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Network Communication Bulletin #166

To: All Providers

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

Date: May 20, 2021

Subject: Extending Provider Medicaid Rates beyond June 30, 2021, Transition to Medicaid Managed Care: Guidance for Providers Impacted by 42 CFR Part 2, Provider Training Needs (Survey from DMH), Important Provider Direct Update, Grant Opportunity for Providers, Disaster Response Unit Updates, Electronic Visit Verification Implementation for Innovations and TBI Waivers Administered by LME-MCOs, Victory Junction Family Retreat Weekends, Valued Providers SEAL Program, Value Based Purchasing Learning Series, June 2021 Community Mental Health First Aid (MHFA) Trainings for NC Residents, Joint DMHDDSAS And DHB (NC Medicaid) Update Call

EXTENDING PROVIDER MEDICAID RATES BEYOND JUNE 30, 2021

Trillium is working with the North Carolina Department of Health and Human Services (NC DHHS) on service specific guidance in response to the COVID-19 pandemic. The North Carolina Division of Health Benefits (DHB) coordinated with the Center for Medicare and Medicaid Services (CMS) and requested waivers that support flexibility in service delivery that both protects the public and ensures our most vulnerable citizens.

Effective July 1, 2021, Trillium will be extending some of the rate increases that were implemented during the COVID-19 pandemic, and reducing others as long as the public health emergency (PHE) is in place for state fiscal year 2021-2022. Trillium reserves the right to adjust the rates upward or downward based on factors related to the PHE. These increases are to be used for services that may require providers to pay overtime for staff when other staff cannot work due to COVID-19 or due to paying care staff a higher rate for hazard pay during the PHE.

The rates will be extended within all applicable contracts prior to July 1, 2021. Trillium may audit records for providers that bill these codes to assure compliance with the billing and to ensure these enhanced rates do go to direct care staff. This bulletin impacts many services and rates, therefore in order to view the specific rates please go to:

 [Trillium COVID-19 Rate Codes Table FY-19-21](#)

If you have any questions regarding this communication, please email: RatesFinance@TrilliumNC.org



24-Hour Access to Care Line - 877.685.2415
Business & Administrative Matters - 866.998.2597

[TrilliumHealthResources.org](https://www.TrilliumHealthResources.org)



TRANSITION TO MEDICAID MANAGED CARE: GUIDANCE FOR PROVIDERS IMPACTED BY 42 CFR PART 2

This training will provide information to providers on how Substance Abuse Confidentiality Regulations will affect the crossover for Medicaid members.

42 CFR PART 2 AT CROSSOVER: TRAININGS TO PROVIDER NETWORK

Monday, May 24, 2021—noon to 1:00pm

 [Register Here](#)

Monday, June 7, 2021: noon-1:00pm

 [Register Here](#)

PROVIDER TRAINING NEEDS (SURVEY FROM DMH)

In continued partnership and coordination with the state and community stakeholders, the NC Division of Mental Health Developmental Disabilities and Substance Abuse Services (DMHDDSAS) seeks your assistance in identifying current needs for training across our system servicing children, youth, and young adults dually diagnosed with a mental illness and an intellectual or developmental disability (to include Autism Spectrum Disorder). DMHDDSAS and Behavioral Health Springboard-UNC Chapel Hill School of Social Work have collaborated to develop a needs assessment to gain more insight on how to best support the workforce.

Currently, they are expanding their training and workforce development efforts and would like your feedback on the subject areas needed for targeted training. DMHDDSAS is requesting information from Mental Health and Intellectual and Developmental Disability provider agencies, LME-MCO staff, members, families, and DHHS staff to accomplish this task. The assessment will take approximately 5 minutes to complete and is completely voluntary. All responses will be recorded anonymously. They would like as many responses as possible and encourage multiple individuals within organizations and families to complete the needs assessment. If you are a provider agency with multiple sites; we encourage multiple staff from each local site to complete.

Thank you for your time and participation! Your responses will help craft the training and workforce development efforts to strengthen a highly qualified child serving behavioral health system.

The needs assessment will close to participation on ***Monday, June 14, 2021 at 5pm.***

 [Training Assessment](#)

IMPORTANT PROVIDER DIRECT UPDATE

Effective May 28, 2021, the Claims Search display in Provider Direct will now include the field Patient Control Number that is provided on an 837I/837P or entered manually when a claim is created in Provider Direct.

The corresponding fields that populate the Patient Control Number are as follows:

- ♻️ Provider Direct CMS 1500 – FL 26
- ♻️ 837 Professional – Loop 2300 - CLM01
- ♻️ Provider Direct UB 04 – FL 3A
- ♻️ 837 Institutional – Loop 2300 - CLM01

If you have any questions, please contact PDsupport@TrilliumNC.org.

