



Transforming Lives. Building Community Well-Being.

Network Communication Bulletin #197

To: All Providers
From: Khristine Brewington, MS, LCMHCS, LCAS, CCS, CCJP
VP of Network Management
Date: November 5, 2021
Subject: NC Medicaid Ombudsman Webinar Series, Updated Provider Enrollment Training, Tailored Care Management 101 Webinar Series, Medicaid Transformation Resources

SPECIAL BULLETIN MEDICAID TRANSFORMATION

YOUR ADVOCATE FOR QUALITY CARE

WEBINAR, INTERACTIVE MONTHLY UPDATE

November 17, 2-3 p.m.

The NC Medicaid Ombudsman presents a monthly webinar about Medicaid Managed Care and related topics. The webinars are designed for Medicaid beneficiaries, health care providers and other Managed Care stakeholders. We're interactive! Presenters will solicit feedback from attendees about their experiences with Managed Care and answer questions from attendees.



NC MEDICAID
OMBUDSMAN

To find out more about the NC Medicaid Ombudsman and access our outreach materials, visit ncmedicaidombudsman.org.

Please forward this invitation far and wide to help us spread the word. We are here to help!

 [REGISTER FOR THE WEBINAR](#)

UPDATED PROVIDER ENROLLMENT TRAINING

This fall, NC Medicaid is releasing an updated series of provider enrollment training videos, which are required components of the provider enrollment process for North Carolina Medicaid providers, and mandated under NCGS108C-9 (c). Public Consulting Group (PCG) is the state contractor responsible for conducting the pre-enrollment trainings for all newly enrolling providers.

The seven-part series covers current policies and procedures under the new NC Medicaid Managed Care guidelines. To complete the coursework, providers must watch each video, complete each quiz and pass the final exam with a 70% score or better.



Member & Recipient Service Line - 877.685.2415
Business & Administrative Matters - 866.998.2597

TrilliumHealthResources.org



For additional information about the required training, Providers may call PCG at 877-522-1057, Option 2, or email at NCDMAMedicaid@pcgus.com

 [Provider Enrollment Training Link](#)


TAILORED CARE MANAGEMENT 101 WEBINAR SERIES

Tailored Care Management will be the predominant care management model for the Behavioral Health and Intellectual/Developmental Disability (I/DD) Tailored Plan population, which includes individuals with significant behavioral health conditions (including serious mental illness, serious emotional disturbances and severe substance use disorders), I/DD and traumatic brain injury (TBI). Tailored Plan members will obtain care management through one of three approaches: through an Advanced Medical Home Plus (AMH+) practice, Care Management Agency (CMA), or a care manager based at a Tailored Plan.

[The Tailored Care Management 101 webinar](#) series was designed to help develop a shared understanding of the model across the North Carolina provider community (including advanced medical homes and behavioral health, I/DD, and TBI providers) and anyone interested.

The webinar series will run from October through mid-December, on Fridays from 12 to 1 p.m., and cover:

DATE	SUBJECT
Oct. 1, 2021	Introduction to Tailored Care Management
Oct. 8, 2021	Becoming an AMH+/CMA
Oct. 15, 2021	Health Information Technology (IT) Requirements and Data Sharing
Oct. 22, 2021	Partnering with a Clinically Integrated Network and Other Partners
Oct. 29, 2021	Delivery of Tailored Care Management
Nov. 5, 2021	Transitional Care Management and Community Inclusion Activities
Nov. 19, 2021	Conflict-Free Care Management and Additional Care Coordination Functions for Members Enrolled in the Innovations or TBI Waiver
Dec. 3, 2021	Billing
Dec. 10, 2021	Oversight and Quality Measurement/Improvement

 Register for the [webinar series](#).

 [More information on Tailored Care Management](#).

MEDICAID TRANSFORMATION RESOURCES

During Medicaid Transformation, with the launch of the Standard Plans in 2021 and Tailored Plans in 2022, Trillium will continue sharing information with our provider network.

Please see below for current resources:

- 🌱 [NCDHHS Facts Sheets](#)
- 🌱 [My Learning Campus for Providers](#) - Medicaid Transformation Training available
- 🌱 [Learn more about Medicaid Transformation](#)
- 🌱 [NCDHHS Health Plan Contacts & Resources](#)
- 🌱 [North Carolina AHEC Managed Care Website](#)
- 🌱 [NC Medicaid Managed Care Website](#)
- 🌱 Requests for presentations or to provide feedback: NCEngagement@dhhs.nc.gov

Any questions about this Communication Bulletin that does not already have an email listed for questions from that specific section, may be sent to the following email: NetworkManagement@TrilliumNC.org. These questions will be answered in a Q&A format and published on Trillium's website.