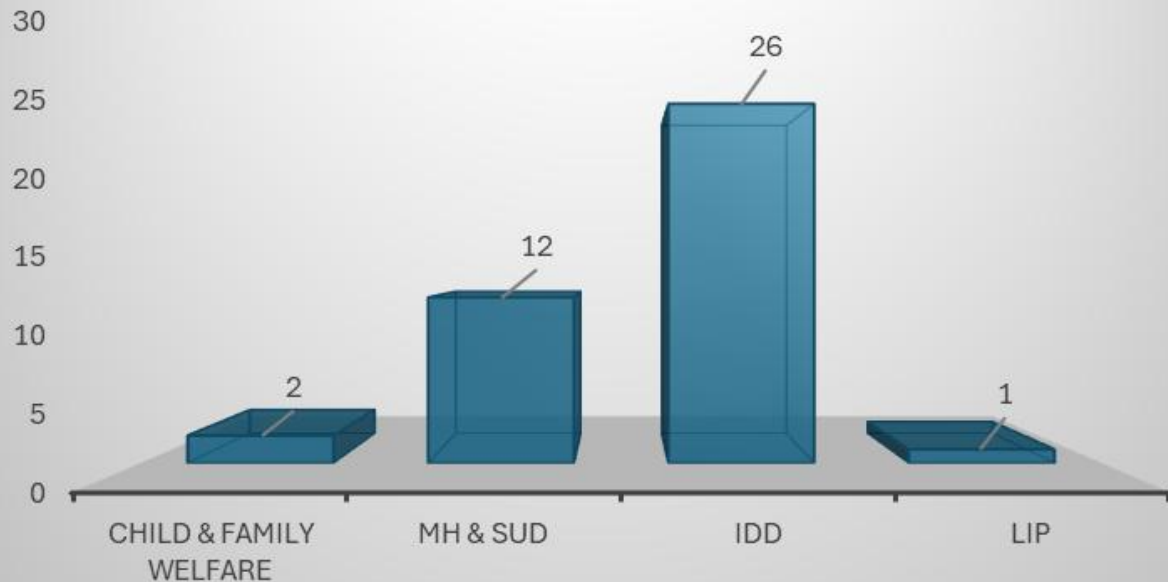
Therap[®]

 VAYAHEALTH

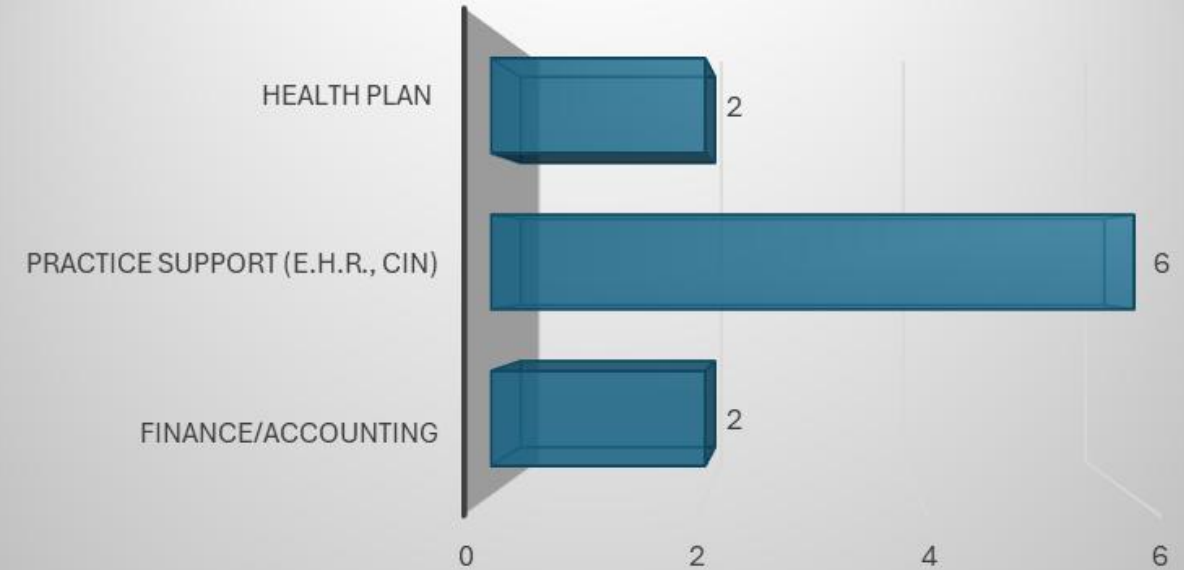
2025 Trends in Membership Agency Service Types

NCPC's 34 Provider Member agencies render one or more MH/IDD/SUD services (the graph below may include one agency in more than one category). Members have local, regional, statewide, and national footprints.

