



Transforming Lives. Building Community Well-Being.

Network Communication Bulletin #239

To: All Providers

From: Khristine Brewington, MS, LCMHCS, LCAS, CCS, CCJP
VP of Network Management

Date: August 12, 2022

Subject: Opioid Treatment Programs (OTP) - Request for Temporary Waiver of 10A NCAC 27G.3604 (f)(1)(A)-(G) and (f)(3)(A), Special Bulletin COVID-19 #263: New NC Medicaid Webpage to Help Prepare for End of the Federal Public Health Emergency, Pre-Assessment Survey for Upcoming Training, Important Information Regarding the 2022 Perceptions of Care Surveys, NC Child and Family Improvement, Providing a Tobacco – Free Culture of Care Training is now available on the Provider My Learning Campus, Open Enrollment Announcement, Parents as Collaborative Leaders Training, Save the Date...Trillium Health Resources Presents Building Safety & Trust, NC TOPPS Update, NC TOPPS Training Now on the Learning Campus!, 2022 NC SNAP Examiner's Certification Schedule Virtual Training, Victory Junction, Disaster Planning, Valued Providers Seal Program, Need to Report Fraud, Waste, and Abuse?

OPIOID TREATMENT PROGRAMS (OTP) - REQUEST FOR TEMPORARY WAIVER OF 10A NCAC 27G.3604 (F)(1)(A)-(G) AND (F)(3)(A)

This bulletin provides an update to LME/MCO [Joint Communication Bulletin #J422](#) Extension of COVID-19 Flexibility for Opioid Treatment Programs (OTPs) Take Home Dosing issued July 6, 2022.

The Substance Abuse Mental Health Services Administration (SAMHSA) has granted a temporary exemption from the unsupervised take-home medication requirements of 42 C.F.R. § 8.12(i) that are necessary to dispense up to 28 days of take-home doses of opioid use disorder medication to stable patients if the OTP believes the patient can safely handle this amount of take-home medication, and dispense up to 14 days of take-home doses of opioid use disorder medication to less stable patients if the OTP believes the patient can safely handle this amount of take-home medication.

At the federal level, this exemption will start at the end of the COVID-19 federal public health emergency (PHE) and continue for one year past the end of the COVID-19 PHE, unless modified or terminated by SAMHSA. The NC State Opioid Treatment Authority (SOTA) registered concurrence with this exemption and has been working with Division of Health Service Regulations (DHSR) on getting a temporary rule waiver to align with SAMHSA's exemption.

DHSR has created a pathway for programs to individually request a waiver of the state rule regarding the provision of unsupervised take home medication. OTPs can initial and sign the attached Waiver Agreement and Acknowledgement Form for each of their programs to request the waiver. Please refer to the [DHSR memorandum](#), Request for Temporary Waiver of 10A NCAC 27G .3604 (f)(1)(A)-(G) and (f)(3)(A) issued Aug. 1, 2022 for further detail. Please see the attachment "[OTP Waiver Request](#)" [form](#).

If an OTP has a contract with an LME/MCO, they will need a letter from the LME/MCO agreeing that health and safety will not be negatively impacted by the waiver. If an OTP does not have a contract with an LME/MCO, then they will need to include a letter from their governing body or board of directors.

The waiver will cover take-home flexibilities for Medicaid and state-funded OTP services. A copy of the approved waiver will need to be submitted to any Standard Plan or LME/MCO with whom the OTP contracts.

If you have any questions, please contact Howard Anthony at 919-527-7664 or howard.anthony@dhhs.nc.gov.

SPECIAL BULLETIN COVID-19 #263:

NEW NC MEDICAID WEBPAGE TO HELP PREPARE FOR END OF THE FEDERAL PUBLIC HEALTH EMERGENCY

Materials to support providers in sharing information with beneficiaries

Since it began in January 2020, the COVID-19 federal Public Health Emergency (PHE) helped prevent NC Medicaid beneficiaries from losing their health coverage during the pandemic, even if someone's eligibility changed. The PHE also helped health care providers keep their practices running so they could deliver care to Medicaid beneficiaries.

The PHE currently extends through Oct. 13, 2022. While we do not know when the PHE will end, NC Medicaid wants to help beneficiaries, providers and community stakeholders understand any potential impacts and steps they can take to be ready.

NC Medicaid has launched a [new webpage](#) to help provide guidance on preparing for the end of the PHE. The webpage offers information and resources, including a [communications toolkit](#) for community partners who work closely with beneficiaries, as we work together to ensure consistent access to care. We encourage providers to use the webpage and resources to assist in your communications with beneficiaries.

