



Transforming Lives. Building Community Well-Being.

Network Communication Bulletin #209

To: All Providers

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

Date: February 2, 2022

Subject: North Carolina Standard & Tailored Plan Tobacco Free Policy Requirement, Electronic Visit Verification (EVV) Provider Rate Increases Important Update, SPECIAL BULLETIN COVID-19 #226: Permanent Changes Made for Public Health Emergency Flexibilities and Plan for Sun-setting of Temporary Policies, SPECIAL BULLETIN COVID-19 #227: Direct Care Worker Initiative Webpage Now Available, Save the Date for CCME's 2022 Quality Forum Webinars, Global Quality Improvement Committee (GQIC) / Human Rights Committee (HRC) Volunteer Opportunities, Community Living and Support now available on Learning Campus, Disaster Planning, 2022 Spring Family Weekends at Victory Junction with Trillium!, DMH/DD/SAS-Community Services and Supports of the North Carolina Department of Health and Human Services Community Inclusion Thursdays – A series of presentations on topics related to community inclusion, Request for Information Opportunities, DHB & DMH Mental Health and Substance Use 1-7 Day Follow Up Super Measure, IMPORTANT Single Sign On: SOC2 for TBS Platform Relaunch UPDATE, Valued Providers Seal Program, Need to Report Fraud, Waste, and Abuse?

NORTH CAROLINA STANDARD & TAILORED PLAN TOBACCO-FREE POLICY REQUIREMENT

TOBACCO-RELATED POLICY REQUIREMENTS GO INTO EFFECT ON DEC. 1, 2022.

This replaces the bulletin published on Sept. 7, 2021, [North Carolina Standard & Tailored Plan Tobacco-Free Policy Requirement](#)

Tobacco-related policy requirements for Standard Plans and Tailored Plans contracted medical, behavioral health, intellectual/developmental disabilities (I/DD), and traumatic brain injury (TBI) service providers will be effective Dec. 1, 2022. These requirements will apply to both Medicaid and state-funded service providers. The Department will work with the Standard Plans and Tailored Plans to include these requirements, as appropriate, in advance of Dec. 1, 2022.

Secondhand smoke is a well-documented danger to health. No one should be exposed to secondhand smoke when they access care or on the job. Research shows that most people who use tobacco want to quit.



Member & Recipient Services Line - 877.685.2415
Business & Administrative Matters - 866.998.2597

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



An environment free from triggers to use tobacco products is necessary to support service recipients whose goal is to become tobacco free. People with behavioral health disorders die disproportionately from tobacco-related illness. Among people who try to become tobacco free, only a small minority receive evidence-based care to assist them.

Therefore, starting Dec. 1, 2022, NC Medicaid Managed Care Standard plans and Tailored Plans will require contracted providers, not including retail pharmacies, and with the exception of the residential provider facilities noted below, to implement a tobacco-free policy covering any portion of the property on which the participating provider operates that is under its control as owner or lessee, to include buildings, grounds, and vehicles.

A tobacco-free policy includes a prohibition on smoking combustible tobacco products and the use of non-combustible tobacco products, including electronic, heated, and smokeless tobacco products, and/or nicotine products that are not approved by the FDA as tobacco treatment medications, as well as, prohibiting participating providers from purchasing, accepting as donations, and/or distributing tobacco products to the individuals they serve.

Intermediate care facilities for individuals with intellectual disabilities (ICF-IID) and I/DD residential services subject to the Home and Community Based Services (HCBS) Final Rule are exempt from this requirement. However, starting Dec. 1, 2022, the following policies shall be required in these settings:

1. Indoor use of tobacco products shall be prohibited in all provider owned/operated contracted settings.
2. For outdoor areas of campus, providers shall:
 - 🌿 Ensure access to common outdoor space(s) that are free from exposure to tobacco use; and
 - 🌿 Prohibit staff/employees from using tobacco products anywhere on campus.

As part of policy implementation, Standard Plan and Tailored Plan contracted service providers should integrate tobacco use treatment and support into all settings. Evidence-based tobacco use treatment is defined as a combination of FDA approved medications and counseling.

