

**To:** All Providers

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VP of Network Management

**Date:** May 10, 2024

**Subject:** Tailored Plan Provider Informational Sessions, The Importance of Person-Centered Partnering, Mental Health is Health, Take Pride in Your Health Trillium Health Summit, Split Claims Protocol, Attention Providers Using Provider Direct, Health Plan Billing Guide, Change of Email Address for Provider Invoices, New Functionality –EDI 277, Tailored Plan Resources and Information, Update to NCTracks: Re-verification Terminations, Updated Provider Fact Sheets, Tobacco-Related Policy Requirements, Unlicensed Alternative Family Living and Overnight Respite Requests, Proposed Medicaid Clinical Coverage Policies-Open for Review and Comment, Roadmap2 Ready Disaster Planning, Need to Report Fraud, Waste, and Abuse?

### **TAILORED PLAN PROVIDER INFORMATIONAL SESSIONS**

Trillium's Tailored Plan Provider Informational Sessions began May 8, 2024. Providers will have two more opportunities to attend one session or may elect to attend all sessions. The same information will be provided at each session; however, attendees may ask different questions that may be beneficial to other providers. Please review the information below and click on the session or sessions you plan to attend.

 [See dates and register](#)

### **THE IMPORTANCE OF PERSON-CENTERED PARTNERING**

The Importance of Person-Centered Partnering: What does a good PCP meeting look like and how does it inform a good Person-Centered Plan? This training is designed for behavioral health practitioners to support them in meeting the expectations of the North Carolina [Person-Centered Planning Guidance Document](#).

This in-person training event will be offered at two locations and is part of DHHS' ongoing efforts to support and strengthen Person-Centered Planning across the state.

Both trainings are the same so please only register for one location. Click the button below for additional details and circulate widely to your provider networks.

 [The Importance of Partnering](#)

If you have any questions, contact Robin Soderena at: [robin.soderena@dhhs.nc.gov](mailto:robin.soderena@dhhs.nc.gov).

## **MENTAL HEALTH IS HEALTH**

How are you feeling? Click this link and order your free shirt

 [Order a free shirt](#)

During the month of May, our partners at One Community invite us to begin asking each other this question as a way of merging the mindset about mental and physical health. Mental Health is Health.

You may have already seen the campaign in your neighborhood through a variety of billboards. If you can safely snap a picture of a billboard you find while out and about, please go over to the OneCommunity Facebook page and drop your photo and let them know that you see them!

If you work in the Trillium 46 counties and have questions about this campaign or want to invite One Community to your community or a health related event to share information related to various health literacy topics please contact Patte Whitfield, Director of OneCommunity her information is [patricia.whitfield@OneCommunityNC.org](mailto:patricia.whitfield@OneCommunityNC.org).

## **TAKE PRIDE IN YOUR HEALTH TRILLIUM HEALTH SUMMIT**

A healthy, fulfilled life means feeling good inside and OUT. Building an inclusive, accepting world lays the path for full happiness and health for LGBTQ+ people. Join Trillium as we work towards that world and strengthen health for all. Topics include Youth, Mental Health and HIV/AIDS. Celebrate and boost LGBTQ+ health at the Take PRIDE in Your Health Summit event!

For more information visit [TrilliumHealthResources.org](http://TrilliumHealthResources.org).

 [Take PRIDE Trillium Summit](#)

## **TAILORED PLAN/MEDICAID DIRECT SPLIT CLAIMS**

## ATTENTION PROVIDERS:

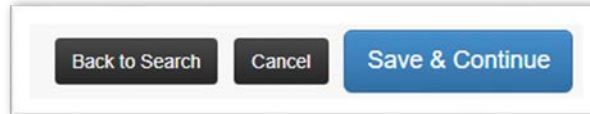
Effective 7/1/2024 with the launch of Tailored Plan implementation, providers submitting all claims, including inpatient facility claims, will need to split their claims by date of service based on the member's enrollment. Any date of service after the member's enrollment in Tailored Plan will need to be submitted separately from dates of service prior to enrollment in Tailored Plan. Failure to split these claims will result in the denial and/or recoupment of the claims. Please remember to check the member's enrollment/benefit plan monthly. Medicaid eligibility is visible in our provider portals and is updated daily based on the eligibility file received from NCDHHS.

If you have any questions, please contact the Provider Support Service Line at 1-855-1539 or submit an email to [ClaimsSupport@TrilliumNC.org](mailto:ClaimsSupport@TrilliumNC.org).

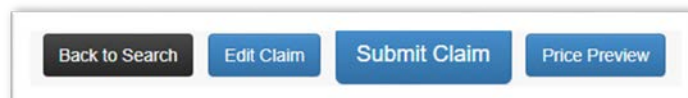
## ATTENTION PROVIDERS USING PROVIDER DIRECT

### DIRECT DATA ENTRY CLAIM SUBMISSIONS

When submitting claims using direct data entry through our Behavioral Health/IDD portal, Provider Direct, please remember after including the components on the claim, providers will need to click 'Save and Continue' at the bottom of the claim.