PRE-ASSESSMENT SURVEY FOR UPCOMING TRAINING

Trillium Health Resources is collaborating with Roanoke Chowan Community Health Center to host the Hepatitis C Training. The purpose of the Hepatitis C Training is to inform SUD providers what Roanoke Chowan Community Health Center (RCCHC) offers to insured and uninsured members with Hepatitis C. We are conducting a pre-assessment survey to determine the knowledge that our providers already have about Hepatitis C and their experience working with members who have Hepatitis C. Please take a moment to click on the link and complete this [pre-assessment survey](#). The Hepatitis C Training date will be announced in the near future.

IMPORTANT INFORMATION REGARDING THE 2022 PERCEPTIONS OF CARE SURVEYS

Every year Trillium Health Resources and other LME/MCOs across the state assist the North Carolina Department of Health and Human Services (DHHS) with a mandatory annual survey of members who receive Mental Health and/or Substance Use services. The survey is designed to assess member perceptions of the services they have received in the past year.




The survey results are sent to the Substance Abuse and Mental Health Services Administration (SAMHSA) for required reporting, who then publish the results by LME/MCO in an annual report. The survey results are used to inform policy decisions designed to improve the system.

YOUR ASSISTANCE AND PARTICIPATION IS CRUCIAL TO THE SUCCESS OF THIS PROJECT

If you provide MH and/or SU services to members of any age, you may have been contacted to participate in the administration of this survey. Specific instructions were provided by Trillium staff at that time.

Survey administration options have been adapted and expanded to include use of electronic/web based and paperless surveys. These changes are intended to safeguard members and provider health and safety, and to significantly reduce burden for participating providers who assist with the survey administration. Administration of the 2022 Perceptions of Care survey has begun and will continue through September 16. Since there is a short administration period, surveys must be completed in a timely manner.

Requirements for Member Participation in the Survey:

-  Must have mental health and/or substance use diagnosis
-  Must be a Trillium member, with a Trillium member ID number
-  Can be State-funded OR Medicaid funded

As a reminder, survey administration may not be billed as a service; rather, survey participation is an element of a provider's contractual requirements with the LME/MCO, and ultimately helps to improve the quality of services for our members.

Please follow all timelines and survey administration instructions provided by Trillium. If you were asked to participate in the administration of this survey, you have already received an email. If you have any questions, please feel free to contact us at surveys@trilliumnc.org or 1-866-998-2597 and ask for Julie McCall.

Thank you for your participation in this important survey! We look forward to working together with you to gather important information that will reflect our joint efforts to help members in our area.

NC CHILD AND FAMILY IMPROVEMENT INITIATIVE

Trillium, as a partner in the *NC Child and Family Improvement Initiative*, is developing a statewide network of child treatment providers to ensure that children and families engaged with DSS have continuity of care without delay or interruption when moving from one area of North Carolina to another. Trillium currently has providers located throughout NC to best meet the needs for our members, especially members who are children engaged with DSS for foster care programs, kinship placements or adoption.

Effective 7-25-22 Trillium will expand our existing statewide Network through an *Open Enrollment for Child Treatment Providers* statewide to ensure that children and adolescents have access to the services they need across NC.

Providers must be enrolled and credentialed with NC Tracks for NC Medicaid and meet service eligibility requirements, including licensure and accreditation, when applicable.

Open enrollment will close on August 31, 2022.

Please visit the Trillium Health Resources [Recruitment Opportunities webpage](#) to learn more!

PROVIDING A TOBACCO – FREE CULTURE OF CARE TRAINING IS NOW AVAILABLE ON THE PROVIDER MY LEARNING CAMPUS

1. Login to Provider My Learning Campus
2. Click on Find Learning
3. Click on Health and Wellness on the left
4. Click on Providing a Tobacco-Free Culture of Care



If you have any questions, please email trainingunit@TrilliumNC.org and include subject line: Tobacco – Free Culture of Care Training.

OPEN ENROLLMENT ANNOUNCEMENT

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PARENTS AS COLLABORATIVE LEADERS (PACL) TRAINING

The Whole Child Health Section of the N.C. Child Division of Child & Family Well-Being has assembled a group of parent leaders and trained them to facilitate the nationally recognized, research-based curriculum, Parents as Collaborative Leaders. These parents are passionate about teaching others who have children with a variety of special health care needs and/or developmental concerns to become effective leaders in their communities, at the state level, and at the national level. These trainings have been used to support parents and caregivers being more active and confident at the table in a variety of educational, medical, and community settings. The trainings are offered at no cost and will be held virtually. There will be one module held monthly.