Provider Member Specialties



Provider Support Member Specialties



NCPC's 11 Provider Support Members are finance and E.H.R. companies; Clinically Integrated Networks; health plans; and non-clinical professionals who provide services or products to MH/IDD/SUD providers.

NCPC's advocacy capacity continues to grow! Over the past decade, association membership has increased by almost 40 percent. We invite you to add your voice to ours! Members' diverse service lines and geographic perspectives yield policy and best practices discussions that inform legislative advocacy priorities.

2025 NCPC Standing Committees

Specialty committees meet bi-monthly year-round and inform the monthly Regulatory and Business Practices Committee agenda.

Regulatory and Business Practices Committee

- 73 active members met monthly to discuss federal and State legislative and policy updates and identify issues for Board and Policy Director consideration
- Included participation by DHB and DMH leadership

I/DD Committee

- 62 active members met to identify regulatory, policy, and operational issues
- Topics included LTSS delivery and billing (EVV); 1915(i); EIPD/employment; workforce; and Inclusion Connects
- Included regular participation by DHB and DMH officials

MH-SUD Committee

- 20 active members met to identify regulatory, policy, and operational issues
- Worked with NCPC Policy Director and DHHS regarding Medicaid and State-funded ASAM and other service definitions, billing codes, and rates

2025 NCPC Standing Committees

Year-round standing committees inform the policy agenda and foster strategic alliances.

Children and Families Specialty Plan Committee

- 14 active members met to identify provider perspective questions for the CFSP contractor regarding network contracting, care management, and more
- Included bi-monthly discussions with CFSP administrator Healthy Blue Care Together

Operational Data Strategies Committee

- 31 active members met to identify IT, operational, and compliance issues and policy or administrative solutions to take to State officials and Plans
- Included participation by DHB and DIT/NC HIEA officials

2025 NCPC Standing Workgroups

Ad hoc workgroups give members a forum for a "deep dive" into select topics

Tailored Plan / Tailored Care Management Workgroup

- Member CMAs met weekly to identify issues and solutions to take to State officials and Plans
- Included regular participation by DHB officials

Iryna's Law Workgroup

- Established for MH-SUD members after the NCGA enactment of Iryna's Law ([S.L. 2025-93](#))
- Included discussion of implications of new requirements for BH providers, hospitals, and Plans
- Included consultant monitoring of NCGA House Select Committee on IVC and Public Safety

2025 Membership Leadership Forums

Each year, NCPC convenes member-only forums for association members to engage with select State officials and managed care Plan representatives. The NCPC Board and lobbyists also maintain an open door and an ongoing dialogue with the Association of Public Community Health Plans and NC Association of Health Plans.

February (Virtual)

Guest speakers Kelly Crosbie, DMH/DD/SUS Director, and Dave Richard, Sr. VP, McGuire Woods, discussed DMH and Tailored Plan 2025 legislative priorities, respectively.



Kelly Crosbie
Director, NC DMH/DD/SUS



Dave Richard
Sr. VP, McGuireWoods

May (Virtual)

Guest speakers Kelly Crosbie and Dave Richard discussed the proposed State budget bills and concerns about underfunding implications for the Medicaid rebase and MH, SUD, and IDD services.

September (In-Person)

Guest moderator Dave Richard led a panel discussion with the Association of Public Community Health Plans on topics ranging from successes and challenges; administrative standardization efforts; and the future of Tailored Care Management.



2025 Statewide Committee and Coalition Participation

Developmental Disabilities Consortium

Substance Use Disorder Federation

The Coalition and Policy Subcommittee

Essential Jobs, Essential Care NC

DMH – DHB Provider Association Forum

ANCOR State Association Executive Forum

**Members also serve on Tailored Plan Provider Councils and Boards and DHHS Stakeholder Advisory Groups*

NC Providers Council Shining Beacons

NCPC provider members support clients across the State with facility-based and Home- and Community - Based IDD, behavioral health, substance use disorder, and child and family welfare services.

Year-round, provider member agency staff are shining beacons to the populations who they serve! Read on to learn more about some of the clients served and the meaningful programs that our members operate.





