



## Network Communication Bulletin #360

**To:** All Providers

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

**Date:** August 2, 2024

**Subject:** Virtual Provider Office Hours Sessions, Open Enrollment: Forensic Evaluators, Remittance Advices/Explanations of Payments, Change in 1915(i) Codes, New Personal Care Services Training Opportunity, August 2024 Provider Training Schedule Available, Person-Centered Tools and Strategies to Maximize Choice and Promote Safety, Important Information Regarding 2024 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, NCDHHS Launches Comprehensive Workforce Plan to Address Direct Support Professional Shortage, Prior Approvals for Private Duty Nursing Will Transition to NCTracks July 28, 2024, Upcoming Re-Entry Simulations, Authorizations and Claims Submission for Plan Launch on July 1, 2024, Tailored Plan Provider Informational Session, Providers Using Third-Party Billing Agencies, Tailored Plan/Medicaid Direct Split Claims, Need to Report Fraud, Waste, and Abuse?

---

### **TRENDING** 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** **OPEN ENROLLMENT:  
FORENSIC EVALUATORS**

Trillium is currently recruiting for forensic evaluators within the Trillium Region. For interested providers not currently certified, Trillium will register the applicant for a free, online training offered August 23, 2024. Applications accepted until August 13, 2024. Certification requires completion of the six-hour training, followed by a passing examination score. See the [Provider Network Participation Opportunities](#) page on the Trillium website for more information and the application link, as well as other provider recruitment/contracting opportunities.

**NEW** **REMITTANCE ADVICES/EXPLANATION  
OF PAYMENTS**

Trillium generates Remittance Advices/Explanation of Payments for providers detailing the claims paid and payment amounts. No Check Remittance Advices/Explanations of Payments are generated when claims have been submitted but there is no payment generated for the provider agency.

Along with Remittance Advices/Explanation of Payments, Trillium also generates a standard HIPAA X12 transaction – 835 Health Care Claim Payment/Advice files for those providers who submitted an 837 Electronic Claims File.

Trillium as the administrator of multiple Health Plans i.e., Medicaid Direct, Tailored Plan, and State Funds, has enhanced its 835 Health Care Claim Payment/Advice files to be split by health plan. Separating these files are a DHHS requirement and helps providers by identifying which claims were processed under which health plan.

A provider may distinguish the 835 for the specific health plan by the title of the document.

Drag a column header and drop it here to group by that column

	File Name
Select	ECBH_████_EFT_████_20240718_MD_og835
Select	ECBH_████_EFT_████_20240718_og835
Select	ECBH_████_EFT_████_20240718_TP_og835
Select	ECBH_████_NO_CHECK_20240704_20240710_████_20240718_MD_og835
Select	ECBH_████_NO_CHECK_20240704_20240710_████_20240718_og835
Select	ECBH_████_NO_CHECK_20240704_20240710_████_20240718_TP_og835
Select	RA_████_EFT_████_20240717
Select	RA_NO_CHECK_20240704_20240710_████

**835s WILL INCLUDE THE FOLLOWING IN THE NAMING CONVENTION OF THE FILE:**

ECBH\_[Trillium issued Provider ID]\_EFT#\_[Date the 835 was issued]\_[Health Plan if Medicaid Direct (MD) if Tailored Plan (TP)]\_og835

If MD or TP is not indicated in the 835 files naming convention, those files will include claims that are state funded or have no benefit plan assigned.

No Check 835 files will have a similar naming convention as the above listed with a few exceptions:

- 🌱 Instead of an EFT number the words NO\_CHECK will be displayed
- 🌱 The date range on the file will include the processed date range of the claims submitted
- 🌱 The 835 and RAs may be found in SFTP folder or in Provider Direct under 'File Transfers' tab.

If you have any questions, please contact [PDsupport@trilliumnc.org](mailto:PDsupport@trilliumnc.org).

NEW

**CHANGE IN 1915(I) CODES**

Beginning 8/31/2024, please use corrected code for Individual and Transitional Support of T1019 U4 TS in place of T1019 TS U4.

NEW

**NEW PERSONAL CARE SERVICES  
TRAINING OPPORTUNITY**

Registration is open for "The PCS Process" training. The training will cover topics such as how to request an independent assessment. The course will be held Wednesday, August 7, 2024 from 2:00-3:00pm.

