

**To:** All Providers

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

**Date:** May 15, 2023

**Subject:** Appendix K: Public Health Emergency Update, Quest Analytics BetterDoctor Provider Outreach, Providers Reverification and Billing Modifications Reminders, CCP Public Comment Period Open (Termination of IDD Targeted Case Management, Open Comment Period for Strategic Housing Plan (TCL), Relocation of the Trillium Provider Manuals, FALL APPLICATION OPEN! Virtual Coach: HealthMatters Program, Ending of Prior Approval for Imaging Services), Attention IDD Providers: National Core Indicators (NCI) Staff Stability Survey for 2022 Available, NC Youth and Family Voices Amplified and Upcoming Trainings, Annual Provider Training Needs Assessment, Current Behavioral Health Needs, State-funded Comprehensive Case Management (CCM) Request for Proposal (RFP), State Funded Assertive Engagement Service Definition (JCB 453), Person Centered Thinking 12 Hour Training, Out of State Providers- Submission Address for Paper Claims, Parents as Collaborative Leaders (PACL) Training, Disaster Planning, Need to Report Fraud, Waste, and Abuse?

## **APPENDIX K: PUBLIC HEALTH EMERGENCY UPDATE**

The Public Health Emergency ended on May 11, 2023. It is important to note that flexibilities under Appendix K will remain in place for six months after the end of the federal PHE. This means that the Appendix K flexibilities will end on November 11, 2023. Providers should continue to allow members and their families to access the flexibilities until that time. It is also important to note that the Department of Health and Human Services (NCDHHS) will be placing a request to the Centers of Medicare and Medicaid to update the Innovations Waiver to include some of the flexibilities permanently into the waiver.

More information about which flexibilities will be ending, how to end current flexibilities, which flexibilities will be made available permanently will be communicated in future Network Communication Bulletins. If you have any questions, please email [IWCOVIDResponse@TrilliumNC.org](mailto:IWCOVIDResponse@TrilliumNC.org)

For more information on visit [Appendix K flexibilities](#).

## **QUEST ANALYTICS BETTERDOCTOR PROVIDER OUTREACH**

Trillium Health Resources has contracted with QuestAnalytics for network adequacy and provider directory accuracy. On our behalf, Quest Analytics conducts provider outreach to validate the data on Trillium's Member-facing Provider Directory. Quest Analytics utilizes BetterDoctor as a solution for Provider Directory accuracy and outreach efforts. BetterDoctor will contact providers by fax, mail, email, and/or a telephone call on a quarterly basis.

The provider letter will explain the process and request the provider validate the data contained in Trillium's Member-facing Provider Directory. The providers will validate and update their data via their input into the BetterDoctor portal.

The Network team will review the validated data and will work with the provider to resolve any inaccurate data issues. If you have any questions about Member-facing Provider Directory validation and outreach, email [TrillumProviderDirectory@TrilliumNC.org](mailto:TrillumProviderDirectory@TrilliumNC.org) or call 1-855-250-1539.

## **PROVIDERS REVERIFICATION AND BILLING MODIFICATIONS REMINDERS**

### **PROVIDER REVERIFICATION**

The federal COVID-19 Public Health Emergency (PHE) ends today, May 11, 2023. The Centers for Medicare & Medicaid Services (CMS) allows all providers for whom reverification was delayed due to the federal COVID-19 PHE a specified period to complete the reverification process.

Providers for whom reverification was delayed are being organized into groups to ensure the timely completion of the reverification process.

- 🌱 The Department reviewed the inventory backlog of provider reverifications that were paused during the PHE. Approximately one third of participating providers will be impacted over the next six months and will be required to respond to the mandatory reverification process.

- 🌱 Providers should monitor their secure NCTracks Message Inbox for notifications and the Re-verification section of their NCTracks Status and Management page for the option to reverify.

## BILLING MODIFICATIONS

Beginning with date of service May 12, 2023, NC Medicaid will end the temporary emergency flexibilities implemented for the disposition of three claims processing edits. The affected edits include:

**Edits 02437 and 02425** – “Service Facility Provider Invalid or Not Active on Dates of Service” and “Service Facility Provider Invalid or Not Active on Dates of Service. QMB Recipient” will change from pay and report to deny, as NPI validation will be required once the PHE ends.