NCPC Member Since 2015



Empower to Thrive – Specialized Consultative Services in North Carolina

About Health's Specialized Consultative services provide expertise, training and technical assistance to assist family members, support staff and other natural supports in approaches to care for individuals with intellectual and developmental disabilities. In [this video](#), Alex's mother shares her experience with Specialized Consultative Services, and how it helped their family in a supportive home environment while delivering essential care for Alex.

NCPC Shining Beacons

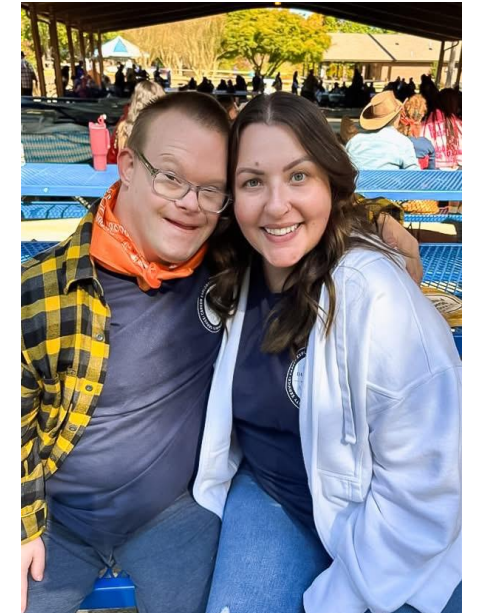
Amivie gave back to the community with Meals On Wheels. . .



Amivie

NCPC Member Since 2015

. . .and celebrated at their very own Oktoberfest!



NCPC Shining Beacons

Congratulations to NCPC provider member **DeVault Clevenger** for securing the 2025 Pinehurst "Bingo King" title at the annual [Blingo Bingo Fundraiser](#) for [The C.A.R.E. Group](#), benefitting Moore Buddies Mentoring & Moore County Literacy Council!



DeVault Clevenger of Pinnacle Family Services, NCPC Member since 2002.



LEGISLATIVE ADVOCACY

Advocacy and Resilience in Challenging Times

In 2025, Congress enacted H.R. 1—the One Big Beautiful Bill Act. The law includes provisions for reducing expenditures in the Medicaid program by more than \$1Trillion over the next decade and changing how States may administer the program, from beneficiary eligibility and work requirements, to health care service coverage, to allowable State match revenue sources. States will progressively need to use more State government dollars to fund both Medicaid and Supplemental Nutrition Assistance (SNAP) programs.

In 2025, the North Carolina General Assembly (NCGA) did not enact a new biennium State budget, but it did enact a mini-budget that included a partial NC Medicaid program rebase for the NC Department of Health and Human Services (DHHS). In August, NC DHHS officials warned that the rebase fell \$319M short of what they needed to sustain the Medicaid program for the State Fiscal Year running 7/1/2025 - 6/30/2026. NC DHHS officials and NC Medicaid system stakeholders advocated for a full Medicaid rebase appropriation to be enacted, but General Assembly Members did not reach a budget consensus. On October 1 of 2025, NC DHHS implemented across-the-board Medicaid rate cuts ranging from 3% to 10% to offset the projected \$319M rebase shortfall.

On October 21, approximately 500 NC Medicaid stakeholders converged for a Day of Action at the legislature. They also advocated for a termination of the Medicaid rate cuts with NC DHHS and the Governor's office. The NCGA continued to convene monthly, but it did not enact a biennium budget with a full Medicaid rebase. In mid-November, NC Medicaid stakeholders filed lawsuits in Superior Court and Contested Case Petitions in the Office of Administrative Hearings to enjoin NC DHHS from implementing the rate cuts. As a last resort, NCPC also filed Contested Case Petitions. On December 10th, Governor Stein announced the termination of the Medicaid rate cuts and DHHS initiated the process for reimbursement to Health Plans and provider agencies retroactive to 10/1/2025.

Legislative Day of Action, October 21, 2025



abound
HEALTH

NCPC member since 2015

Abound teams from multiple regions came together in Raleigh to stand with the people they serve, their partners, and community collaborators—united in advocating against harmful rate cuts.

Legislative Day of Action, October 21, 2025



The Amivie team attended the Day of Action at the NC General Assembly to advocate for individuals with disabilities and the caregivers who support them.