To support this policy change, the North Carolina Division of Public Health Tobacco Prevention and Control Branch partners with the Division of Mental Health/Developmental Disabilities/ Substance Abuse Services and the Division of Health Benefits to coordinate [Breathe Easy NC: Becoming Tobacco Free](#).

Breathe Easy NC: Becoming Tobacco Free is a statewide initiative to support people with behavioral health conditions and I/DD/TBI in becoming tobacco free, by working with service providers to integrate tobacco use treatment and make campuses tobacco free.

- ♻️ Standard Plan and Tailored plan contracted service providers should make use of this resource to ensure they have a transparent, well-organized, and evidence-based tobacco-free policy and tobacco use treatment implementation process.
- ♻️ Making an organization's campus tobacco-free is a process that should involve all organization stakeholders: service recipients or clients, leadership, and staff. Implementing a tobacco-free policy can take 3-6 months, occasionally longer.
- ♻️ Providers should integrate tobacco use treatment or referrals to tobacco use treatment resources, such as QuitlineNC, prior to policy implementation.

Providers can visit [BreatheEasyNC.org](https://www.breatheeasync.org) for technical assistance and training on tobacco-free policy implementation and evidence-based tobacco use treatment or contact their county's [regional or local tobacco control staff directly](#). They can assist with every step of this process.

If you have any questions, check out these Frequently Asked Questions (FAQ) webpages from [Breathe Easy NC](#):

- ♻️ [NC Standard and Tailored Plan Tobacco-Free Requirement FAQ for Behavioral Health & Medical Provider Agencies](#)
- ♻️ [NC Standard and Tailored Plan Tobacco Related Policies FAQ for Organizations that Serve People with I/DD or TBI](#)
- ♻️ [NC Standard and Tailored Plan Tobacco-Free Requirement FAQ for Clients, Families and Staff](#)

ELECTRONIC VISIT VERIFICATION (EVV) PROVIDER RATE INCREASES IMPORTANT UPDATE

Trillium has completed the process of updating the 10% increase to rates within all applicable contracts for select Innovations and 1915(b)(3) services that are subject to EVV compliance. Providers are now able to enter claims at the correct rates for these services. We are currently in the process of updating the published rate tables on our website and those should be published by the end of the day today, **February 2, 2022**.

- ♻️ [Update to NCB # 207: Electronic Visit Verification \(EVV\) Provider Rate Increases](#)

For a listing of Trillium's EVV service codes, visit our webpage by the following the link:

- ♻️ [Trillium's EVV Service Codes](#)

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

SPECIAL BULLETIN COVID-19 #226:

PERMANENT CHANGES MADE FOR PUBLIC HEALTH EMERGENCY FLEXIBILITIES AND PLAN FOR SUN SETTING OF TEMPORARY POLICIES




****Certain COVID-19 Flexibilities implemented by NC Medicaid under State Authority will end as of March 31, 2022**

[Special Bulletin COVID-19 #226](#)

Based on the NC State of Emergency established through [Executive Order \(EO\) 116](#), NC Medicaid implemented temporary changes to clinical policy to support providers and beneficiaries during the COVID-19 State of Emergency. Policy changes were announced by bulletin which indicated that certain flexibilities would end at the earlier of the cancellation of the North Carolina State of Emergency or when the policy modification was rescinded by NC Medicaid.

NC Medicaid has evaluated data from the use of COVID-19 public health emergency (PHE) flexibilities implemented during the state's pandemic response as well as considered stakeholder feedback over the past two years of these flexibilities. Based on this review, many of the policy flexibilities implemented during the NC State of Emergency and federal PHE have been made into permanent NC Medicaid Clinical Coverage. NC Medicaid added these flexibilities because they have been shown to be beneficial for both providers and members and additionally, they improve the access and/or quality of care provided to NC Medicaid beneficiaries.

