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Network Communication Bulletin #174

To: All Providers

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

Date: July 1, 2021

Subject: Electronic Visit Verification Implementation Extended for Waiver and LME-MCO Related Services, Electronic Visit Verification Updates, Accepting Applications | Virtual Coach: HealthMatters Program for People with IDD, Reminder-Reporting Secondary Diagnosis on a Claim, Update-IRIS Information with Providers/Website, Trillium Perceptions of Care Feedback and Opportunities for Improvement, Current Request for Information Opportunity, Parent Leadership Training, NC Innovations Clinical Coverage Policy 8P Public comment Period, Disaster Response Unit Updates, Victory Junction Family Retreat Weekends, Valued Providers SEAL Program, Joint NC DMHDDSAS and DHB Update for NC Providers

ELECTRONIC VISIT VERIFICATION IMPLEMENTATION EXTENDED FOR WAIVER AND LME-MCO-RELATED SERVICES

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 Aug. 31, 2021. This new date is to allow for additional provider integration and engagement with HHAExchange. Effective Aug. 31, 2021, 100% of provider claims must pass EVV validation to be reimbursed.

 [Electronic Visit Verification Implementation Extended for Waiver and LME-MCO-related Services](#)

Providers must continue to collaborate, test and operationalize the EVV process with the applicable LME-MCOs and their EVV vendor. Providers shall submit claims with EVV data prior to the Aug. 31, 2021 date as they are ready to do so. Providers who cannot demonstrate their engagement with an EVV vendor by Aug. 31, 2021, will not be reimbursed for EVV applicable services after Aug. 31, 2021, until they come into compliance.

Contact: Medicaid.EVV@dhhs.nc.gov

ELECTRONIC VISIT VERIFICATION UPDATES

STATEWIDE IMPLEMENTATION OF EVV FOR MANAGED CARE AND NC MEDICAID DIRECT

Beginning July 1, 2021, Electronic Visit Verification (EVV) must be used by all Managed Care Organizations including Prepaid Health Plans (PHPs), Local Management Entity/Managed Care Organizations (LME-MCOs) and NC Medicaid Direct (previously known as fee-for-service).

 [Electronic Visit Verification Updates](#)



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

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



Provider organizations enrolled to render personal care-type services subject to EVV for NC Medicaid Direct must use Sandata, the state's EVV solution or aggregator, defined in [NC DHB Alt EVV Addendum](#). Provider organizations contracted by a health plan to render personal care services subject to EVV must use the plan's EVV solution defined in [NC DBH Alt EVV Addendum-PHP](#). Provider organizations contracted by an LME-MCO to render personal care services subject to EVV must use the LME-MCO's EVV solution defined in [NC DHB Alt EVV LME/MCO](#).

EVV full compliance was implemented for NC Medicaid Direct on June 1, 2021. All visits subject to EVV must have the required visit data information to assist with the adjudication of a claim.

EVV compliance for managed care PHPs will have a soft-launch period from July 1, 2021 through Aug. 31, 2021. After the soft-launch period, the PHPs shall ensure the collection of required EVV data per the 21st Century Cures Act for all claims subject to EVV that were paid for dates of service July 1, 2021 through August 31, 2021. EVV required data components are listed below:

- | | |
|------------------------------------|------------------------------------|
| 🌱 Type of service performed | 🌱 Location of service delivery |
| 🌱 Individual receiving the service | 🌱 Individual providing the service |
| 🌱 Date of the service | 🌱 Time the service begins and end |

All contracted providers are required to comply with the EVV requirements when rendering personal care services subject to EVV. The health plan associated with the contracted provider(s) is responsible to determine how to address providers who are out of compliance and create an action plan for compliance.

The health plans must collect all EVV data available for dates of service July 1, 2021 through Aug. 31, 2021, to submit to NC Medicaid at the specified time. NC Medicaid will provide additional information the week of July 5, 2021, on encounters and how to submit EVV data collected during the soft launch.

EVV SYSTEM UPDATES

EVV enhancement through a release to a third-party alternative EVV system will deploy on **July 9, 2021**, as communicated during the May 21, 2021, stakeholder engagement webinar. The releases are described in the [EVV Addendum v1.5.1](#). The releases are described below.