Rep. Maria Cervania, pictured in the middle, gave the team a tour of the House Floor.

Amivie 

Formerly Community Based Care,
NCPC member since 2015

Legislative Day of Action, October 21, 2025

LIFESPAN Services clients joined staff on the Day of Action to advocate for individuals with disabilities and the caregivers who support them.



NCPC member since 2008

A Successful, Collective Advocacy Outcome for NC Medicaid Health Plans, Provider Agencies, and The Clients Who They Serve!



"NC Governor Stein restores Medicaid rates amid budget shortfall, urges legislature to act"

December 11, 2025
NC Health News

NCPC Members in this photo include Larkin Raynor of LIFE, Inc.; Christopher White of LIFESPAN; and NCGA Representative Sarah Crawford of TLC.

2025 Policy and Legislative Priorities

2025 Long Session Legislative Priorities and Projects:

- Medicaid Rebase, including CFSP funding
- Direct Support Professional wage increases
- Innovations Waiver slot and rate increases
- Restoration of Single Stream Funding for State-funded services administered by the Tailored Plans
- Actuarially sound Tailored Care Management rates
- Developmental Day Center funding
- Behavioral Health services rates
- Healthy Opportunities Pilots continuation funding

2025 Legislative Outcomes:

The North Carolina General Assembly did not enact a new biennium budget in 2025. Instead, it enacted a mini-budget with a Medicaid program Rebase that NC DHHS reported being \$319 short of what is projected to be needed to sustain the program through 6/30/2026. NCPC legislative priorities remain unaddressed due to the lack of a new biennium budget and a partial Medicaid Rebase.

Fall 2025 Conference Highlights

- NCPC held its fourth consecutive annual conference in the city of Asheville to support the local economy in the wake of Hurricane Helene. NCPC recognized Vaya Health's CEO Tracy Hayes with a plaque, "in gratitude for your unwavering dedication and compassionate response after Hurricane Helene."
- More than 200 individuals representing Tailored and Standard Plans, NC DHHS, member and non-member provider agencies, and families with lived experience gathered for meaningful dialogue about the BH & IDD health care system, networking with old and new acquaintances, and after hours fun!
- The 2025 [Steve Jordan Lighthouse Award](#) went to NC DMH/DD/SUS Director Kelly Crosbie. Congratulations, Kelly, and thank you for all that you do for the State of North Carolina! This was the twelfth year that NCPC has given the award in honor of former NC DMH/DD/SUS Director and NCPC Board President Steve Jordan.



2025 Annual Conference Photos



Kelly Crosbie
Lighthouse Award
Recipient



Standard Plan and Tailored Plan Executive Panel



2025 Annual Conference Highlights

223 registrants and 35 exhibitors convened, learned, and networked at the Asheville conference.

- In Monday's opening plenary, Organizational Behavioral Consultant Sue Wedsworth presented simple strategies to recharge energy, alleviate stress and inefficiencies, and rekindle passion for work and life.
- At Tuesday's Membership Luncheon, Dr. Jessica Houston shared her academic insight, emotional intelligence, and strategic mindset to encourage leading from within to achieve breakthrough performance.

IDD breakout session expert panels:

- Beyond GPT: Using AI for Good in Disability Services
- Empowering Stakeholders: Your Role in Driving Systemwide Policy Change Benefitting the IDD Community
- IDD Focused Measures for Value-Based Contracting Purposes
- Building the Future of IDD Services: Integrated Housing, Workforce, and Therapeutic Solutions
- Empowering Operational Excellence: Leveraging Technology and Data
- Examining the Complexities of Our Multi-generational Direct Support Professional Workforce
- IDD Policy and Services
- Engaging Frontline Staff through Challenging Realities: What's Happening out There
- Empowering Independence: Leveraging Remote Supports and Technology for A Brighter Future through TULA

2025 Annual Conference Highlights

MH/SUD breakout session expert panels:

- Behavioral Health Emergency Planning: Building a Culture of Preparedness—Not Panic
- Vicarious Trauma and Trauma-Informed Organizations

Child & Family Welfare breakout session expert panels:

- Healthy Blue Care Together: Children and Families Specialty Plan Update
- Supporting Families Raising Kids with IDD's Caused by Prenatal Substance Exposure
- Relationships Matter: Strengthening Families through Connection and Support with Child First

Miscellaneous breakout session expert panels:

- AlexAI: Empowering Behavioral Health Teams with Augmented Support
- Legislative Update / working breakfast
- Shaping Culture to Support Service Excellence

THANK YOU to Our 2025 Conference Sponsors!