After the claim has been saved, there will be another opportunity to review the claim and reimbursement calculator prior to submission. For details on the reimbursement functionality, please reference [Network Communication Bulletin #188](#). After the final review of the claim, providers will scroll back down to the bottom of the claim and click 'Submit Claim'.



### 837 PROVIDER DIRECT SUBMISSIONS

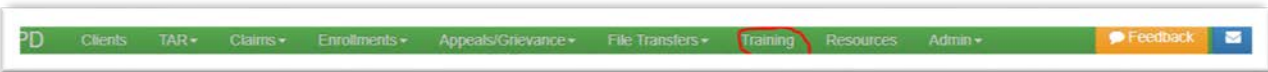
When submitting claims via 837 through Provider Direct please remember:

- 🌱 File names will need to be unique
- 🌱 Payer/Receiver ID: 43071
- 🌱 Sender/Submitter ID: Trillium issued Provider ID

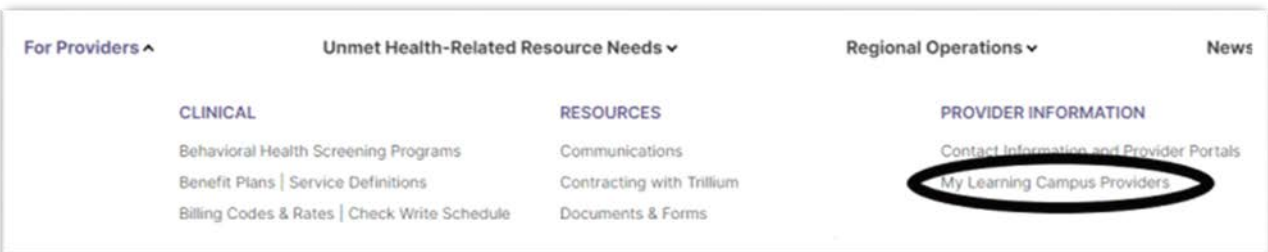
- 🌱 Zip code submitted will need to be 9 digits
- 🌱 3<sup>rd</sup> party billers submitting claims for multiple providers will require a separate SFTP set up

## PROVIDER DIRECT TRAININGS

Provider Direct trainings are available in the Provider Direct portal through the training tab.



Provider Direct trainings are also available on our 'My Learning Campus' training platform.



For any claim-related questions regarding Provider Direct, please contact [ClaimsSupport@TrilliumNC.org](mailto:ClaimsSupport@TrilliumNC.org).

For any technical questions regarding Provider Direct, please contact [PDSupport@TrilliumNC.org](mailto:PDSupport@TrilliumNC.org).

## HEALTH PLAN BILLING GUIDE

Reminder to our provider community that the Department's NC Medicaid Managed Care's Health Plan Billing Guide is posted on the DHB website at the below link:

- 🌱 [Health Plan Billing Guidance](#)

As a payor of Medicaid funds, Trillium Health Resources is required to process all claims as per State and Federal regulations. The billing guide is regularly updated and updates are tracked on the guide. The guide is an additional resource to our provider community on billing requirements.

For any claims related questions, please contact the Trillium Claims Team at [ClaimsSupport@TrilliumNC.org](mailto:ClaimsSupport@TrilliumNC.org).

## CHANGE OF EMAIL ADDRESS FOR PROVIDER INVOICES

To receive reimbursement for invoices February 1, 2024 and forward, please submit your invoices to [PayablesNoReply@TrilliumNC.org](mailto:PayablesNoReply@TrilliumNC.org). Trillium will remit payment of your invoice within thirty (30) days of receipt of complete, accurate, and approved invoice.

## NEW FUNCTIONALITY -EDI 277 REQUEST FOR ADDITIONAL INFORMATION

Beginning May 31, 2024, Trillium Health Resources will begin utilizing the EDI 277 Claims Response transaction to request additional information needed to process a claim.

When generated, the EDI 277 request file will be located in the provider's *Outbound* folder through their SFTP connection with Trillium or through Provider Direct in the *View File Repository from MCO* page.

The requested information can be returned to Trillium Health Resources via the EDI 275 Patient Information transaction. This file allows providers to submit attachments related to the 277 request. Providers may upload the EDI 275 transaction file to their *Inbound* SFTP connection folder or via Provider Direct.

If you have questions, please contact the Provider Support Service Line at 1-855-250-1539 or send an email to [ClaimsSupport@TrilliumNC.org](mailto:ClaimsSupport@TrilliumNC.org).

## TAILORED PLAN RESOURCES AND INFORMATION

Tailored Plans are a new kind of NC Medicaid Managed Care health plan for beneficiaries with a serious mental illness, a serious emotional disturbance, a severe substance use disorder, an intellectual/developmental disability or a traumatic brain injury. DHHS recently launched a [bilingual toolkit](#) with accessible resources for people who will be impacted by the transition to Tailored Plans on July 1.