1. Update ClientQualified field from ClientOtherID to ClientMedicaidID
2. Update ClientIDQualified field to ClientOtherID to ClientMedicaidID
3. New exception codes and adding clarifying language around the exception ID
 - 5 Unscheduled visit
 - 21 No show
4. New program/service codes for PHP and LME-MCO
5. Clarification that employee segment is required

EVV CLAIM ISSUES AND RESOLUTION GUIDE

A new section called [EVV Claim and Resolution Tips](#) was added to the NC EVV webpage to provide helpful tips in troubleshooting and resolving claims submitted to the NCTracks provider portal or verifying visits in the Sandata solution or aggregator.

OUTREACH TECHNICAL SUPPORT WEBINAR - JULY 9, 2021

To ensure all enrolled NC Medicaid providers subject to the EVV requirements are 100% compliant with this mandate, a technical support webinar will be held on **July 9, 2021, at 11 a.m.** This technical support webinar is by invitation only and intended for agencies that have not logged visits or logged very few visits in the Sandata EVV solution or the Sandata aggregator to capture the six required EVV data points as specified in the 21st Century Cures Act.

PERSONAL CARE SERVICES RATE INCREASE

NC Medicaid successfully implemented EVV as required by the 21st Century Cures Act with an effective date of Jan. 1, 2021. To ensure full compliance with this mandate and to compensate for the administrative oversight of capturing the six required EVV data points for personal care services (PCS) subject to EVV, the unit rates for PCS shall be increased by 10% above the \$4.51 current rate in effect as described on the specified program's Fee Schedule.

The new \$4.96 rate will be retroactive to Jan. 1, 2021. Impacted providers do not need to make any changes to their previously submitted claims. NC Medicaid will work closely with NCTracks to reprocess non-COVID PCS claims submitted with a date of service on or after Jan. 1, 2021. The reprocessing of these claims will increase non-COVID unit rate by 10% and validate EVV data for those providers subject to the EVV requirements. The validation of the EVV data is to assist NC Medicaid in data collection of EVV key performance indicators.

PCS included in the Community Alternatives Programs for Children and Disabled Adults (CAP/C and CAP/DA) will require an amendment to the 1915 (c) Home- and Community-based Services waiver application to demonstrate the rate expansion maintains the cost neutrality requirement of home- and community-based waiver planning. Because of the timeline to approve a 1915 (c) waiver application amendment, the reprocessing of the CAP/C and CAP/DA personal care rates may lag behind the reprocessing of the State Plan PCS rates.

The 10% increased unit rate applies to all personal care-type services to ensure parity across programs.

The PCS are included in the table below.

State Plan PCS - 99509

State Plan PCS - 99509	
Any beneficiary under 21 years regardless of setting	HA
In-home care agencies, beneficiary 21 years and older	HB

State Plan PCS - 99509	
Adult Care Homes	HC
Combination homes	TT
Special care units	SC
Family Care Homes	HQ
Supervised living facilities for adults with MI/SA	HH
Supervised living facilities for adults with I/DD	HI

Community Alternatives Programs (CAP)

Program	Procedure Code	Modifier
CAP/DA	S5125	
CAP/DA	S5125	UN
CAP/DA	S5150	
CAP/C	S5125	
CAP/C	S5150	
CAP/C	T1019	
CAP/C	T1004	
CAP/C	S9122	TF
CAP/C	S9122	TG
CAP/C	T2027	
CAP/C	T2027	TF
CAP/C	T2040	
CAP/CD	S5135	
CAP/CD	S5135	UN
CAP/CD	S5125	UN
CAP/CD	S5125	
CAP/CD	S5150	
CAP/CD	T2040	

Contact: Medicaid.EVV@dhhs.nc.gov

ACCEPTING APPLICATIONS | VIRTUAL COACH: HEALTHMATTERS PROGRAM FOR PEOPLE WITH IDD

Health Matters is pleased to announce that we are accepting applications for the second year of our **FREE Virtual Coach: HealthMatters Program**, a health promotion program led by support staff and developed for and by people with intellectual and developmental disabilities (IDD). Please see information below on program description, important dates, and how to apply to participate in this program.

ATTEND Informational Webinar on August 3rd, 2021 (1pm-2pm CT). [REGISTER HERE](#) - The webinar will be recorded, please register so you will receive an email when the recording is available if you cannot attend live webinar.