ALEXANDER
YOUTH NETWORK



Skill Creations, Inc.
Support-Care-Independence



Humana
Healthy Horizons®



2025

Operations and Management



Advocating for Providers and Those They Support

2025 Member Communications and Engagement



- 28 member newsletters with federal and State policy updates
- 56 NC DHHS alerts
- 82 Standing Committee and Workgroup Meetings



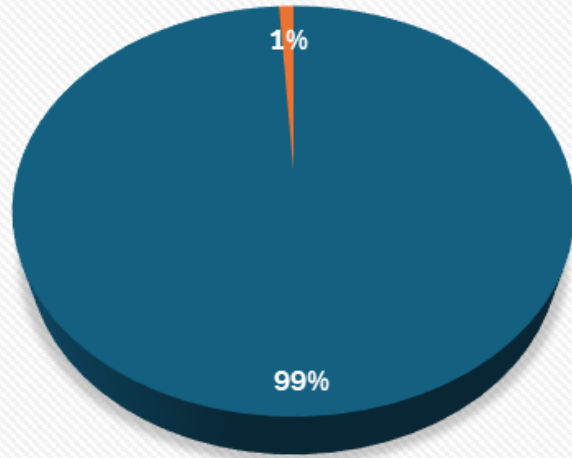
- Representation on statewide coalitions
- Developed and fostered critical relationships with influential NCGA Members
- Ongoing collaboration with the [ANCOR](#) government relations team
- Collaborated with other provider associations and health plans to advocate for Medicaid rates restoration and filed a legal action



- Published regular policy updates to inform member operations and compliance
- Proposed legislative, clinical policy, and IT solutions for systemwide provider issues
- Used a collective voice to achieve policy goals
- Continually engaged State officials and strategic alliances

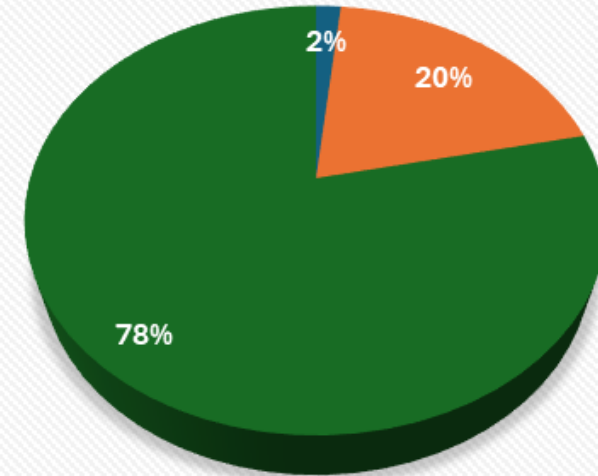
2025 Operating Expenses and Revenue

Expenses



■ Association Administration ■ National Memberships

Revenue



■ Reserve Interest ■ Conference ■ Membership Dues

2025 FINANCIALS

- CY2025 association operating expenses were \$400,122.
- CY2025 association revenue was \$444,407.

Collaborate. Influence. Lead with NCPC.

If you are a provider agency of
IDD/MH/SUD or Child and Family Welfare services:

[Letter of Invitation](#)

[Full Membership Application](#)

[Provider Member Benefits](#)

If you are a vendor offering services or
products to IDD/MH/SUD and Child and Family
Welfare service providers or a health plan:

