

To: All Providers

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VP of Network Management

Date: June 30, 2023

Subject: National Disability Independence Day, Checkwrite Fiscal Year, Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan Contracting Reminder, Community Inclusion Trainings, Free Training- Integrating Behavioral Health into Practice to Promote Health Equity, Building Safety & Trust: Supporting Youth with Diverse SOGIE Training, Open Enrollment: Residential Therapeutic Care for Transgender/Gender Diverse Youth, Claims Updates: Ordering, Prescribing, Referring...and National Drug Code, Quest Analytics BetterDoctor Provider Outreach, Clinical Coverage Policies Posted for Public Comment, FALL APPLICATION OPEN! Virtual Coach: HealthMatters Program, Current Behavioral Health Needs, Parents as Collaborative Leaders (PACL) Training, Disaster Planning, Need to Report Fraud, Waste, and Abuse?

NATIONAL DISABILITY INDEPENDENCE DAY

National Disability Independence Day is on July 26, 2023. This day commemorates the signing of the Americans with Disabilities Act (ADA) on July 26, 1990. ADA provides protection from employment discrimination as well as better access to goods, services, and communications for people with disabilities. There is a training that our providers can take that discusses intellectual and developmental disabilities. Click on the link to view the trainings.

 [See information and register](#)

CHECKWRITE FISCAL YEAR

Providers may receive an earlier payment than expected. This may also include two RA's for the payments processed on June 27, 2023. We have included as many provider payments as possible. This is due to the amount and the timing of the last checkwrite of the fiscal year.

BEHAVIORAL HEALTH AND INTELLECTUAL/ DEVELOPMENTAL DISABILITIES TAILORED PLAN CONTRACTING REMINDER

Providers serving members enrolled with Trillium must have a fully executed Tailored Plan (“TP”) and/or Medicaid Direct (“MD”) Procurement Contract with Trillium prior to Behavioral Health I/DD Tailored Plan launch (“TP Launch”). These contracts will replace, in its entirety, the current MCO Procurement Contract providers operate under today, and any provider that does not have a signed TP and/or MD Contract will no longer be in-network with Trillium when Tailored Plan launches.

Tailored Plan supports special populations, including Innovations and TBI Waiver enrollees and waitlist members, non-Medicaid (state-funded) behavioral health, and I/DD and TBI services for uninsured and underinsured. NC Medicaid Direct supports mental health, substance use, and I/DD and TBI Medicaid beneficiaries who are not enrolled in any health plan. To ensure continuity of care post launch, Trillium highly encourages all in-network providers to sign both the TP and MD Contract.

To learn more about Medicaid Direct and Tailored Plan contracting with Trillium, please visit our Trillium’s webpage [Contracting with Trillium](#).

If you are an in-network provider and have not received the TP or MD Provider Contract or you received the contract and have questions, please email Contracts@TrilliumNC.org.

RESOURCES:

 [NC Medicaid Managed Care: Contracting with Tailored Plans](#)

 [Fact Sheet: NC Medicaid Direct Overview](#)

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.

- 🌱 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 NC Medicaid and State-Funded Stakeholder Engagement Invitation for Proposed Clinical Coverage Policy Medically Monitored Intensive Inpatient Services (ASAM 3.7)

LONG TERM SERVICES AND SUPPORTS

Trillium is currently recruiting for Long-Term Services and Supports Member Advisory Committee members that will (LTSS MAC) provides stakeholder input and advice regarding the LTSS covered services under Trillium's Health Resources- Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan that meets all the provisions noted in 42 C.F.R. § 438.110. Your opinion counts, we would like to become a member and solicit your feedback on the elements of LTSS. The LTSS MAC meets at least quarterly.

The LTSS MAC reviews and provides feedback on relevant Trillium's quality reports. The committee's input will serve as an early warning system for emerging issues related to member experience and quality of care. Specific concerns shared by the LTSS MAC will be referred to Trillium's Quality Management department, which will help coordinate resolutions, refer for investigations as needed, and report to Trillium's Quality Improvement Committee

If you are interested in serving on this committee, please complete [on-line form](#).

BUILDING SAFETY & TRUST: SUPPORTING YOUTH WITH DIVERSE SOGIE TRAINING

Trillium Health Resources presents Building Safety & Trust: Supporting Youth with Diverse SOGIE
July 12, 2023, 1:30 - 4:30 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
- 🌱 Building safety and trust
- 🌱 Exploration of early messages
- 🌱 Ongoing learning and allyship

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

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.

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.


CLINICAL COVERAGE POLICIES POSTED FOR PUBLIC COMMENT

Newly revised CCPs posted for public comment:

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](#)

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.

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:

- 🌱 **Child and Adolescent Facility Based Crisis Center:** all counties.
- 🌱 **Opioid Treatment Program:** Beaufort, Bertie, Dare, or Washington Counties.
- 🌱 **Office Based Opioid Treatment Providers:** all counties.
- 🌱 **Partial Hospitalization Programs for Adults:** 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 for Children:** 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:** Currituck, Dare, Onslow.
- 🌱 **Psychological Services, Psychologist or Licensed Psychological Associates:** all counties.
- 🌱 **Substance Abuse Comprehensive Outpatient Services:** Carteret, Dare.

Interested Providers should submit an [application](#) by July 31, 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. Only one more training is left in this series!**

- 🌱 **Module 10: Understanding Diversity – July 20, 2023**

[More information and Registration Modules 10](#)

DISASTER PLANNING

Plan ahead for disasters by considering your daily needs. A few things to consider when making your plan is prescription medication refills, assistive technology, medical equipment and evacuation plans. Visit FEMA's website to learn how to make a plan [here](#). FEMA also offers suggestions on low and no cost preparedness, learn more [here](#).



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 [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.

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.