To view online **Application Instructions** please click [HERE](#).

[DOWNLOAD PDF](#) of the Virtual Coach: HealthMatters Program Application Instructions.

APPLY– deadline to apply is **August 16th, 2021**. Please read Application Instructions first. Approved Organizations will be contacted by August 23rd, 2021.

WHAT IS VIRTUAL COACH: HEALTHMATTERS PROGRAM?

- 🌱 A health promotion program that **provides frontline staff and caregivers strategies and materials** to support healthy options and choices among people with IDD.
- 🌱 Consists of a [12-week program](#) that includes 36 interactive online health education lessons and physical activity videos. View [Health Matters Curriculum Preface](#) and [Table of Contents](#). The Program can be delivered virtually or in-person.
- 🌱 Provided **FREE** for 12-months.

Other questions? Contact Jasmina Sisirak at jsisirak@uic.edu. Or visit [HealthMatters Program](#) website

REMINDER-REPORTING SECONDARY DIAGNOSIS ON A CLAIM

Trillium would like to remind all Providers to report all diagnoses related to the care that members are receiving during visits on your claims

UPDATE-IRIS INFORMATION WITH PROVIDERS/WEBSITE

Starting July 1, 2021, DHHS will incorporate new fields into the IRIS system. As we prepare for Medicaid Transformation, these changes will improve data collection and analysis as well as opportunities for trending of data. Providers will see the [following changes](#) that will allow providers to select options for Pre-paid Health Plans in order to route reports appropriately.

TRILLIUM PERCEPTIONS OF CARE FEEDBACK AND OPPORTUNITIES FOR IMPROVEMENT

Every year Trillium Health Resources and other LME/MCOs across the state participate in the Perceptions of Care (POC) Survey. These surveys are administered to assess performance of the health plans and member perceptions of care they received through the LME/MCOs. Survey results are not used to monitor the performance of providers, but instead are used to inform policy decisions designed to improve the system. The information received from the surveys assists in the development of quality improvement strategies.

The POC Surveys are administered annually to individuals and families who have received Medicaid or State-funded mental health and/or substance abuse services. Confidential Surveys are administered to a sample of adult members (ages 18+), youth (ages 12-17), and family members/guardians of children 11 years old and younger. Members eligible for participation in the survey had a service on or after June 1, 2020 through September 15, 2020 and had not been discharged from services.



The 2020 administration period was different from previous years as the option to have surveys completed electronically was introduced. Historically, POC surveys were administered via paper surveys only.

We would like to THANK all who assisted with and participated in this survey!!

A total of 533 surveys were received during the 2020 administration period and analyzed to identify opportunities for improvement. Questions were divided among the following categories or domains:






- | | |
|---------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
|  Access to Care |  General Satisfaction |
|  Quality & Appropriateness |  Social Connectedness |
|  Outcomes |  Functioning |
|  Treatment Planning | |

As a result of the analysis and review of responses to the survey, the following domains and specific areas were identified as opportunities for improvement:

-  **Outcomes** - This domain assesses how a Member perceives that services directly impacted their lives, including improved coping skills, social interactions, and school/work performance. Positive results in this domain have been decreasing over the past year, specifically related to school/work performance.
-  **Treatment Planning** - This domain assesses how comfortable a Member feels asking questions about their treatment and how in control of their treatment they feel. In the last year, positive results in this domain have decreased, specifically related to members being able to choose their services.

It was felt these results may have been impacted by the COVID pandemic.

In response to these concerns identified, Trillium is sharing trainings, tools and/or resources that could be of benefit related to the concerns.

1. Trillium’s My Learning Campus—access to trainings related to various topics that include care delivery, person centered care, treatment planning, best practices, etc.
2. Trillium’s COVID web page- links to resources related to school/parenting during a pandemic.
3. Additionally, below are some links to helpful information related to navigating life during the pandemic:
 -  [Joey the Kangaroo And her coping with COVID plan](#)
 -  [First+Aid for Feelings](#)
 -  [Coping Skills Addictions](#)
 -  [Daily Activities and Going Out](#)
 -  [Safe Schools Healthy Kids](#)

A complete report of the Perceptions of Care survey analysis can be found on Trillium’s website at www.trilliumhealthresources.org under Strategic Planning and Outcomes.