NC Medicaid is choosing not to add certain temporary flexibilities into permanent policy based on several factors including:

-  The flexibility was not used by the field broadly (or NC Medicaid did not have evidence that a given flexibility was used by the field).
-  NC Medicaid does not have the authority to keep the flexibility outside of the COVID-19 PHE.
-  The flexibility was evaluated through feedback from a multidisciplinary stakeholder group, and it was determined that certain flexibilities did not strengthen and/or add to the NC Medicaid program from a quality, cost and/or safety perspective.

NC Medicaid continues to be committed to providing as much advance notice as possible to the provider community as temporary COVID-19 flexibilities end. While the NC State of Emergency has not been rescinded, NC Medicaid has decided to rescind some of the temporary COVID-19 flexibilities, effective April 1, 2022. Please see the [detailed PDF of this bulletin](#) for more information on which flexibilities will be sun-setting as of March 31, 2022.

Many Clinical Policy provisions were enacted to support the COVID-19 response and do not require new federal authorities. These changes are in the process of becoming permanent policy and NC Medicaid is seeking federal authority where appropriate.

For permanent policy changes to the Medicaid program, NC Medicaid will post changes publicly. All stakeholders are encouraged to provide feedback. Temporary flexibilities tied directly to the federal public health emergency remain in effect until the termination.

At the time of this bulletin, the federal PHE is still in effect. Please refer to the federal [Public Health Emergency website](#) for more information and updates.

To support providers and the NC Medicaid community, the NC Medicaid team has pulled together a comprehensive list of all the clinical policy flexibilities. You can find information about:

- 🌱 Flexibilities that have been or are being incorporated into permanent policy.
- 🌱 Temporary Flexibilities that will end on April 1, 2022 (i.e., sun-setting on March 31, 2022).
- 🌱 Temporary Flexibilities that will end at the end of the federal PHE.

Please find detailed information in the PDF document below for your reference.

- 🌱 [SPECIAL BULLETIN COVID-19 #226](#) (PDF)

SPECIAL BULLETIN COVID-19 #227

DIRECT CARE WORKER (DCW) INITIATIVE WEBPAGE NOW AVAILABLE

New DCW Initiative resource for providers

Session Law 2021-180, the recently adopted NC Appropriations Act, includes funds to give a one-time bonus for eligible direct care workers (DCWs) and support staff who provide services to Medicaid and NC Health Choice beneficiaries. The Act also includes a provision to implement a HCBS and ICF-IDD DCW wage increase for eligible employees who provide services to Medicaid and NC Health Choice beneficiaries.





- 🌱 [Special Bulletin COVID-19 #227](#)

A [Direct Care Worker One-Time Bonus and ICF-IDD AND HCBS Wage Increase Initiative webpage](#) has been created to provide all applicable provider communications in one location for easy reference. The webpage includes links to a variety of related DCW materials including:

- 🌱 COVID-19 bulletins
- 🌱 Press releases
- 🌱 Eligibility Portal
- 🌱 NPI and Location Code List
- 🌱 FAQs
- 🌱 Webinar materials

Providers are encouraged to check the webpage often for updates.

Learn More through Office Hours - NC Medicaid will provide four Office Hours sessions to walk through the Eligibility Portal registration process and associated activities, as well as answer provider questions. Registration is required.




-  [Wednesday, Feb. 2, 2022: 9 a.m. - 10:15 a.m.](#)
-  [Thursday, Feb. 3, 2022: 9 a.m. - 10:15 a.m.](#)
-  [Thursday, Feb. 3, 2022: 5 p.m. - 6:30 p.m.](#)
-  [Friday, Feb. 4, 2022: 9 a.m. - 10:15 a.m.](#)

SAVE THE DATE FOR CCME'S 2022 QUALITY FORUM WEBINARS

Below are dates/times for two upcoming webinars presented by the Carolina's Center for Medical Excellence. These events are open to our staff and our providers. Registration details will be sent in early February and I will pass this information along for those interested in attending.





IMPLEMENTING ASAM NEEDS ASSESSMENTS FOR ADDICTION TREATMENT

February 17, 1:00 p.m. - 2:00 p.m.

