

To: All Providers

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VP of Network Management

Date: June 15, 2023

Subject: Community Inclusion Trainings, Free Training- Integrating Behavioral Health into Practice to Promote Health Equity, NC Medicaid and State-Funded Stakeholder Engagement Invitation for Proposed Clinical Coverage Policy Medically Monitored Intensive Inpatient Services (ASAM 3.7), Open Enrollment: Residential Therapeutic Care for Transgender/Gender Diverse Youth, Claims Updates: Ordering, Prescribing, Referring...and National Drug Code, Trillium Provider Directory Update, Appendix K: Public Health Emergency Update, Information Regarding Highest Level of Education Verification on Applications for Re-verification, Enrollment, and Re-enrollment for Individual Providers, Peer Warm Line RFA, Quest Analytics BetterDoctor Provider Outreach, CCP Public Comment Period Open (Termination of IDD Targeted Case Management, Ending of Prior Approval for Imaging Services), FALL APPLICATION OPEN! Virtual Coach: HealthMatters Program Attention IDD Providers: National Core Indicators (NCI) Staff Stability Survey for 2022 Available, NC Youth and Family Voices Amplified and Upcoming Trainings, Current Behavioral Health Needs, Parents as Collaborative Leaders (PACL) Training, Disaster Planning, Need to Report Fraud, Waste, and Abuse?

COMMUNITY INCLUSION TRAININGS

The Temple University Collaborative on Community Inclusion (www.tucollaborative.org) is a national research and training center that focuses on the importance of promoting opportunities for people with serious mental illnesses to participate in their communities (e.g., work, school, dating, parenting, engagement in faith communities, leisure and recreation, volunteering, friendships) as critical to their physical, cognitive, and mental health and wellness. They will be offering a series of trainings on topics supporting community inclusion and participation. Trainings are being offered the fourth Wednesday of the month from 12:00-1:30pm.

The registration links and training description for each training are on [the flyer](#). Providers will have to request access to Trillium's Provider My Learning Campus if you currently do not have a PMLC account in order to register for this training. To request access to the PMLC, click on the link and

complete the form [Request Access to Provider My Learning Campus](#). If you have any questions you may email TrainingUnit@TrilliumNC.org.

- 🌱 Fundamentals of Community Inclusion (Part 2) – June 28, 2023
- 🌱 Addressing Social Isolation & Loneliness – July 26, 2023
- 🌱 Beyond the Diagnosis: Community Inclusion Storytelling – September 27, 2023
- 🌱 Promoting the Development & Use of Natural Supports – October 25, 2023

FREE TRAINING-INTEGRATING BEHAVIORAL HEALTH INTO PRACTICE TO PROMOTE HEALTH EQUITY

Please note the time listed on the flyer and the image below is PST, when you register, the time will update to Eastern Time, reflecting a start time of 11 am on June 23, 2023.

[Register Here](#)



Integrating Behavioral Health into Practice to Promote Health Equity

Friday, June 23rd 2023
8:00AM - 12:45PM PST
 Free Virtual Conference

REGISTER

<https://tinyurl.com/MCHBConference2023>

CME credits will be provided for Physicians and Psychologists

Conference participants will be able to:

- Recognize the scale of the current mental health crisis on children and adolescents and the disproportionate impact on vulnerable populations
- Describe innovative models for integrating behavioral health care into primary and specialty care
- Discuss strategies for collaborating across systems to promote health equity in behavioral healthcare



Keynote Speaker:
 Dr. Anya Griffin
 Director of Psychology
 Children's Hospital Los Angeles

This conference is sponsored by Children's Hospital Los Angeles, Health Resources and Services Administration's Maternal and Child Health Bureau (HRSA-MCHB) funded programs:

- Developmental-Behavioral Pediatrics (DBP) 177MC25732
- Graduate Psychology Education (GPE) D40HP33363
- Leadership Education in Adolescent Health (LEAH) 171MC30799
- Leadership Education in Neurodevelopmental and Other Related Disabilities (LEND) 173MC00008
- Pediatric Pulmonology and Sleep Medicine Center (PPSMC) 172MC37404

NC MEDICAID AND STATE-FUNDED STAKEHOLDER ENGAGEMENT INVITATION FOR PROPOSED CLINICAL COVERAGE POLICY 8D-6

NC Medicaid and the Division of MH/DD/SAS are offering stakeholder engagement webinars to review proposed [Clinical Coverage Policy - Medically Monitored Intensive Inpatient Service - Adult](#) (ASAM 3.7), formerly known as Substance Abuse Medically Monitored Community Residential Treatment in CCP 8A Enhanced MH and SA Services, and [Monitored High-Intensity Inpatient Treatment Services - Adolescent](#) (ASAM level 3.7).

Questions regarding these webinars may be forwarded to alissa.nourse_acn@dhhs.nc.gov.

OPEN ENROLLMENT: RESIDENTIAL THERAPEUTIC CARE FOR TRANSGENDER/GENDER DIVERSE YOUTH

Trillium is accepting applications from Level III and Therapeutic Foster Care providers to develop residential services specifically for Transgender and/or Gender-Diverse (TGD) youth. Interested providers must submit an application to apply for consideration.

