



Network Communication Bulletin #356

To: All Providers

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

Date: July 10, 2024

Subject: NC DHHS Virtual Office Hours Webinars, Victory Junction Fall 2024, NEW: Tobacco-Related Policies Delayed until July 2025, The Human Rights Committee, Provider /Vendor Check-write Announcement, Tailored Plan Mailbox Network Communication, 1915(i) Services in Tailored Plan (Guidance for Providers), Your Update From NCTracks, NCDHHS Launches Comprehensive Workforce Plan to Address Direct Support Professional Shortage, Prior Approvals for Private Duty Nursing Will Transition to NCTracks July 28, 2024, Provider Data Management /Credentialing Verification Organization: Launch Date Announcement, Upcoming Re-Entry Simulations, NCDHHS Launches New Strategic Plan for 2024-2026, Authorizations and Claims Submission for Plan Launch on July 1, 2024, Submission of Paper Claims, Tailored Plan Provider Informational Sessions, Trillium In-Person Town Hall Opportunities, Roadmap2Ready Disaster Planning, Request for Proposal Announcements, Attention State Funded Providers, Providers Using Third-Party Billing Agencies, Tailored Plan/Medicaid Direct Split Claims, Attention Providers Using Provider Direct, Health Plan Billing Guide, New Functionality –EDI 277, Unlicensed Alternative Family Living and Overnight Respite Requests, Need to Report Fraud, Waste, and Abuse?

NEW

NC DHHS VIRTUAL OFFICE HOURS WEBINARS

NC DHHS invites you to join Virtual Office Hours for Clinical Coverage Policies 8A-7 Ambulatory Withdrawal Management without Extended Onsite Monitoring (ASAM Level 1 WM) & 8A-8 Ambulatory Withdrawal Management with Extended Onsite Monitoring (ASAM Level 2 WM). Register [HERE](#) (add flyer link)

Also available for you to join is one of two Virtual Office Hours for Clinical Coverage Policies 8A-7 Ambulatory Withdrawal Management Without Extended Onsite

Monitoring (ASAM Level 1 WM) & 8A-8 Ambulatory Withdrawal Management With Extended Onsite Monitoring (ASAM Level 2 WM).

**CLINICAL COVERAGE POLICY NO:
8A-11**

 [July 12, 2024 11:00 AM](#)

 [July 15, 2024 1:00 PM](#)

**CLINICAL COVERAGE POLICIES NO:
8A-7 AND 8A-8**

 [July 12, 2024 09:00 AM](#)

 [July 15, 2024 09:00 AM](#)

NEW

VICTORY JUNCTION FALL 2024

Get ready—the newest session for Trillium Family Weekend at Victory Junction is here! We hope our members and families will take advantage of the camp’s inclusive environment and diverse amenities. Join us on a family weekend this fall in Randleman, NC.

The weekend is a unique experience for families to connect. Campers of every ability can feel fully empowered. Victory Junction adapts activities for every need. The camp’s amazing staff **are** familiar with hosting Trillium families. They even accommodate special diets. There is no cost to attend.

Open to all Trillium members and their families or natural supports, regardless of age or diagnosis.

Come experience the magic of camp with us! Spots are limited! Complete the [Fall 2024 Interest Form](#) to begin your application. Check the [Fall Flier](#) or visit the [Victory Junction Family Weekends Webpage](#) to learn more!

NEW

TOBACCO-RELATED POLICY REQUIREMENTS

DELAYED UNTIL JULY 1, 2025

[Tobacco-Related Policy Requirements Delayed until July 1, 2025](#)

Impacts NC Medicaid Managed Care Standard Plans, Behavioral Health and Intellectual/Developmental Disabilities Tailored Plans and LME/MCOs.

Tobacco-related policy requirements will be effective July 1, 2025, 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, 2025.

Additional information about [Tobacco-Related Requirements](#).

