

To: All Providers

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Subject: Registry of Unmet Needs Communication, Relative/Legal Guardian as Direct Support Employee, Consolidation Questions & Answers Dashboard, Providers Office Hours, NC Quality of Care Fact Sheets, NC Medicaid Announces Guidance on Sunsetting of Innovations Waiver and TBI Appendix K Flexibilities, NC Medicaid Bulletin and NCTracks Newsletter, Executive Order from Governor Cooper Improving Re-Entry Programs, Tenancy Support Training Series, Roadmap2 Ready Disaster Planning, African American Health Summit, Low Income Energy Assistance Program, Need to Report Fraud, Waste, and Abuse?

REGISTRY OF UNMET NEEDS COMMUNICATION

Individuals who think they may qualify for NC Innovations services need to complete Trillium's "Registry of Unmet Needs" (RUN) application and send it to Trillium with supporting documentation. Trillium reviews applications and adds individuals who are potentially eligible for the Innovations Waiver on the waitlist under an Innovations Waiver slot becomes available. Starting 2/1, all applications and questions for the Registry of Unmet Needs should be submitted to RUN@trilliumnc.org. This includes new submissions for members that were previously served by Eastpointe and Sandhills. Please note that any applications previously approved by Eastpointe and Sandhills will be honored by Trillium using the member's original date of waiting on the Registry of Unmet Needs.

Additional information regarding the RUN and Innovations Waiver services can be found: [NC Innovations](#)

The RUN Application can be found: [RUN Application](#)

RELATIVE/LEGAL GUARDIAN AS DIRECT SUPPORT EMPLOYEE

Effective February 1, 2024, the following change to the current *Verification of Relative/Legal Guardian as Direct Support Employee* (RDSE) will go into effect for members and providers previously with Eastpointe and Sandhills:

A new online form will replace the current Verification of Relative/Legal Guardian as Direct Service Employee process. Effective February 1, 2024, please use the following link to place initial and annual requests for Relative as Direct Support Employee: [Innovations Waiver - Relative as Direct Support Employee Application](#).

Tips for Submitting RDSE Applications:

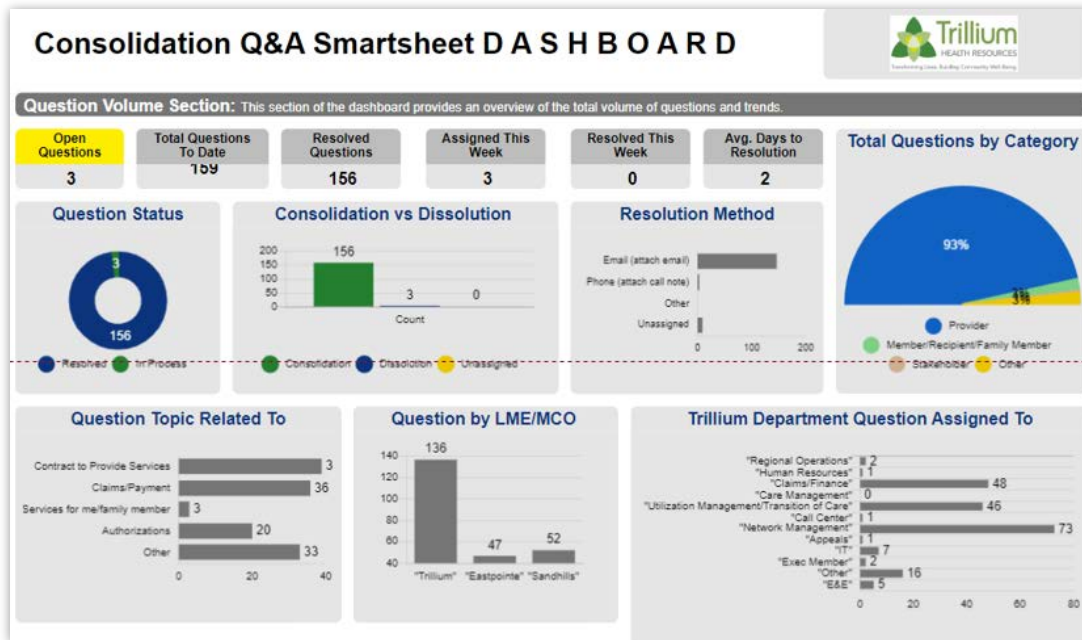
- ▲ RDSE's are tracked by the member's ISP year for annual recertification and, for initial RDSEs, forms should be submitted 30 days prior to the new RDSE's proposed start date.
- ▲ Forms should be submitted for all RDSEs regardless of the number of hours per week each RDSE will provide.
 - Those providing up to 40 hours/week are submitted for tracking purposes only.
 - Those submitted for 41-84 hours/week are submitted for prior approval (except for those tracked under the Appendix K flexibilities that end 2/29/2024).
 - Forms submitted for Appendix K flexibilities through 2/29/2024 will continue to be submitted for tracking purposes only.
- ▲ Trillium's process is being updated to reflect the waiver amendment changes implementing 3/1/2024:
 - Parents of minors can be RDSE up to 40 hours/week of Community Living and Supports.
 - Adults members' RDSEs may be approved to provide 41-84 hours/week.
 - RDSEs may provide Supported Living.