These edits were relaxed during the pandemic to permit any individual practitioner to deliver services at locations not enrolled in NC Medicaid. Providers are encouraged to ensure service facility providers reported on claims are actively participating with NC Medicaid to avoid a claim denial.

**Edit 07025** – “Rendering Provider Not Affiliated with Billing Provider” will change from pay and report to deny, as the requirement for an individual provider to affiliate with a billing organization will also be required once the PHE has ended. This edit was relaxed during the pandemic to permit any provider group to bill on behalf of an individual provider delivering services at another location/group practice with which the individual is not affiliated.

For more information, please see Medicaid bulletin [Provider Reverification and Billing Modifications Reminder](#).

## CCP PUBLIC COMMENT PERIOD OPEN (TERMINATION OF IDD TARGETED CASE MANAGEMENT, ENDING OF PRIOR APPROVAL FOR IMAGING SERVICES)

Three newly revised CCPs are posted for public comment.

### 8H-6 Community Transition

- 🌱 Comments are due May 25<sup>th</sup>

### 8N- IDD Targeted Case Management

- 🌱 Department is recommending the termination of this CCP

🌱 Comments are **due June 21<sup>st</sup>**

### **1K-Prior Approval Imaging Services**

🌱 Department is recommending the termination of this CCP

🌱 Comments are **due June 7<sup>th</sup>**

[Proposed Medicaid Policies open for public comment](#)

## **OPEN COMMENT PERIOD: STRATEGIC HOUSING PLAN (TCL)**

Public comment period opening for the North Carolina Department of Health and Human Services' (NCDHHS) Strategic Housing Plan. This Plan aims to improve housing stability and access to safe, affordable, and quality housing for North Carolinians.

NC DHHS developed the Plan through working groups made up of a diverse set of partners and advocates over the course of 2021-2022.

Your input and feedback are critical to the success of this plan. Your valuable insights will help develop a comprehensive and effective Strategic Housing Plan that meets the needs of our communities.

The public comment period is now open. The comment period date range is May 10-24, 2023, until close of business (COB). During this time, you can view the [Strategic Housing Plan](#) on the NCDHHS [Transitions to Community Living](#) website and provide your feedback by emailing [tclolmstead.housing@dhhs.nc.gov](mailto:tclolmstead.housing@dhhs.nc.gov).

We encourage you to share this information with your colleagues, community members, and other partners who may be interested in commenting on the Plan.

## **RELOCATION OF THE TRILLIUM PROVIDER MANUALS**

For your convenience and easier access, you may now access the Trillium Provider Manuals from our website on the [FOR PROVIDERS](#) section.

## Providers Manuals

Please note requirements covered for the Trillium Tailored Plan are **not effective until October 1, 2023**



The information on these links is designed to support you with easy access to the tools, information, and resources you need.

## FALL APPLICATION OPEN! VIRTUAL COACH: HEALTHMATTERS PROGRAM

We are pleased to announce the **Virtual Coach: HealthMatters Program** application is open for Fall 2023 enrollment. HealthMatters Program is a 12-week health promotion program led by support staff and developed for and by the people with intellectual and developmental disability (IDD). Please see information below on program description, important dates, and how to apply to participate in this FREE program.

[REGISTER](#) for live **Informational Webinar** on June 13th, 2023 (1-2pm CT)

To view online **Application Instructions** please click [HERE](#).

[DOWNLOAD PDF](#) of Application Instructions.

[APPLY HERE](#) – **deadline to apply is August 11th, 2023**. Please read Application Instructions first and note training dates. Approved Organizations will be contacted by August 18th, 2023.

### *What is Virtual Coach: HealthMatters Program?*

- 🌱 A health promotion program that **provides frontline staff and caregivers strategies and materials** to support healthy options and choices among people with IDD.
- 🌱 Consists of a [12-week program](#) that includes 36 interactive online health education lessons and physical activity videos. View [Health Matters Curriculum Preface](#) and [Table of Contents](#). The Program can be delivered virtually or in-person.
- 🌱 Provided **FREE** for 12-months.