NEW

THE HUMAN RIGHTS COMMITTEE (HRC)

The Trillium Human Rights Committee (HRC) is dedicated to safeguarding the rights of individuals receiving mental health, substance use, and intellectual/developmental disability (I/DD) services. Working hand-in-hand with CFAC members, families, Trillium staff, and providers, the HRC ensures that services are always delivered with respect for member rights.

The HRC is a diverse group including family members, individuals served, practitioners, providers, and specialists representing all disability groups and regions in Trillium's catchment area. Participants must adhere to privacy and HIPAA laws and commit to attending all meetings. Trillium staff act as liaisons and provide administrative support to the committee, with regular reports made to the Quality Improvement Committee (QIC), which takes appropriate action based on the HRC's recommendations.

The HRC's mission, in accordance with NC General Statutes/ Administrative Code is to ensure compliance with members' rights, confidentiality laws, and established procedures for handling grievances, allegations of abuse, and concerns about restrictive treatment and service access. The committee's primary responsibilities include reviewing:

- 🌱 Critical incidents involving restrictive interventions, allegations of abuse, neglect, exploitation by staff, and member deaths.
- 🌱 Complaints and grievances related to member rights violations, questionable practices, service access, inadequate treatment, confidentiality issues, alleged abuse, and unsafe facilities.
- 🌱 Provider concerns related to quality of care, accessibility, health and safety, and crisis responsiveness.

To serve on the HRC, you must be an adult member/recipient, a relative or guardian of a member/recipient, a network provider, or other stakeholder living in one of the counties in Trillium's catchment area.

Trillium is currently seeking participants in the following regions/service areas:

- 🌱 Northern Region MH/SU
- 🌱 South Central Region MH/SU
- 🌱 Southern Region I/DD
- 🌱 Mid-State I/DD, MH/SU

To identify which counties fall into each region, please click [here](#).

To apply for membership, fill out the [Human Rights Committee Application](#). For questions, contact us at QMInfo@TrilliumNC.org. For more information, visit [Trillium Health Resources - Committees](#).

TAILORED PLAN MAILBOX NETWORK COMMUNICATION

Trillium Health Resources Finance Department has set up a mailbox for Tailored Plan finance related questions at TP.Finance@TrilliumNC.org

MEDICAID BULLETIN UPDATES-TAILORED PLAN LAUNCH, 1915(I) GUIDANCE FOR PROVIDERS

[Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan Bulletin](#)

Starting July 1, 2024, NC Medicaid members with serious mental health or substance issues, an intellectual/developmental disability or a traumatic brain injury will transition their Medicaid coverage to a Tailored Plan.

YOUR UPDATE FROM NCTRACKS

JULY 2024 PROVIDER TRAINING SCHEDULE NOW AVAILABLE

Registration is open for the [July 2024 training courses](#) listed below. NCTracks zoom courses can be attended remotely from any location. Courses offered this month include:

- 🌱 Submitting a Prior Approval Private Duty Nurses (Several Sessions Available)
- 🌱 Re-verification
- 🌱 Submitting a Time Limit Override
- 🌱 How to Submit a Professional Claim NEMT

[July 2024 Provider Training Schedule](#)

NCDHHS LAUNCHES COMPREHENSIVE WORKFORCE PLAN TO ADDRESS DIRECT SUPPORT PROFESSIONAL SHORTAGE

The North Carolina Department of Health and Human Services today released a multi-year [Direct Support Professional Workforce Plan](#). This plan aims to address the critical shortage of DSPs who provide in-home and community-based services for individuals with intellectual and developmental disabilities in North Carolina. Implementation will begin on July 1.

The comprehensive plan is part of NCDHHS' [Inclusion Connects](#) initiative, which is dedicated to connecting people with I/DD to more choices and more access to services and supports. This includes developing a robust, high quality DSP workforce through improved recruitment, retention and training strategies. The comprehensive workforce plan also addresses directives from the recent [Consent Order](#) stemming from [the Samantha R. et al. vs. NCDHHS and the State of North Carolina Case](#).