-  What are the ASAM Placement Criteria and how could they improve quality and outcomes from addiction treatment?
-  What are the challenges and potential unintended consequences of implementing the ASAM criteria and how can they be avoided?
-  How can ASAM implementation be monitored and ASAM assessments used to inform needs and network adequacy assessments?

THE RESEARCH EVIDENCE ON THE EFFICACY OF TELEHEALTH FOR ADDICTION AND MENTAL HEALTH









March 3, 1:00 p.m. – 2:00 p.m.

-  Can telehealth improve access to care?
-  What is the efficacy of telehealth for mental health and addiction treatment?
-  How can data inform evolving policies regarding telehealth?
-  There is not "I" in TEAM...But there is a "u" in Volunteer!

GLOBAL QUALITY IMPROVEMENT COMMITTEE (GQIC)/ HUMAN RIGHTS COMMITTEE (HRC) VOLUNTEER OPPORTUNITIES

Looking to get involved? Wanting to make an impact in the lives of members we serve?

Trillium is recruiting for volunteers to support the work of our Human Rights Committee (HRC) and Global Quality Improvement Committee (GQIC).

| HRC representatives unite to: | GQIC representatives unite to: |
|--|--|
|  Protect member rights |  Support our provider network |
|  Ensure quality in services |  Explore provider quality improvement efforts |
|  Safeguard access to care |  Advocate for best practices |
|  Oversee procedure compliance |  Perform blinded peer reviews |

Membership consideration is open to all interested parties, including Psychiatrists and Psychiatric-Mental Health Nurse Practitioners.

To get involved with HRC, please fill out our online [application](#) for membership consideration.





To get involved with GQIC, please reach out to QMInfo@TrilliumNC.org.

Together, we can support the well-being, potential, and quality of care for all Trillium members.

Get involved today!

COMMUNITY LIVING AND SUPPORT (CLS) NOW AVAILABLE ON LEARNING CAMPUS

Trillium is offering provider training on Community Living and Support Service Definitions on the Provider Learning Campus. Community Living and Support is an individualized service that enables an individual 16 years of age and older to live successfully in his/her own home, the home of his/her family or natural supports and be an active member of his/her community. This session will address the following topics:

-  Identify the service limitations under CLS Definitions
-  Describe Entrance and Continued Stay Criteria
-  Understand documentation requirements
-  Apply the Member transition process from personal assistance to CLS

This training is available on our [Provider Learning Campus](#). The session will last about 25 minutes, and an FAQ document is available in the module.

DISASTER PLANNING

Roadmap2 Ready

As we approach the prime season for hurricanes and flooding disasters, we are sending out this reminder that disaster plans need to be reviewed and updated, staff trained/re-trained, and contingency and communication plans developed.

We began utilizing the Disaster Plan link last year to keep the process more streamlined. This year, you will again go to a link to share your 2022 Disaster Plan and important contact information. This requested information includes:

- 🌱 Contact information for your designated “Disaster Point of Contact”
- 🌱 Corporate site address and facility phone number
- 🌱 Any residential sites currently in your contract (address, phone numbers)

Please note, you will need to enter each site as a separate submission. Disaster plans must be submitted through the following link: [2022 Disaster Plan Submission](#)

Disaster Plans are due ***no later than May 1, 2022***. If no updates are needed to your 2022 Disaster Plan, you ***MUST*** still resubmit the plan with a new cover page displaying the current year and disaster contact info. Failure to submit your Disaster Plan for 2022 by the deadline (May 1, 2022), may result in an audit and/or plan of correction.

The Federal Center for Medicare and Medicaid Services (CMS) posted guideline requirements for all entities that receive Medicaid funds and this applies to all of our Medicaid providers. For your reference, we have attached the Final Rule that will assist you in locating the requirements to the federal rules that apply to each of your situations.

Our contract with providers requires that you have an adequate disaster planning and training process in place within your organization. While it is our desire that no one has to contend with all that a natural disaster brings, the reality is that eastern North Carolina has dealt with its fair share of these kinds of disasters in the past. Living in this part of North Carolina, we know that the best way to cope when a disaster strikes is preparation. Please connect with your local emergency management services, know your local resources, and stay connected with Trillium in the event of an emergency. In addition, Trillium has a list of disaster preparedness resources listed on the [Community Crisis and Disaster Response webpage](#).