 [PACL Flyer](#)

SAVE THE DATE... TRILLIUM HEALTH RESOURCES PRESENTS:

BUILDING SAFETY & TRUST: SUPPORTING YOUTH WITH DIVERSE SOGIE

August 15, 2022 | 2:00—5:00 pm

FOR FAMILIES & CAREGIVERS

This caregiver training covers key information that all caregivers need to know in order to build safety and trust with LGBTQ+ youth. In addition to hearing the stories of LGBTQ+ youth, topics include

research on the importance of providing affirming homes for these youth, as well as concrete tips for how to be affirming.

COVERED TOPICS:

- 🌱 SOGIE vocabulary
- 🌱 Exploration of early messages
- 🌱 Building safety and trust
- 🌱 Ongoing learning and allyship

To receive sign up information [please complete this form](#).

- 🌱 [Save the Date](#)

NC TOPPS UPDATE

NC TOPPS PROVIDERS PLEASE BE ADVISED OF THE INFORMATION BELOW:

Completion of an NC TOPPS is required no later than the second visit for all NC TOPPS services. Updates should be submitted at 90 days, 180 days, and biannually (every 180 days) as long as the member is still receiving services.

An episode completion should be done when a member is discharged or stops receiving services. Remember, NC TOPPS can be done as soon as 14 days before the due date.

NC TOPPS compliance is measured by NC TOPPS episodes being completed and being submitted on time. On time completion is measured by the date AND timestamp of the Initial NC TOPPS episode submission. NC TOPPS episodes are measured in days and timestamped, therefore a 3 Month update is due 90 days after the Initial Interview.

For example: if an Initial Interview is completed on 10/5/2021 at 3 PM, normally we would add 3 months to the date to come up with a due date of 1/5/2022 at 3 PM. This is incorrect. Adding 90 days to 10/5/2021 gives us 1/3/2022 AND we would have to make sure to submit the update by the timestamped time of 3 PM. Only submitting the update by the due date is not enough. If you submit the update on 1/3/2022 at 3:01 PM, it is considered late.

To assist NC TOPPS providers with meeting compliance for both completion and timeliness, Network Staff will be sending one report every week to agency/site Superusers that includes Past Due, Due Now, and Upcoming Updates. Please pay close attention to these emails if and when you receive them. If your agency receives a report, action is required.

If you have any questions, please submit them to NCTOPPS@TrilliumNC.org.

NC TOPPS TRAINING NOW ON THE LEARNING CAMPUS!

Trillium provided a training/information session on NC TOPPS for provider agency NC TOPPS users on April 5, 2022. The training/information session included information on registering for an NC TOPPS account, QP and Data Entry user access and capabilities, Agency/Site Superuser requirements, access, and capabilities, and LME/MCO Superuser capabilities.

The training/information session also included information on Trillium's updated monitoring procedures for NC TOPPS and NC TOPPS compliance expectations. It is strongly recommended that all agency site Superusers that were not able to attend access the recording on Trillium's Provider Learning Campus. In order to access the training/information session a user must have a Provider My Learning Campus account.

If you do not have a Provider My Learning Campus account, please click on the link to submit your Provider Learning Campus Agreement Form: [Provider Learning Campus Agreement Form Request](#).

2022 NC SNAP EXAMINER'S CERTIFICATION SCHEDULE VIRTUAL TRAINING

NC-SNAP certification is available to professional ID/DD staff that is responsible for completing or reviewing NC-SNAP assessments as part of their job responsibilities. The schedule below reflects all scheduled virtual training dates for 2022. To facilitate the registration process, staff responsible for completing the NC-SNAP should contact their LME/MCO and speak to the training coordinator for assistance completing registration. The LME/MCO training coordinator will ensure that all persons requesting NC-SNAP certification have the proper credentials and are in a position that requires them to complete or review NC-SNAP assessments prior to forwarding the registration request for training. The QP is not registered for a scheduled training until he or she has received a confirmation email and Microsoft Teams invite.

Please note that typically there is a high demand for NC-SNAP certification training. All staff registered are asked to notify the training site in advance, at least 72 business hours ahead of the scheduled training, if unable to attend the scheduled training. Registered staff that do not cancel in advance and/or do not login for a scheduled training session may be prohibited from re-registering for at least sixty days. On training day participants are asked to sign into Microsoft Teams ten (10) minutes before training is to begin, training will start promptly at 1pm. NC-SNAP examiner certification require all the allotted time; In turn, **staff signing in more than five (5) minutes late will not be admitted and required to re-register for an alternative training.**

 [NC SNAP2022 Examiner's Certification Schedule Virtual Training](#)

TRILLIUM FAMILY WEEKEND AT VICTORY JUNCTION!