NCDHHS Launches Comprehensive Workforce Plan to Address Direct Support Professional Shortage




 [Read the Bulletin](#)

PRIOR APPROVALS FOR PRIVATE DUTY NURSING WILL TRANSITION TO NC TRACKS JULY 28, 2024


Effective July 28, 2024, Private Duty Nursing (PDN) prior approval (PA) services will transition from NC Medicaid to NCTracks. This will require changes to the system of use and the process to submit PA requests for PDN. This bulletin applies to NC Medicaid Direct.

To prepare for this change, all PDN providers should attend the **Prior Approval for Private Duty Nursing** training course offered by NCTracks. This training will guide PDN providers through the new system and process changes. Training dates are noted below.

PRE-TRANSITION TRAINING DATES:

-  Wednesday, July 10, 9:30 a.m.
-  Thursday, July 18, 1 p.m.
-  Wednesday, July 24, 9:30 a.m.

POST-TRANSITION TRAINING DATES:

-  Monday, July 29, 1 p.m.
-  Thursday, Aug. 1, 9:30 a.m.
-  Monday, Aug. 5, 1 p.m.
-  Thursday, Aug. 8, 9:30 a.m.

Registration is available in SkillPort, NCTracks Learning Management System. To register, log into the NCTracks Provider Portal and click "[Provider Training](#)" to access SkillPort. Open the folder labeled "Provider Computer-Based Training (CBT) and Instructor-Led Training (ILT)."

The courses can be found in the sub-folder labeled "ILTs: Remote via WebEx" (although this is the sub-folder name, courses will now be conducted via Zoom and not WebEx).

Refer to the [Provider User Guides & Training page](#) of the public provider portal for specific instructions on how to use SkillPort. The [Provider Training Tool Kits page](#) also includes a quick reference regarding Java, which is required for the use of SkillPort.

After July 28, 2024, providers should contact the NCTracks Call Center at 1-800-688-6696 with questions and concerns regarding PDN prior authorizations.

PDM/CVO: LAUNCH DATE ANNOUNCEMENT

The North Carolina Department of Health and Human Services (NCDHHS) will be replacing the current provider enrollment and data management system components of NCTracks with a centralized Provider Data Management/Credentialing Verification Organization (PDM/CVO) solution. The solution will meet National Committee for Quality Assurance (NCQA) standards and enhance provider credentialing through centralized CVO features that include a Credentialing Committee and delegated enrollment and credentialing.

For the most up-to-date provider information, including fact sheets and other applicable resources, please visit the [NC Medicaid Provider Data Management / Credentialing Verification Organization webpage](#).

UPCOMING RE-ENTRY SIMULATIONS

Trillium Health Resources is sponsoring Re-entry Simulations. You will learn about the many barriers individuals go through when they are released from jail.

Participants experience the difficulties of finding a job, keeping a stable home, going to treatment regularly, and following release rules.

UPCOMING RE-ENTRY SIMULATIONS TRAINING:

 [Snow Hill, NC – July 16](#)

 [Beaufort, NC – September 10](#)

 [Ahoskie, NC – August 20](#)

 [Bolivia, NC – September 24](#)

NCDHHS LAUNCHES NEW STRATEGIC PLAN FOR 2024-2026

NCDHHS has launched its [2024-2026 Strategic Plan](#), which outlines its key priorities for the next two years. The plan is grounded in the [department's values](#) and builds on its many successes, such as expanding Medicaid, launching the Division of Child and Family Well-Being and achieving national for the Division of Public Health. As a department, NCDHHS' goal is a healthier state that meets the needs of all North Carolinians.

AUTHORIZATIONS AND CLAIMS SUBMISSION FOR TAILORED PLAN LAUNCH ON JULY 1, 2024

Trillium's Authorization and Claims Submission Protocol for Tailored Plan (July 1, 2024 forward) mirrors the current Authorization and Claims submission for Medicaid Direct claims submission process for our providers.

For all members that transitioned to Tailored Plan July 1, 2024, providers will:

- 🌱 Submit physical health authorizations and claims using the Trillium physical health methods.
- 🌱 Submit the behavioral health, I/DD, and TBI authorizations (if required) and the claim to Trillium.