Other questions? Contact Jasmina Sisirak at [jsisirak@uic.edu](mailto:jsisirak@uic.edu).

## ATTENTION IDD PROVIDERS: NATIONAL CORE INDICATORS (NCI) STAFF STABILITY SURVEY FOR 2022 AVAILABLE

We are encouraging you to complete the National Core Indicators™ (NCI) Staff Stability Survey for IDD Providers (who serve Medicaid beneficiaries). It is vitally important that we hear from you about issues affecting the IDD DSP workforce.

Your agency should have already received an email with the survey; the email subject is "NC NCI Staff Stability Survey 2022." **Surveys are due in June**. If you are an I/DD provider and you have not received the survey link, or if you have any questions, please contact [NCISurvey@dhhs.nc.gov](mailto:NCISurvey@dhhs.nc.gov).

## YOUTH AND FAMILY VOICES AMPLIFIED UPCOMING TRAININGS

Below are upcoming training opportunities and events with the registration links.

🌱 [Child & Family Teams \(Revised CFT 01\)](#)

May 30-31, 2023

🌱 [Trauma-Informed Care](#)

June 6, 2023

🌱 [Youth Support Partner 101](#)

June 14-16, 2023

### [Wellness Recovery Action Plan \(WRAP\)](#)

June 22, 2023

For questions or concerns about any of the listed training opportunities, please contact our Family Training Coordinator, Frederick Douglas at [fmdougla@uncg.edu](mailto:fmdougla@uncg.edu) or our Youth Training Coordinator, Kyle Reece at [kjreece@uncg.edu](mailto:kjreece@uncg.edu).

## **ANNUAL PROVIDER TRAINING NEEDS ASSESSMENT**








Trillium Health Resources requests your participation in the annual Provider Training Needs Assessment. Your participation in this survey is completely voluntary but very useful in the development of topics for provider trainings. . All of your responses will be kept confidential. Responses will only be used for statistical purposes and to determine your training needs. Please take about five minutes to complete this survey so that Trillium's Training Department can provide trainings that your agency needs.

If you have any questions, please contact Jackie Tadeo, Training Director ([Jackie.tadeo@trilliumnc.org](mailto:Jackie.tadeo@trilliumnc.org)). You can access the survey by clicking the following link: [Provider Training Needs Assessment](#)

**This survey will be available May 1 – May 31, 2023**

## **CURRENT BEHAVIORAL HEALTH SERVICE NEEDS**

Below is a list of needed services, supports or vendors in our region. Trillium is accepting applications from mission-driven organizations interested in providing the following services:

-  Ambulatory Detox: all counties
-  Child and Adolescent Facility Based Crisis Center: all counties
-  Substance Abuse Medically Monitored Community Residential Treatment Program: all counties
-  Assertive Community Treatment: Camden County
-  Opioid Treatment Program: Beaufort, Bertie, Carteret, Dare, or Washington Counties
-  Office Based Opioid Treatment Providers: all counties
-  Partial Hospitalization Programs (Adult): Carteret, Currituck, Dare, Hyde, Onslow

- 🌱 Partial Hospitalization Programs (Child): Carteret, Currituck, Dare, Hyde, Onslow
- 🌱 Psychosocial Rehabilitation: Carteret, Currituck, Dare, Onslow
- 🌱 Psychological Services, Psychologist or Licensed Psychological Associates: all counties
- 🌱 Substance Abuse Comprehensive Outpatient Services: Carteret, Dare, Onslow, Pamlico

Interested Providers should submit an [application](#) by June 30, 2023:

## STATE-FUNDED COMPREHENSIVE CASE MANAGEMENT (CCM) REQUEST FOR PROPOSAL (RFP)

The goal of the RFP is to recruit a provider for State-Funded Comprehensive Case Management Services (CCM) that could serve the entire catchment area. The State-Funded Comprehensive Case Management Service (CCM) will specifically target the adult population with either a mental health(MH), substance use (SU), or co-occurring MH/SU/IDD/TBI diagnosis that access behavioral health services for psychiatric care or substance use disorder services and fulfill the requirements of 10A NCAC 27G. Trillium will provide non UCR funding.