🌱 [Register Here](#)

NEW

**AUGUST 2024 PROVIDER TRAINING  
SCHEDULE AVAILABLE**

Registration is open for the [August 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 Nursing
- 🌱 Fingerprinting Required
- 🌱 Submitting an Institutional Claim

-  Dental Helpful Hints
-  Prior Approval Medical

See the document linked below for more information on course schedule and access to zoom links: [August 2024 training courses](#)

## **PERSON-CENTERED TOOLS AND STRATEGIES TO MAXIMIZE CHOICE AND PROMOTE SAFETY**

The DMHDDSUS Crisis Prevention and Intervention Plan: Person-Centered Tools and Strategies to Maximize Choice and Promote Safety. This training is designed for providers working in the DMHDDSUS system of care supporting people living with a wide range of disabilities or health conditions including mental health, substance use, Intellectual and Developmental Disabilities (IDD), older adults, etc. Training is particularly relevant to providers employed in programs where service definitions require PCP as articulated in the [Person-Centered Planning Guidance Document](#).

This virtual webinar event is part of the NC DHHS' ongoing efforts to support and strengthen Person-Centered Planning across the state.

Click the button below for additional details and circulate widely to your provider networks.

 [DMHDDSUS Crisis Prevention and Intervention Plan](#)

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

## **IMPORTANT INFORMATION REGARDING 2024 SURVEYS**

***YOUR ASSISTANCE AND PARTICIPATION IS CRUCIAL  
TO THE SUCCESS OF THESE PROJECTS***

### **PERCEPTIONS OF CARE SURVEY**

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.

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](mailto: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](mailto: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.

## NATIONAL CORE INDICATORS – AGING AND DISABILITIES (NCI-AD) SURVEY

Trillium Health Resources and other Tailored Plans (TP) across the state assist the North Carolina Department of Health and Human Services (DHHS) with annual surveys of members. The NCI-AD Survey is for members who receive aging and disabilities services. This survey uses standard measures (core indicators) to assess the outcomes of services provided. Areas of concern addressed by the indicators include service planning, rights, community inclusion, choice, health and care coordination, safety, and relationships.

The NCI-AD survey results are used to improve services for older adults and individuals with physical disabilities.

If you provide disability services to members 18 years and older, you may be contacted to assist with obtaining consents and additional background information needed to administer the survey. Survey administration will be completed by a third party contracted with the State (Carolina Institute for Developmental Disabilities, CIDD).

Providers may be contacted to assist with gathering information as early as August 2024. Trillium will provide additional information, including members chosen to participate in the survey, via email. The survey sample and a minimum number of surveys are provided by the State. In order to meet these state requirements, providers will be asked to provide support with contacting members to receive consent for survey participation. Additional information will also be requested for those members who choose to participate in the survey.

Requirements for Member Participation in the Survey:

- 🌱 Must be at least 18 years old
- 🌱 Actively receive a Medicaid disability service (i.e. MFP, CAP/DA, CAP/CD, PACE, Nursing Facilities, PDN, PCS, Managed LTSS and HCBS Care)

If you are a provider of services for members that meet requirements of participation for the survey, please email [Surveys@TrilliumNC.org](mailto:Surveys@TrilliumNC.org) with the email address for the best contacts to coordinate this survey for your agency. If you have any questions, please feel free to contact us at [Surveys@TrilliumNC.org](mailto:Surveys@TrilliumNC.org) or 1-855-250-1539 and ask for Jennifer Kelly or Amanda Morgan.

## 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](mailto: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 are posted on the Trillium website for your review under "[Provider Documents Forms/Behavioral Health Provider Monitoring.](#)"

## 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 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 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](mailto: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](mailto:TP.Finance@TrilliumNC.org).

## **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.

### **POST-TRANSITION TRAINING DATE: MONDAY, AUGUST 5, 1PM**

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)."

Providers should contact the NCTracks Call Center at 1-800-688-6696 with questions and concerns regarding PDN prior authorizations.

## 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](#)



## 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](#).

## 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](mailto: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](mailto: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](mailto: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.