For all members that remain in or transitioned to Medicaid Direct July 1, 2024, providers will:

- 🌱 Continue to submit the physical health authorizations (if required) and claims to NCTracks via NC Medicaid.
- 🌱 Continue to submit the behavioral health, I/DD, and TBI authorizations (if required) and claims to Trillium.

Please see us this link or visit our website for the full [Claims Submission Protocol](#) for Tailored Plans.

SUBMISSION OF PAPER CLAIMS

Contracted Providers are contractually required to submit their claims electronically via 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 any questions regarding claims submissions, please submit a ticket to ClaimsSupport@TrilliumNC.org.

TAILORED PLAN PROVIDER SESSIONS

The Tailored Plan Trillium presentations and recordings for the Tailored Plan Sessions to Providers are [available on our website](#).

TRILLIUM IN-PERSON TOWN HALL OPPORTUNITIES

Welcome to Trillium! Trillium Health Resources is hosting in-person town halls to hear about your communities, introduce our staff, and answer your questions. We look forward to meeting you.

[See Information and Register](#)

ROADMAP2 READY DISASTER PLANNING

Emergency plans were due May 1st, [submit them if you haven't already](#). If you need any resources to help improve your plan, visit <https://asprtracie.hhs.gov/cmsrule>.



Part of being prepared is to have a plan for any kind of emergency. We will be providing best practices on preparedness to help your organization. [Last month](#) we covered how to provide updated contact information to 911 tele communicators.

Trillium is searching for providers who are interested in working in shelters during natural disasters. We are seeking professionals whose desire is to deliver support and/or crisis counseling during a time when the citizens of North Carolina need them the most. Providers will be assigned to a shelter to support and triage emotional needs prior to, during and after Hurricanes or other potential disasters.

For more insight on what this could look like please view this training that the NCDHHS put together. (Available [in Trilliums My Learning Campus](#))

Please [complete this form](#) if you wish to notify us of your interest in joining our Shelter Response Team. You must complete all the required fields and submit this document to let us know of your interest.

Thank you for helping us support the people of North Carolina.

REQUEST FOR PROPOSAL ANNOUNCEMENT: OPIOID TREATMENT PROGRAM (OTP) - ANSON AND LEE COUNTIES

Trillium is seeking providers experienced in the treatment of Opioid use addiction to expand Medicaid Opioid Treatment Program (OTP) in both Anson and Lee counties. Only one provider can be selected for each county, but the applicant can apply for one or both counties.

These Requests for Proposal (RFP) is open to both in-network and out-of-network providers enrolled in NC Tracks and NC Medicaid who are free of contract sanctions, fraud investigations, and/or current IRS liens.

The RFPs are being used as a means to obtain information about providers who are capable of providing these services to adults. It should not be interpreted as a contract (implicit, explicit or implied), nor does it imply any form of an agreement to any potential candidate. In addition, no inference should be made that Trillium will purchase and/or implement in the future any of the programs or services proposed by the respondents.

Please visit the [Provider Network Participation Opportunities](#) webpage for information on these recruitment opportunities as well as others.

REQUEST FOR PROPOSAL ANNOUNCEMENT: PSYCHOSOCIAL REHABILITATION (PSR) - NEW HANOVER/BRUNSWICK COUNTY

Trillium is seeking providers experienced in the treatment of Psychosocial Rehabilitation to expand Medicaid Psychosocial Rehabilitation (PSR) – New Hanover/Brunswick counties. Only one provider can be selected for each county, but the applicant can apply for one or both counties.

These Requests for Proposal (RFP) is open to both in-network and out-of-network providers enrolled in NC Tracks and NC Medicaid who are free of contract sanctions, fraud investigations, and/or current IRS liens.

The RFPs are being used as a means to obtain information about providers who are capable of providing these services to adults. It should not be interpreted as a contract (implicit, explicit or implied), nor does it imply any form of an agreement to any potential candidate. In addition, no inference should be made that Trillium will purchase and/or implement in the future any of the programs or services proposed by the respondents.