The toolkit includes:

- 🌱 **Essentials deck:** This presentation communicates key information, answers to FAQs, what to expect ahead of the Tailored Plans Launch, and resources to help North Carolinians navigate the process. Download the file in [English](#) and [Spanish](#).
- 🌱 **One-page flyer (bilingual):** Let people know what actions they need to take before Tailored Plans launch. [Download flyer](#)
- 🌱 **Social media posts:** Content and graphics to post on your social and digital channels. Download the file in [English](#) and [Spanish](#).
- 🌱 **Tailored Plans landing page:** Visit the new [Tailored Plan webpage](#) to learn more about key dates and download bilingual resources.

## UPDATE TO NCTRACKS: RE-VERIFICATION TERMINATIONS

Currently, if a provider does not complete the re-verification process, or the re-verification application is denied due to a negative background finding, failure to complete fingerprinting, bad data, or expired credentials (license/accreditation/certification per the Provider Permission Matrix), only the provider's non-Division of Mental Health, Developmental Disabilities and Substance Use Services (DMH/DD/SUS) health plans terminate.






Effective May 19, 2024, an update to NCTracks will be made to the re-verification process. If a provider's Medicaid health plan is terminated during the re-verification process, their **DMH/DD/SUS health plans will also terminate**:

Providers will be required to submit a re-enrollment application to continue to render services to NC Medicaid or State-funded beneficiaries.

More information about the re-verification process and links to training documents can be found on the [Provider Re-Credentialing/Re-verification page](#) or [NCTracks Home](#).

## UPDATED PROVIDER FACT SHEETS

NCDHHS updated Fact Sheets in the NC Medicaid Managed Care Provider Playbook to reflect the July 1, 2024, launch of Tailored Plans.

-  [What Providers Need to Know: Part 1 – Before Tailored Plan Launch](#)
-  [Tailored Plan Provider Contracting Deadlines Questions and Answers](#)
-  [NC Medicaid Provider and Health Plan Lookup Tool](#)
-  [What Providers Need to Know: NC Health Choice Move to Medicaid](#)
-  [NC Medicaid Managed Care: Provider Training](#)

## TOBACCO-RELATED POLICY REQUIREMENTS

Tobacco-related policy requirements will be **effective July 1, 2024**, for NC Medicaid Managed Care Standard Plans, Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plans, and Local Management Entity/Managed Care Organizations (LME/MCOs) contracted medical, behavioral health, I/DD and traumatic brain injury (TBI) service providers. These requirements apply to both Medicaid and state-funded service providers. The Department will work with health plans and LME/MCOs to include these requirements, as appropriate, in advance of July 1, 2024.

-  [Complete Detailed Information](#)

## UNLICENSED ALTERNATIVE FAMILY LIVING AND OVERNIGHT RESPITE REQUESTS

Trillium conducts initial and annual site reviews for Unlicensed Alternative Family Living homes. These visits will be conducted live/virtually or conducted in person. Respite site visits will be conducted for any agency requesting overnight respite services in an unlicensed site.

To request, please complete the “Request to Add Site Form Alternate Family Living (AFL) or Respite” form located on Trillium’s website under the For Provider’s page- [AFL/Respite Additional Site Form](#).

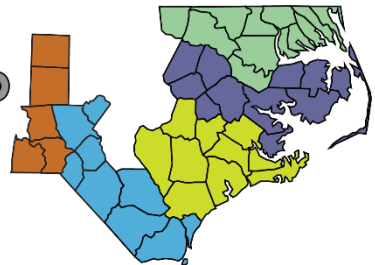
## PROPOSED MEDICAID CLINICAL COVERAGE POLICIES- OPEN FOR REVIEW AND COMMENT

NC Medicaid Division of Health Benefits has posted Clinical Coverage Policies for public comment through May 18, 2024. [Proposed Medicaid Policies](#). The following new Behavioral Health Clinical Coverage Policies are now open for review and comment.

## ROADMAP2 READY 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 website](#).

Roadmap  
2 Ready



There is an opportunity through North Carolina Emergency Management to apply for the Non-Profit Security Grant Program. Details are posted on NCEM’s updated [NSGP website](#). Eligible nonprofits are encouraged to visit the website for helpful application information, training opportunities and FAQs. Virtual Salesforce information sessions & office hours will be available to assist FY24 NSGP applicants with the Salesforce registration process, with the schedule announced on the website.

If you have not submitted your emergency plan this year, please submit it as soon as possible. Even if you have no updates to your plan from last year, you need to submit it again.

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. Our team collaborates with state, county, and community programs within our 46 county catchment area to identify gaps and needs related to an inclusive disaster response.

Please inform Trillium of any service provision or operational changes as a result of severe weather or other States of Emergency by completing the **Changes to Provider Operations form**. This form, which is only active when needed, is located on the [Community Crisis and Disaster Response webpage](#) under the “Provider” tab.

## **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.

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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.