🌱 [Trillium RFP State Funded Comprehensive Case Management Service](#)

There are no startup funds available.

ACTIONS	DATES
Questions & Answer (Q&A) submission deadline Please use our <a href="#">Question Submissions Form</a> to submit questions	May 15, 2023
Questions & Answer (Q&A) posted on this page	May 30, 2023
<b>RFP Proposed Submission Deadline</b>	<b>June 15, 2023</b>
<b>RFP Award Notification</b>	<b>July 1, 2023</b>

**ALL DATES ARE TENTATIVE AND SUBJECT TO CHANGE**



## **STATE-FUNDED ASSERTIVE ENGAGEMENT SERVICE** **DEFINITION (JCB #453)**

This bulletin provides information about the formal standardization of the State-funded Assertive Engagement service definition. This definition will replace all existing Alternative Service Definitions for [State-funded Assertive Engagement](#), effective April 1, 2023. State-funded Assertive Engagement is a Core State-funded Tailored Plan service.

Assertive Engagement is a short-term outreach service to adults and/or children with Serious Mental Illness (SMI), Serious Emotional Disturbance (SED), and/or Substance Use Disorder (SUD), who have significant functional impairments, and who have not engaged effectively with treatment services.

If you have any questions, please contact Margaret Herring at 984-236-5057 or [Margaret.herring@dhhs.nc.gov](mailto:Margaret.herring@dhhs.nc.gov).

## **PERSON-CENTERED THINKING: A 12 HOUR TRAINING**

### **THE NATIONAL LEARNING COMMUNITY CURRICULUM**

Wednesday, May 24 and  
Thursday, May 25, 2023  
9:00 am until 4:00 pm Both Days

#### **NEW Training Location:**

Elliott University Center, 507 Stirling Street, Greensboro, Kirkland Room

**benchmarks**  
An Alliance of Agencies Helping  
Children, Adults & Families



*The Learning Community*  
for person centered practices

Service definitions continue to require providers to participate in 12-hour training programs on Person-Centered Thinking. The 12-hour training approved by the National Learning Community for Person Centered Practice must be provided by an approved trainer. This training meets those requirements and much more.

[Details and Registration](#)

## OUT-OF-STATE PROVIDERS- SUBMISSION ADDRESS FOR PAPER CLAIMS

**Effective May 15, 2023 the Paper Claims submission address will change.**

- 🌱 Contracted providers are contractually required to submit their claims electronically via 837 HIPAA Transaction Files or can be entered via direct data entry into the appropriate provider portal.
- 🌱 Non-contracted providers who wish to submit a paper claim can mail their claims to the address below:
  - Trillium Health Resources  
PO Box 240909  
Apple Valley, MN 55124

If you have questions, please contact the Provider Support Service Line at 1-855-250-1539.

## 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 healthcare 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.

These trainings are offered at no cost. These trainings are for parents/caregivers and advocates of our members. **The time for all trainings is 10:00am-11:30am.**

- 🌱 **Module 8:** Re-Framing Agendas: From the Personal to the Policy Level – June 8, 2023

[\*\*More Information and Registration\*\*](#)

- 🌱 **Module 9:** Solving Problems in Groups – June 22, 2023
- 🌱 **Module 10:** Understanding Diversity – July 20, 2023

[\*\*More information and Registration Modules 9 &10\*\*](#)

## DISASTER PLANNING

Hurricane Season begins June 1 and FEMA provides information you need to get informed, make a plan and build a kit based on your needs. To learn more visit [FEMA's Ready.gov](https://www.fema.gov) website. Their resource page provides the information you need to learn for your own personal preparedness.



Trillium Health Resources is focused on preparing members and provider agencies for Hurricane Season. 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 [Community Crisis and Disaster Response](#). 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.

## 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](mailto:NetworkManagement@TrilliumNC.org). These questions will be answered in a Q&A format and published on Trillium's website.