Questions regarding these changes can be directed to RDSE@trilliumnc.org

CONSOLIDATION QUESTIONS & ANSWERS DASHBOARD

FEBRUARY 6, 2024

As part of Trillium’s Consolidation efforts, we created a tool to track questions submitted by Providers. The dashboard below provides a high level overview of the types and numbers of concerns and is utilized internally to ensure timely responses are provided to the Network.



PROVIDER OFFICE HOURS



Join us for Provider Office Hours, a recurring daily meeting with Trillium leadership, offering crucial information about Trillium Health Resources.

We eagerly anticipate collaborating with and supporting you through this transition.

Plan to attend one or multiple sessions to ask questions, receive vital partnership details, and meet key contacts, ensuring a successful integration with Trillium Health Resources and our network of providers.

Sessions will be held daily from 12–12:30 p.m. through February 16, 2024

[Launch Meeting](#)

SESSIONS WILL CONTINUE ON THE FOLLOWING DAYS FROM 12 – 12:30 P.M.

[February 20](#)

[February 22](#)

[February 27](#)

Attendees do not need to register in order to join.

NC QUALITY OF CARE FACT SHEETS

[NC Medicaid released a series of fact sheets](#) that detail the quality of care provided to beneficiaries across several key areas.

- 🌱 [Racial Disparities in Vaccination](#): highlights disparities in vaccination by race and ethnicity across child, adolescent and adult beneficiary populations.
- 🌱 [Behavioral Health Services](#): discusses how NC Medicaid child, adolescent, and adult beneficiaries with behavioral health needs receive services for and have their needs met by the services that NC Medicaid offers.
- 🌱 [Tobacco Use, Substance Use, and Substance Use Disorder \(SUD\)](#): focuses on the medical care and care coordination for beneficiaries experiencing tobacco addiction, substance (tobacco, alcohol, or illicit drugs) dependency, and substance use disorder.

NC MEDICAID ANNOUNCES GUIDANCE ON SUNSETTING OF INNOVATIONS WAIVER AND TBI APPENDIX K FLEXIBILITIES

NC Medicaid announces guidance on sunseting of Innovations Waiver and TBI Appendix K flexibilities. See links below for details.

[Read the Guide](#)

NC MEDICAID BULLETIN/NCTRACKS NEWSLETTER

NC Medicaid Bulletin and NCTracks Newsletter announces changes and provides updates. See information below.

NC MEDICAID TO REVISE THE PHYSICIAN ADMINISTERED DRUG PROGRAM (PADP) FEE SCHEDULE

NC Medicaid is implementing changes pursuant to a [Medicaid State Plan Amendment to revise the PADP fee schedule](#). These changes are pending approval from the Centers for Medicare & Medicaid Services (CMS) with an effective date of Feb. 1, 2024. This bulletin applies to both NC Medicaid Direct and NC Medicaid Managed Care.





NC Medicaid will update the PADP fee schedule quarterly to reflect current acquisition costs. Rates will be aligned with the quarterly release of the CMS update of prices. Additionally, the Local Health Department, Federally Qualified Health Centers (FQHC), Rural Health Clinics (RHC), and Ambulatory Infusion Therapy Centers will see future updates to reimbursement rates of Physician Administered Drugs on their fee schedules.

For more information on the PADP, please see the [NC Medicaid Physician Administered Drug Program webpage](#).

NEW EXCLUSION SANCTION QUESTIONS TO BE ADDED TO APPLICATIONS FOR PROVIDER ENROLLMENT

[New Exclusion Sanction Questions Be Added Applications Provider Enrollment](#)

Beginning Jan. 28, 2024, five new additional exclusion sanction questions will be added to enrollment, re-enrollment, full MCRs, office administrator (OA) and re-verification applications:

-  Has the enrolling provider had any liability insurance carrier canceled, refused coverage, or rated up because of unusual risk or have any procedures been excluded from coverage?
-  Has the enrolling provider ever practiced without liability coverage?
-  Does the enrolling provider have any medical, chemical dependency or psychiatric conditions that might adversely affect your ability to practice medicine or surgery or to perform the essential functions of your position?
-  Has the enrolling provider's hospital and/or clinic privileges ever been limited, restricted, reduced, suspended, revoked, denied, not renewed, or have you

voluntarily surrendered or limited your privileges during or under the threat of an investigation or are any such actions pending?

- 🌱 Has the enrolling provider had a professional liability claim assessed against them in the past five years or are there any professional liability cases pending against them?