Please visit the [Provider Network Participation Opportunities webpage](#) for information on these recruitment opportunities as well as others.

ATTENTION STATE FUNDED PROVIDERS

ATTENTION STATE FUNDED PROVIDERS:

Effective 7/1/2024, the Division of Mental Health began using new IDs for LME/MCOs. For this reason, providers submitting state funded claims, including 3 Way inpatient facility claims, will need to split their claims by date of service. Claims with dates of service prior to 7/1/2024 will need to be submitted separately from dates of service 7/1/2024 and after. Failure to split these claims will result in the denial and/or recoupment of the claims.

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

PROVIDERS USING THIRD-PARTY BILLING AGENCIES

ATTENTION PROVIDERS:

In an effort to ensure compliance with Health Insurance Portability and Accountability Act (HIPAA), Trillium Health Resources will not release any Protected Health Information (PHI) to a third party billing agency without an approved, signed Business Associate Agreement (BAA) or Qualified Service Organization Agreement (QSO) on file. No information can be shared with the third party biller until this documentation is received and reviewed. The BAA and/or QSO can be

1. Emailed to Claims2@TrilliumNC.org or
2. Faxed to 252-215-6877

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

TAILORED PLAN/MEDICAID DIRECT SPLIT CLAIMS

ATTENTION PROVIDERS:

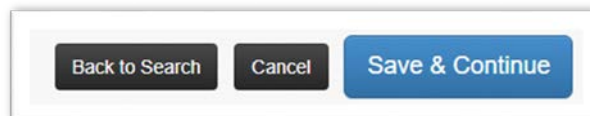
Effective 7/1/2024 with the launch of Tailored Plan implementation, providers submitting all claims, including inpatient facility claims, will need to split their claims by date of service based on the member's enrollment. Any date of service after the member's enrollment in Tailored Plan will need to 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.

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'.



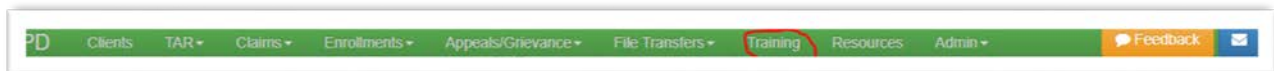
837 PROVIDER DIRECT SUBMISSIONS

When submitting claims via 837 through Provider Direct please remember:

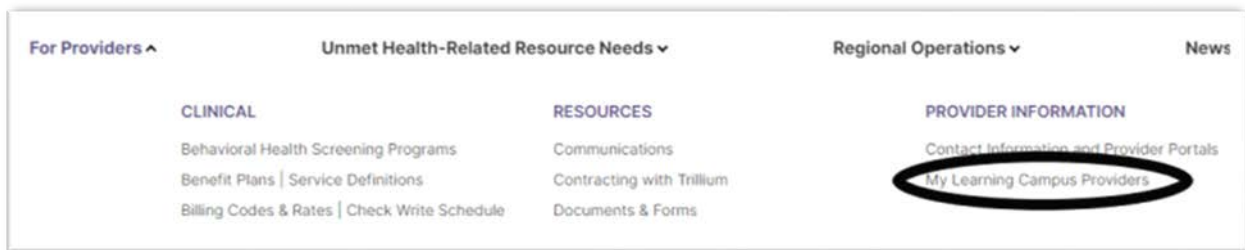
- 🌱 File names will need to be unique
- 🌱 Payer/Receiver ID: 43071
- 🌱 Sender/Submitter ID: Trillium issued Provider ID
- 🌱 Zip code submitted will need to be 9 digits
- 🌱 3rd party billers submitting claims for multiple providers will require a separate SFTP set up

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.

For any technical questions regarding Provider Direct, please contact 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.

NEW FUNCTIONALITY -EDI 277 REQUEST FOR ADDITIONAL INFORMATION

Beginning May 31, 2024, Trillium Health Resources began 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.

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](#).

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.