



Network Communication Bulletin #358

To: All Providers

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VP of Network Management

Date: July 22, 2024

Subject: Virtual Provider Office Hours Sessions, Important Information Regarding the 2024 Perceptions of Care Surveys, Global Quality Improvement Committee, Trillium Post Payment Review Tool, Roadmap2Ready Disaster Planning, Victory Junction Fall 2024, The Human Rights Committee, Tailored Plan Mailbox Network Communication, 1915(i) Services in Tailored Plan (Guidance for Providers), 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, Tailored Plan Provider Informational Session, Trillium In-Person Town Hall Opportunity, Attention State Funded Providers, Providers Using Third-Party Billing Agencies, Tailored Plan/Medicaid Direct Split Claims, Health Plan Billing Guide, Need to Report Fraud, Waste, and Abuse?

NEW **VIRTUAL PROVIDER OFFICE
HOURS SESSIONS**

Trillium Health Resources will host weekly virtual provider office hours to help answer any questions you may have since the Trillium Tailored Plan launch. Please join us each Wednesday (July 24 – August 14) at 12 p.m. to ask your questions. [Click here](#) for more information.

You can join on Webex using the link below.

[Join the Meeting](#)

Please note: These events are for contracted providers only.

NEW

IMPORTANT INFORMATION REGARDING THE 2024 PERCEPTIONS OF CARE SURVEYS

Every year Trillium Health Resources and other Tailored Plans (TP) across the state assist the North Carolina Department of Health and Human Services (DHHS) with a mandatory annual survey of members who receive Mental Health and/or Substance Use services. The survey is designed to assess member perceptions of the services they have received in the past year.

The survey results are sent to the Substance Abuse and Mental Health Services Administration (SAMHSA) for required reporting, who then publish the results by TP in an annual report. The survey results are used to inform policy decisions designed to improve the system.

YOUR ASSISTANCE AND PARTICIPATION IS CRUCIAL TO THE SUCCESS OF THIS PROJECT

If you provide MH and/or SU services to members of any age, you may be contacted to participate in the administration of this survey. Specific instructions will be provided by Trillium staff prior to survey administration.

Survey administration options include use of electronic/web based and paperless surveys. These are intended to safeguard members and provider health and safety and to significantly reduce burden for participating providers who assist with the survey administration.

Administration of the 2024 Perceptions of Care survey will occur from **August 12-September 20, 2024**. Since there is a short administration period, surveys must be completed in a timely manner.

Requirements for Member Participation in the Survey:

- 🌱 Must have mental health and/or substance use diagnosis
- 🌱 Must be a Trillium member, with a Trillium member ID number
- 🌱 Can be State-funded OR Medicaid funded

As a reminder, survey administration may not be billed as a service; rather, survey participation is an element of a provider's contractual requirements with the TP, and ultimately helps to improve the quality of services for our members. Please follow all timelines and survey administration instructions provided by Trillium.

If you are a provider of services for members that meet requirements of participation for the survey, please email Surveys@TrilliumNC.org with the email address of who will be coordinating this survey for your agency. If you have any questions, please feel free to contact us at Surveys@TrilliumNC.org or 1-855-250-1539 and ask for Jennifer Kelly.





Thank you for your participation in this important survey! We look forward to working together with you to gather important information that will reflect our joint efforts to help members in our area.

GLOBAL QUALITY IMPROVEMENT COMMITTEE (GOIC)

Trillium's Global Quality Improvement Committee (GQIC) is a diverse and impartial group representing practitioners, providers, and specialists to discuss and address quality improvement issues. The committee also includes representatives from the Regional Consumer and Family Advisory Committee (CFAC), allowing for broad participation in quality initiatives. Through the GQIC, Trillium's Quality Program engages medical systems, healthcare practitioners, members, and families to provide valuable input and feedback on quality matters and projects.

The GQIC aims to enhance collaboration and strengthen relationships between members, practitioners, providers, and Trillium. The committee discusses and monitors the network's quality needs, making recommendations to the Quality Improvement Committee (QIC), which holds the final decision-making authority on recommendations and initiatives. Trillium staff support the GQIC by acting as administrative liaisons and regularly reporting to the QIC.

The GQIC has the following objectives:

-  Review emerging quality concerns.
-  Assess the training needs of practitioners and providers related to quality.
-  Collaborate with Trillium's Quality Management staff on quality issues and activities.
-  Review and recommend minimum standards for network quality assurance and quality improvement (QA/QI) systems.

- 🌱 Provide a platform for practitioners, providers, and specialists to share knowledge and learn from each other.

If you are interested in volunteering for the GQIC, have a concern, need quality-related training, or have any questions about quality issues, please contact us at QMinfo@trilliumnc.org. For more information about the GQIC, visit: [Trillium Health Resources - Committees](#) or [Trillium's My Learning Campus](#).

TRILLIUM POST PAYMENT REVIEW TOOL DEVELOPED

Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plans launched on July 1, 2024. As required, Trillium has developed a Tailored Plan Post Payment Review (PPR) Tool to monitor behavioral health providers. This new tool is similar to the former North Carolina Department of Health and Human Service (NC DHHS) tool however several improvements have been made. The NCDHHS PPR tool has been sunset and is discontinued. The tool and guidelines will be posted on the Trillium website for your review under "[Provider Documents Forms](#)."

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 [Tracie Healthcare Emergency](#).

**Roadmap
2 Ready**



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 ([Network Bulletin #348](#)) we covered how to provide updated contact information to 911 telecommunicators.

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 document](#) 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.

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!

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.

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.

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 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.

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)."

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:

 [Ahoskie, NC – August 20](#)

 [Bolivia, NC – September 24](#)

 [Beaufort, NC – September 10](#)



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.

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 OPPORTUNITY

Welcome to Trillium! Trillium Health Resources has been hosting in-person town halls in this series. There is one more opportunity in this series. You will hear about your communities, introduce our staff, and answer your questions. We look forward to meeting you.

[See Information and Register](#)

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.

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.

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

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.