[Submit Questions](#)

[Application](#)

CLAIMS UPDATES

ORDERING, PRESCRIBING, REFERRING...

In accordance with 42 CFR 455.410, providers submitting claims that have an ordering, prescribing, or referring provider listed on the claim will need to ensure the provider is enrolled in NCTracks. Failure to do so may result in the denial and/or recoupment of the claims.

Federal regulation 42 CFR 455.410 states that:

- a) The State Medicaid agency must require all enrolled providers to be screened under to this subpart.
- b) The State Medicaid agency must require all ordering or referring physicians or other professionals providing services under the State plan or under a waiver of the plan to be enrolled as participating providers.

Please note: Attending, rendering, ordering, prescribing, and referring providers are required to be enrolled in Medicaid if they are included on a claim billed. This requirement also applies to operating, other operating, service facility NPI, assistant surgeon, and supervising providers.

Thank you for your attention to this communication. If you have questions, please contact the Provider Support Service Line at 1-855-250-1539.

NATIONAL DRUG CODE

In accordance with the NC DHHS Division of Health Benefits Managed Care Billing Guidance for Health Plans, providers shall submit a National Drug Code (NDC) on claims where drug procedure codes are reported separately. All institutional (revenue codes in the 250-259 and 631-639 range) and professional claims must include a valid 11-digit NDC code for each claim detail line that includes a drug procedure code. In addition, all pharmacy related revenue codes are required to have a HCPCS/CPT coder reported. A valid HCPCS/CPT code along with units of service must be entered on claims along with the NDC and NDC quantity (based on assigned unit of measure). Administrative codes should not be billed with an NDC code and shall result in a denial of the administrative code. Failure to do so may result in the denial and/or recoupment of the claims.

Thank you for your attention to this communication. If you have questions, please contact the Provider Support Service Line at 1-855-250-1539.

TRILLIUM PROVIDER DIRECTORY UPDATE

Effective May 31, 2023, our LME/MCO directory closed and was switched to our [new Tailored Plan/PIHP directory](#) that includes physical health providers.

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 WCOVIDResponse@TrilliumNC.org

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

INFORMATION REGARDING HIGHEST LEVEL OF EDUCATION VERIFICATION ON APPLICATIONS FOR RE-VERIFICATION, ENROLLMENT, AND RE-ENROLLMENT FOR INDIVIDUAL PROVIDERS

During the application processing for individual providers, it is mandatory to verify their highest level of education.

FOR PHYSICIANS

In the case of a board-certified provider, the board certification will be regarded as their highest level of education. Although the Accreditation Page does not explicitly mention the requirement of board certification, please include this information on the application to expedite the processing. If the provider was previously board-certified, but board certification is no longer active, please include this information on the application as well.

For providers who are not board certified, the Completion of Residency will be considered the highest level of education. Please indicate this as the highest level of education on the Supplemental Information Page in the Education section. A query will be conducted on the American Medical Association (AMA) website to confirm the provider's residency status. If the physician is found in the AMA records and their residency is confirmed, a residency letter will not be requested from the provider.

However, if residency cannot be confirmed on the AMA website, the application will be returned, requiring a residency letter for further processing.

[NCTracks Home](#)

PEER WARM LINE RFA

DMH/DD/SUS has released a Request for Applications (RFA) of a Statewide Peer Warmline where anyone can call and talk to a Certified Peer Support Specialist 24/7.

Applicants must be a consumer operated provider. There will be a bidders conference webinar on Tuesday May 23 (link is in the RFA) or questions can be emailed to 988info@dhhs.nc.gov by June 25, 2023.

 [Peer Warm Line RFA Template](#)

QUEST ANALYTICS BETTERDOCTOR PROVIDER OUTREACH

Trillium Health Resources has contracted with Quest Analytics 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 or call 1-855-250-1539.


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

Newly revised CCPs are posted for public comment.


8A-9 Opioid Treatment Program Service

 Comments are due June 21

2023 Preferred Drug List


 Comments are due July 14


8H-4 1915(i) Respite

 Comments are due July 3

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

8N- IDD Targeted Case Management

 Department is recommending the termination of this CCP

 Comments are due June 26

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.

- 🌱 Find the online [Application Instructions](#).
- 🌱 [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.

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.

YOUTH AND FAMILY VOICES AMPLIFIED UPCOMING TRAININGS

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

- 🌱 [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 or our Youth Training Coordinator, Kyle Reece at kjreece@uncg.edu.

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):** Beaufort, Bertie, Bladen, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Currituck, Dare, Gates, Halifax, Hertford, Hyde, Jones, Martin, Nash, Northampton, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Tyrrell, Washington.
- 🌱 **Partial Hospitalization Programs (Child):** Beaufort, Bladen, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Currituck, Dare, Gates, Halifax, Hertford, Hyde, Jones, Nash, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Tyrrell, Washington
- 🌱 **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.

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

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

DISASTER PLANNING

As part of preparation for Hurricane Season, review FEMA's recommendations on how to get informed. To learn more, visit FEMA's website [Ready.gov](https://www.fema.gov). Their resource page provides information on evacuations, alert notification systems and apps to download.



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. These questions will be answered in a Q&A format and published on Trillium's website.