GRANT OPPORTUNITY FOR PROVIDERS

USDA Distance Learning & Telemedicine Grant Program (DLT)

OPPORTUNITY TO APPLY FOR FUNDING

The USDA begins accepting applications for funding under the DLT program on April 5, 2021. Applications must be received no later than June 4, 2021, to be eligible for funding under this grant opportunity.

- ♻️ The Agency encourages applicants to consider projects that will promote equity and economic opportunity in rural America, specifically those that advance the following key priorities:
 - Containing the COVID-19 pandemic
 - Ensuring racial equity
 - Rebuilding our rural economy and
 - Addressing the climate crisis.
- ♻️ Congress provided USDA Rural Development \$57 million in DLT funding in Fiscal Year (FY) 2021. As it was authorized to do, the Agency applied \$18 million from FY 2021 to award projects from the prior fiscal year. Approximately \$44.5 million is available. This amount includes \$39.2 million in funds appropriated for FY 2021 as well as funds totaling \$5.3 million which were not awarded during FY 2020.
- ♻️ The Agency also reserves the right to increase funding for applications should additional appropriations become available for the same purposes.

Please go to the following link for additional information regarding this opportunity including how to apply:

- ♻️ [Grant opportunity for providers](#)

DISASTER RESPONSE UNIT UPDATES

Hurricane Preparedness Tip #1

Make a Plan and Check Your Kits as hurricane season begins June 1st and ends November 30th. To learn more about how to make a plan and what should be in your kits take a look at the resources



and website links shared on these toolkits that can be found on the [Community Crisis and Disaster Response webpage](#):

 [Hurricane Season Readiness Member toolkits](#)  [Hurricane Season Readiness Provider toolkits](#)

Trillium Health Resources is focused on preparing members and provider agencies for Hurricane Season during the COVID-19 pandemic. Disasters can happen anytime, but proactive measures can help reduce their impact. To help develop your disaster plan for hurricanes, please refer to our [Community Crisis and Disaster Response](#) webpage. 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 for a hurricane. Our team collaborates with state, county, and community programs within our 26 county catchment area to identify gaps and needs related to inclusive disaster response.

Please inform Trillium of any service provision or operational changes as a result of a tropical storm or hurricane by completing the **Changes to Provider Operations form**. This form is located on the [Community Crisis and Disaster Response](#) webpage under the "Provider" tab when a storm is approaching. Our goal is to stay up to date about changes to service provision and to assist with continuing to best serve members.

ELECTRONIC VISIT VERIFICATION IMPLEMENTATION FOR INNOVATIONS AND TBI WAIVERS ADMINISTERED BY LME-MCOS

NC Medicaid implementation of Electronic Visit Verification (EVV) for the Innovations Waiver, TBI Waiver and (b)(3) services administered by the LME-MCOs has been moved to June 30, 2021. This new date is to allow for additional testing and provider training.

Providers should continue to work with the applicable LME-MCOs to prepare for the June 30, 2021, EVV implementation date for Innovations Waiver, TBI Waiver and (b)(3) services administered by the LME-MCOs.

Please submit questions to: Medicaid.EVV@dhhs.nc.gov

TRILLIUM SUMMER FAMILY RETREATS AT VICTORY JUNCTION

Trillium is excited to announce that we are extending the deadlines for Trillium Family Retreats at Victory Junction this summer! Any members and their families and natural supports who are interested in attending a session this summer should [click here for the Interest Form](#) to receive an application link from Victory Junction Camper Admissions!



Due to the multi-step application process and the limited number of spots available, applicants are encouraged to complete the online application using the link from Victory Junction Camper Admissions

as soon as possible! After submitting the online application, applications are reviewed by Victory Junction's Medical Team and decision letters will be sent out 30 days prior to the date of the session.

If you are interested in attending a Summer Session click the links below:

 [Victory Junction Flyer](#)

Session Dates and Application Deadlines:

 June 18-20 - deadline June 4

 July 12-14 - deadline June 28

 July 2-4 - deadline June 18

 July 19-21 - deadline July 5

Be on the lookout for future Family Retreat Dates and announcements for Fall 2021 on the Trillium Health Resources and Trillium Direct Connect Facebook pages, and also at the [Trillium Victory Junction](#) webpage.

Please share with any members and families who would enjoy this unique experience!

Please contact Sarah.Beaver@TrilliumNC.org with any questions about the process.