All five questions are applicable to individual providers. However, only two of the questions will be applicable to organizations:

- 🌱 Has the enrolling provider had any liability insurance carrier canceled, refused coverage, or rated up because of unusual risk or have any procedures been excluded from coverage?
- 🌱 Has the enrolling provider ever practiced without liability coverage?

Affirmative answers to exclusion sanction questions on all applications require a written explanation **AND** supporting documentation.

A thorough written explanation for each question answered affirmatively must be signed and dated by the responsible party within six months of the application date. Failure to disclose documentation related to an affirmative response will result in a denial of the application. A full explanation of the new documentation requirements can be found at [Update to Documentation Requirements for Exclusion Sanction Questions](#).

EVV PROCESS UPDATES FOR VENDORS COMING SOON-NCTRACKS NEWSLETTER

Beginning Jan. 28, 2024 the electronic visit verification (EVV) process will be updated for vendors. Currently, vendors are able to update EVV fields using the same visit record after a claim has been paid.

Starting Jan. 28, 2024, vendors will need to use a new visit record each time an EVV is completed. If a visit record has already been used and a claim has been paid, the visit record will be rejected.

Vendors will receive an error message when their update to an existing EVV record is rejected, but providers will not be notified. It will be the vendor's responsibility to update their records accordingly.

EXECUTIVE ORDER FROM GOVERNOR COOPER- IMPROVING RE-ENTRY PROGRAMS

Governor Cooper issues historic [Executive Order No. 303](#) directing whole-of-government coordination to improve reentry for formerly incarcerated people in North Carolina.

[Read the Press Release](#)

TENANCY SUPPORT TRAINING SERIES




DHHS Division of Mental Health, Developmental Disabilities and Substance Use Services is excited to present a new Tenancy Support Trainings Series. Topics include Community Inclusion, Whole Health and the 8 Domains of Wellness, and a Permanent Supportive Housing refresher training. The series includes 10 trainings available free of charge on UNC Behavioral Health Springboard. NBCC credit available for PSH Refresher training. Some of the trainings are currently available, while some of the trainings will be available in the coming weeks.

 [Access the trainings](#)

ROADMAP2 READY DISASTER PLANNING

Trillium is sending out this reminder and notification to providers that disaster plans need to be reviewed and updated, staff trained/re-trained, and contingency and communication plans developed.

For 2024 disaster plan submission you will go to a link to share your 2024 Disaster Plan and important contact information. This requested information includes:

-  Contact information for your designated "Disaster Point of Contact"
-  Corporate site address and facility phone number
-  Any residential sites currently in your contract (address, phone numbers)

Please note, you will need to enter each site as a separate submission. Disaster plans must be submitted through the following link: [2024 Disaster Plan Submission](#).

Disaster Plans are due ***no later than May 1, 2024***. If no updates are needed to your 2024 Disaster Plan, you ***MUST*** still resubmit the plan with a new cover page displaying the current year and disaster contact info.

To confirm your disaster plan was received just check the "send me a copy of my responses" option at the end of the Disaster Plan Submission form. Failure to submit your Disaster Plan for 2024 by the deadline (May 1, 2024), may result in an audit and/or plan of correction.

The Federal Center for Medicare and Medicaid Services (CMS) posted guideline requirements for all entities that receive Medicaid funds and this applies to all of our Medicaid providers. For your reference, we have attached the Final Rule that will assist you in locating the requirements to the federal rules that apply to each of your situations.

Our contract with providers requires that you have an adequate disaster planning and training process in place within your organization. While it is our desire that no one has to contend with all that a hurricane or flood brings, the reality is that North Carolina has dealt with its fair share of these kinds of disasters in the past. We know that the best way to cope when a disaster strikes is preparation. Please connect with your local emergency management services, know your local resources, and stay connected with Trillium in the event of an emergency. In addition, Trillium has a list of disaster preparedness resources listed on the [Community Crisis and Disaster Response webpage](#).

 [Final Rule](#)

AFRICAN AMERICAN HEALTH SUMMIT



Trillium Health Resources will host a FREE African American Health Summit to share how YOU can take steps to improve your health! Come hear about the health care conditions impacting African American communities. Topics included: Maternal mortality rates, Mental health service disparities, Heart disease, Sickle cell disease

[See more details and register](#)

LOW INCOME ENERGY ASSISTANCE PROGRAM

The Low Income Energy Assistance Program (LIEAP) is a federally-funded program that provides for a one-time vendor payment to help eligible households pay their heating bills.

Households including a person aged 60 or older or disabled persons receiving services through the NC Division of Aging and Adult Services are eligible to sign up for assistance from Dec. 1 – 31. All other households may apply from Jan. 1 – March 31 or until funds are exhausted.

 [More Information](#)

NEED TO REPORT FRAUD, WASTE AND ABUSE?

EthicsPoint is a secure and confidential system available 24 hours a day, 7 days a week for anyone to report suspected violations of potential fraud, waste and abuse or confidentiality issues. 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.