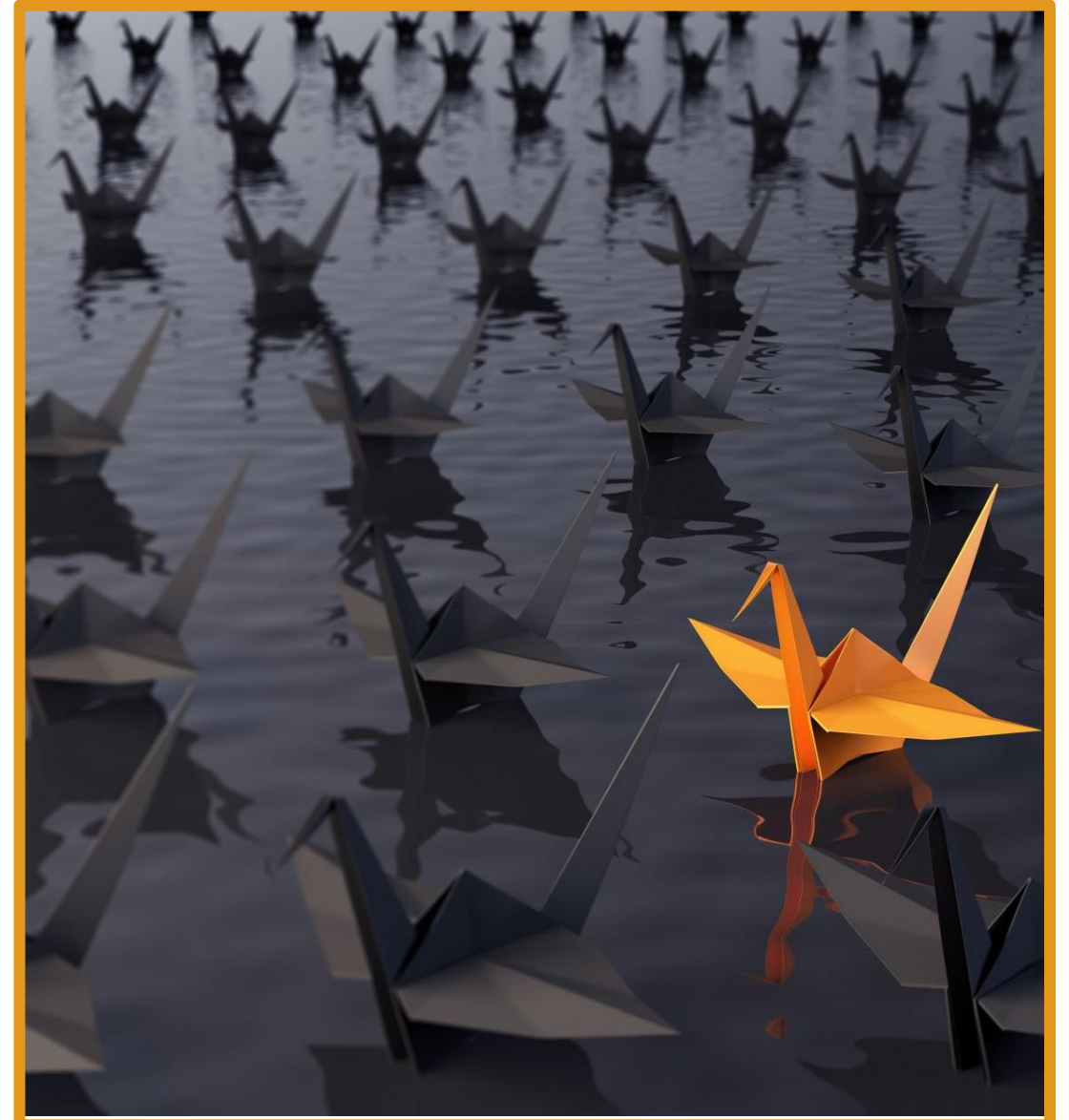
[Provider Support Member/Vendor Application](#)

[Provider Support Member/Vendor Benefits](#)

**If you are a Licensed Independent
Practitioner** provider of IDD/MH/SUD services:

[LIP Membership Application](#)

[Associate Member Benefits](#)





**9660 Falls of Neuse Road,
Suite 138 #124, Raleigh, NC 27615
(919) 784 - 0230**

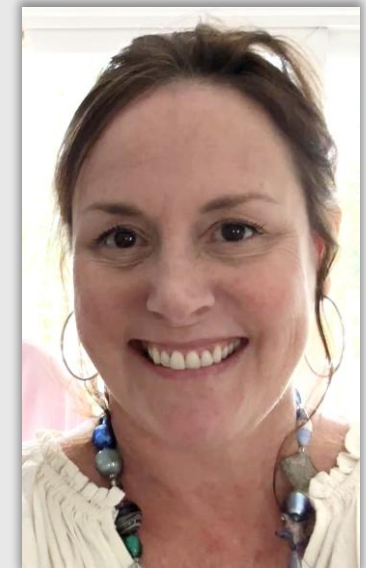
www.ncproviderscouncil.org



Sarah Pfau, JD, MPH, CCR Consultant
sarah.pfau@ncproviderscouncil.org



Joel Maynard, Policy Director
joel.maynard@gmail.com



Carson Stanley, Office Administrator
carson.stanley@ncproviderscouncil.org