For feedback or questions please contact the Trillium QM staff at QMinfo@trilliumnc.org

ATTENTION CURRENT REQUEST FOR INFORMATION OPPORTUNITY

Trillium Health Resources (Trillium) is in the process of identifying mission-driven companies that are interested in the development of **High Fidelity Wrap-Around (HFW) Services** within Trillium’s 26-county catchment area.

Trillium is interested in providers that demonstrate the capability and capacity to provide the service in a way that can achieve the desired outcomes including increased family assets and functioning and reduced out of home residential treatment and inpatient hospitalizations.

Written letters of interest will be received until end of business July 31, 2021.

To submit your letter of interest please click the link [Provider Recruitment Opportunities](#); which can also be found on the Trillium website.

PARENT LEADERSHIP TRAINING

Trillium and the Division of Public Health, children and youth branch will be providing “Parent Leadership Training” which includes selectable modules to match the leadership interests and needs of your families of children with special needs groups. The modules are taught in 1.5 hour modules by trained, peer parents in small group formats.

-  See [flyer for more information](#).

NC INNOVATIONS CLINICAL COVERAGE POLICY 8P PUBLIC COMMENT PERIOD

[NC Innovations Clinical Coverage 8P](#) is currently posted for public comment through July 2.

DISASTER RESPONSE UNIT UPDATES

HURRICANE PREPAREDNESS TIP #2

North Carolina Know Your Zone is a tiered evacuation system that highlights areas most vulnerable to impacts from hurricanes, tropical storms, and other hazards. Visit the [Know Your Zone website](#) to find out your evacuation zone.

The goal of Know Your Zone is to educate coastal residents about the new evacuation zones so that all residents know what zone they live in and know to look/listen for that zone when a storm comes and evacuations are ordered.

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 webpage [Community Crisis and Disaster Response](#). 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.

TRILLIUM'S FALL FAMILY RETREATS AT VICTORY JUNCTION

TRILLIUM FALL FAMILY RETREATS AT VICTORY JUNCTION!

Family Retreats are BACK at Victory Junction! Trillium is excited to continue to sponsor members and their families for Fall Family Retreat Weekends! If your child has not yet experienced the freedom and excitement of camp that Victory Junction has to offer, please join us! We want everyone to enjoy the inclusive environment and diverse amenities and activities adapted for every need. If you have already attended in the past, we welcome you back! Start the application process early, by signing up on the NEW Fall 2021 Interest Form today!



HAVEN'T HEARD OF VICTORY JUNCTION? SEE MORE BELOW:

Located in Randleman, NC, Victory Junction specializes in serving individuals with disabilities and serious illnesses. Current programming is designed to provide a unique experience for families to bond together and for children to feel empowered and build self-confidence in their abilities while using amenities at camp. Retreats are open to any Trillium member, regardless of age or diagnosis. Family, extended family, and natural supports are also welcome! *Due to Covid-19, CDC guidelines will be followed. Spots are limited and not guaranteed unless available following medical review.

SESSION DATES AND APPLICATION DEADLINES:

- ♻️ September 24-26 - apply on [Trillium Interest Form](#) by September 10
- ♻️ October 15-17 - apply on [Trillium Interest Form](#) by October 1

Be on the lookout for future Family Retreat Dates on the Trillium Health Resources and Trillium Direct Connect Facebook pages, and on our [Victory Junction page](#) in our website.

Please share the flier and information with all members and families at your programs!

- ♻️ [Fall 2021 flier](#)

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!

JOINT NC DMHDDSAS AND DHB UPDATE FOR NC PROVIDERS

Thursday, July 8, 2021

3:00 p.m.



PARTICIPANT LOG-IN INFORMATION (SEE PANELIST LOG-IN BELOW):

Please [register for DMH/DD/SAS & DHB Provider Call](#). After registering, you will receive a confirmation email containing information about joining the webinar.

 [Closed Captioning](#)

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.

RESOURCES:

-  [Medicaid Transformation](#)
-  [Proposed Program Design](#)
-  [Provider Playbook Medicaid Managed-Care](#)
-  [Tailored Care-Management](#)
-  [Behavioral Health I/DD Tailored Plan](#)

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.