September 16-18, 2022 | Application Deadline: **Tuesday, September 6, 2022**

October 28-30, 2022 | Application Deadline: **Tuesday, October 18, 2022**

Get ready—the newest session for Trillium Family Weekend at Victory Junction is here! We hope our members and families will all take advantage of the inclusive environment and diverse amenities that camp has to offer and join us on a family retreat this fall in Randleman, NC.

Programming provides a unique experience for families to connect. Children of every ability can feel fully empowered and try activities adapted for every need. Victory Junction’s amazing staff and volunteers are familiar with hosting Trillium families and even special diets are accommodated. There is no cost to attend.

Open to all Trillium members and their families or natural supports, regardless of age or diagnosis. Come experience the magic of camp with us! Spots are limited! Sign the [FALL 2022 INTEREST FORM](#) today for a referral to receive a link to apply OR [check out the flyer](#) on our [Trillium Family Weekend Webpage](#) to learn about the application process!

Covid-19 Statement: For the safety of all individuals on-site, all Victory Junction staff and volunteers will be fully vaccinated against COVID-19 during Trillium Family Weekends. Victory Junction will require proof of a COVID-19 vaccination for each person attending in your party who are ages 5 and up who will be on-site during Trillium Family Weekends. For all participants under 5 years of age OR any attendee with a medical exemption against vaccination, proof of negative COVID-19 PCR test results within 72 hours prior to the start of the program will be required. An antibody/serology test will not be accepted. Masks are required for all participants during indoor activities.

Funding made possible by
Trillium Health Resources



Want to stay in the loop about future Family Retreat Dates? Visit the [“Trillium Health Resources”](#) and [“Trillium Direct Connect For Enrichment”](#) Facebook pages, and the [“Victory Junction”](#) page on our website for the most up-to-date announcements!

DISASTER PLANNING

FEMA’s individual and community preparedness activities ask what you would do if a hurricane and flooding occurred.

Refer to Scenario 4 for question and answer documents that can assist with hurricane season planning. These helpful documents can be found on [FEMA.gov](#). In addition, ReadyNC has the 2022 Hurricane Guide available [here](#).

Roadmap2 Ready

Trillium Health Resources is focused on preparing members and provider agencies for Hurricane Season during the COVID-19 pandemic. Disasters can happen anytime, but proactive measures can help reduce their impact. To help develop your disaster plan for hurricanes, please refer to our webpage [here](#). Our **Roadmap2Ready** campaign was developed by our Community Crisis and Disaster Response team with the intention of connecting members and providers to reliable resources that assist with preparing for a hurricane. Our team collaborates with state, county, and community programs within our 28 county catchment area to identify gaps and needs related to inclusive disaster response.

Please inform Trillium of any service provision or operational changes as a result of a tropical storm or hurricane by completing the **Changes to Provider Operations form**. This form is located on the [Community Crisis and Disaster Response webpage](#) under the "Provider" tab when a storm is approaching. Our goal is to stay up to date about changes to service provision and to assist with continuing to best serve members.



VALUED PROVIDERS SEAL PROGRAM

Visit the [Valued Providers Seal Program](#) web page for more information about the Contracted, Comprehensive Behavioral Health, Large Agency, Evidenced-Based Treatment, Comprehensive I/DD and Integrated Care Provider Seals.

After receiving this recognition, sharing such dedication and innovative care should be as easy as possible.

The [Valued Providers Seal Program Tool Kit](#) is designed for just that. This resource provides tips for sharing news of provider seals on websites, social media, newsletters, and emails, along with pre-written posts and messages.

Trillium can see the impact providers make on our members and communities. We hope the tool kit serves to ensure those members and communities can see it as well.

Contact us at SealProgram@TrilliumNC.org for questions about the Valued Providers Seal Program. Providers can apply for one or multiple seals!

NEED TO REPORT FRAUD, WASTE AND ABUSE?

EthicsPoint is a secure and confidential system available 24 hours a day, 7 days a week for reporting suspected violations of fraud, abuse and confidentiality breaches. You can access EthicPpoint through website submission at [EthicsPoint - Trillium Health Resources](#) or by calling toll free 1-855-659-7660.

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.