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Network Communication Bulletin #243

To: All Providers

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VP of Network Management

Date: August 30, 2022

Subject: Resuming of Provider Monitoring by LME/MCOs (JCB430), NC TOPPS Compliance Update, Behavioral Health and Intellectual/Developmental Disability Tailored Plan Tailored Care Management Provider Manual, Need to Report Fraud, Waste, and Abuse?

RESUMING OF PROVIDER MONITORING BY LME/MCOS

As August 15, 2022, was the end of the State of Emergency to Coordinate Response and Protective Actions to Prevent the Spread of COVID-19. LME/MCOs will begin to resume conducting all types of provider monitoring reviews, which include desk reviews and onsite reviews.

NC TOPPS COMPLIANCE UPDATE

Over the past couple of months, there has been effort placed into getting our network's compliance rates up to 100%. We have provided a training that goes into detail about the NC TOPPS interviews and about how compliance is calculated (found here: [NC TOPPS Training](#)); we have created routine communication by sending out reports and reminders as needed; and we are continuing the work of filling in the much needed information and correcting information for the members who are in NC TOPPS system.

This synopsis comes with great news. SFY 2022 has ended. Our main focus for the year has been on completion/receipt and timeliness of submissions of the update interviews. Here's a chart showing our rates at the beginning of the fiscal year (July 1, 2021 – September 30, 2021):

Compliance Rates for the Trillium Health Resources Network		
	Receipt of Assessments	Timeliness of Assessments
3-month update	93.6%	87.1%
6-month update	93.8%	88.1%
12-month update	96.7%	93.2%

The highlighted rates indicate that we were not meeting the Performance Contract Standard, which is 90% for all areas. These rates are directly related to the “Updates Due” emails providers receive listing updates that past due, due currently, and due within the next two weeks. These numbers highlight the importance of getting the updates done early, if not at least done by the due date. The chart below shows our rates for the last quarter (April 1, 2022 – June 30, 2022):

Compliance Rates for the Trillium Health Resources Network					
	Expected Number of Update Assessments	Receipt of Assessments		Timeliness of Assessments	
		Number of Assessments Received	Percentage of Assessments Received	Number of Assessments Received	Percentage of Assessments Received
3-month update	1,482	1,430	96.5%	1,340	90.4%
6-month update	1,612	1,572	97.5%	1,498	92.9%
12-month update	1,698	1,641	96.6%	1,595	93.9%

Our rates are showing improvement. Providers have been putting in the work and it’s showing. Now, we must look ahead and focus on increasing our rates even more. While the highlighted area in this chart meets the Performance Contract Standard, it is barely meeting that standard. Timeliness is our biggest hurdle so we want to focus on working to get those rates much higher than 90%.

It says a lot about the network that we are able to have goals, meet those goals, and continue to create newer and better goals to exceed. We appreciate the work providers are putting into this and hope to continue to see growth until we’re hitting 100% for each category on all the reports! Working together, we can do it!

BEHAVIORAL HEALTH AND INTELLECTUAL/DEVELOPMENTAL DISABILITY TAILORED PLAN TAILORED CARE MANAGEMENT PROVIDER MANUAL

The write-up contains the following updates/information:

- 🌱 Revised TCM Provider Manual (attached for your convenience)
- 🌱 Review of updated Care Manager qualifications
- 🌱 Updates on BH and IDD/TBI Care Manager Supervisor credentials/qualifications
- 🌱 Use of TCM Extenders
- 🌱 Review of the phased assignment approach for TCM- introduction of a second readiness/contracting milestones- allowing for additional provider prep time
- 🌱 Requirements as it relates to the 24-hour coverage
- 🌱 Data/Security Requirements for TCM providers

🌱 Documentation required from CINs/Data Partners involved with TCM organization

Tailored Plan Tailored Care Management Provider Manual

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 EthicsPoint 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.