VALUED PROVIDERS SEAL PROGRAM

Visit the [Valued Providers Seal Program](#) web page for more information about the Contracted, Comprehensive Behavioral Health, Large Agency, Evidenced-Based Treatment, Comprehensive I/DD and Integrated Care Provider Seals.

After receiving this recognition, sharing such dedication and innovative care should be as easy as possible. The [Valued Providers Seal Program Tool Kit](#) is designed for just that. This resource provides tips for sharing news of provider seals on websites, social media, newsletters, and emails, along with pre-written posts and messages. Trillium can see the impact providers make on our members and communities. We hope the tool kit serves to ensure those members and communities can see it as well.

Contact us at SealProgram@TrilliumNC.org for questions about the Valued Providers Seal Program. Providers can apply for one or multiple seals!



VALUE BASED PURCHASING LEARNING SERIES

Trillium Health Resources Practice Management Department has partnered with Mr. Ken Carr, OPEN MINDS Senior Associate to bring providers a four-part virtual learning series on Value-Based Purchasing. Mr. Carr is an industry expert with over 30 years of finance, technology, data analysis, and reporting experience in the health and human service field. This virtual learning series has been tailored to meet the unique provider composition within our region. Providers will gain knowledge of what

Value-Based Purchasing is, and how it's applicable to their organization and the future of North Carolina Medicaid.

Registration Is Now Open

The sessions are limited to the first 1,000 enrollees. It is preferred that providers attend all four sessions consecutively, however it is not required. A recording will be available at a later date if you missed a session.

 Wednesday May 26, 2021 (10AM – 11:15AM):

Developing New VBP Services that Increase Quality & *Decrease Service Costs*

 [Register Here](#)

About joining the webinar

 [Closed Caption HERE](#)

During this call, panelists will present policy updates from DMHDDSAS and DHB representatives followed by an open Q&A session. In addition to DMHDDSAS and DHB subject matter experts we will also have a representative from DHSR on the call to answer questions you might have.

In consideration of the limited time we have on the call, we ask that you review the guidance links (below) on the DHHS website and FAQs on the NC Medicaid site to see if an answer to your question has already been provided. These calls will be held monthly on the first Thursday of each month.

As things continue to change and move quickly during the COVID-19 pandemic, please continue to stay abreast of emerging issues, guidance, and policies by visiting:

 [Broad information and updates](#)

 [COVID19 Executive Orders](#)

 [Policy and Guidance updates](#)

 Vaccine information and updates

JUNE 2021 COMMUNITY MENTAL HEALTH FIRST AID (MHFA) TRAININGS FOR NC RESIDENTS

Mental Health First Aid teaches you how to identify, understand and respond to signs of mental illnesses and substance use disorders. These trainings will give you the skills you need to reach out and provide initial support to someone who may be developing a mental health or substance use challenge and help connect them to appropriate care.

Youth Mental health First Aid (YMHFA) and Adult Mental Health First Aid (AMHFA) will be held virtually and participants are required to complete a 2-hour self-pace study prior to attending the instructor-led training.

Adult MHFA June 23, 2021
(8:30am-2:30pm)

Adult MHFA June 28, 2021
(8:30am-2:30pm)

Youth MHFA June 30, 2021
(8:30am-2:30pm)

***Registration Deadline was May 15, 2021**

Although there is no cost to you, this course is valued at \$25 per person. If you must cancel your registration, please do so within 48 hours of the instructor led course. Failure to cancel within the recommended timeframe may result in a 30-day waiting period to reschedule the training.

Please contact Wylanda Jones via email at Wylanda.Jones@TrilliumNC.org or Carlos Mirodipini at Carlos.Mirodipini@TrilliumNC.org. You may also contact them via phone at 1-866-998-2597.

 [Here more information and registration](#)

JOINT DMHDDSAS AND DHB (NC MEDICAID) UPDATE CALL

Monday, May 24, 2021

2:00 PM - 3:00 PM

The Division of MH/DD/SAS and Division of Health Benefits (NC Medicaid) remain committed to working hard to assess service gaps, create and amend policies, and direct funding into service areas that will be impactful in preventing the interruption and delay of BH/IDD services during this challenging time. This recurring call will be the fourth Monday of each month in an attempt to help keep consumers, family members and community stakeholders informed and updated on policies and actions impacting service access and health outcomes for BH and IDD consumers, and perhaps more importantly – to hear directly from you about any questions or issues that have emerged since we last communicated. We hope that you can join us. **To participate please click on the link below to register:**

PARTICIPANT LOG-IN INFORMATION:

Please [register for Joint DMHDDSAS and DHB \(NC Medicaid\) Update Call](#). After registering, you will receive a confirmation email containing information about joining the webinar.

 [Closed Captioning](#)

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.