- 🌱 [Final Rule](#)

2022 SPRING FAMILY WEEKENDS AT VICTORY JUNCTION WITH TRILLIUM!



Family Retreats are BACK this spring and Trillium is excited to announce 2022 dates for **Spring Family Weekends** with our partners at Victory Junction! Whether or not your child has ever experienced the freedom and excitement of camp that Victory Junction has to offer, we invite you to join us! We want everyone to enjoy the inclusive environment and diverse amenities and activities adapted for every need. Make family memories to talk about for years to come and start the application process early, by signing up on the [NEW Spring 2022 Interest Form](#) today!

Haven't heard of Victory Junction? [CHECK OUT OUR FLYER](#) and see more below!

Located in Randleman, NC, just outside of Greensboro and founded by the Petty racing family, Victory Junction specializes in serving individuals with disabilities and serious illnesses all throughout the year. Programming provides a unique experience for families to bond and for children to feel fully **empowered** and build **self-confidence** while using amenities to achieve limitless possibilities.

There really is something for everyone at camp. Create a masterpiece in Creative Arts, race in the Racecar Simulator, experience horseback riding and other animal adventures, go boating or fishing at the lake and MORE!

Victory Junction's awesome staff and volunteers are familiar with serving a variety of needs and are another favorite part of visiting camp and so is the fact that they can accommodate special diets and have an on-site medical center.

Retreats are open to anyone who is a Trillium member who enjoys all that camp has to offer and their family, extended family, and/or natural supports!

SPRING DATES:

♻️ April 8-10, 2022

♻️ April 22-24, 2022

Deadline March 1, 2022

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

COVID-19 Statement: For the safety of all individuals on-site, all Victory Junction staff and volunteers will be fully vaccinated against COVID-19 during Trillium Family Weekends. Victory Junction will require proof of a COVID-19 vaccination for each person attending in your party who are ages 5 and up who will be on-site during Trillium Family Weekends. For all participants under 5 years of age OR any attendee with a medical exemption against vaccination, proof of negative COVID-19 PCR test results within 72 hours prior to the start of the program will be required. An antibody/serology test will not be accepted. Masks will still be required of all participants when taking part in indoor program area activities.

Feel free to share [this flier](#) and information with all members and families at your programs!

DMH/DD/SAS-COMMUNITY SERVICES AND SUPPORTS OF THE NC DEPARTMENT OF HEALTH AND HUMAN SERVICES COMMUNITY INCLUSION THURSDAYS

A SERIES OF PRESENTATIONS ON TOPICS RELATED TO COMMUNITY INCLUSION

Community Inclusion Thursdays are hosted and presented by Drs. Mark Salzer and Bryan McCormick from the [Temple University Collaborative](#) on Community Inclusion. The series is free, but **separate registration for each session is required**. No continuing education credits are available for the series. Please direct any questions to Tara Alley tara.alley@dhhs.nc.gov or Dr. Mark Salzer mark.salzer@temple.edu.

SOCIAL DETERMINANTS AND PEOPLE WITH SERIOUS MENTAL ILLNESSES

There is more to health than genes and biology

January 20, 2022 - 2:00 – 3:00 pm

Presenter: Dr. Bryan McCormick

This session will review the development of the social model of disability, recognizing that one's social situation and opportunities may have just as much to do with health as a health condition such as serious mental illness. The session will also identify and explore current views on broad social determinants of health affecting people with serious mental illness.

TEMPLE UNIVERSITY WEBINAR

Gonna try with a little help from my friends: Fostering natural supports and Interpersonal connections

February 17, 2022 – 2:00 – 3:00 pm

 [Register here](#)

Presenter: Dr. Bryan McCormick

This session will explain how adults with and without serious mental illness develop natural supports and interpersonal connections as well as the role they play in health, functioning and community participation. This session will also explore how to foster relationships that involve receiving as well as providing support and how these relationships can enhance a sense of mattering.

RECOVERY-ORIENTED SYSTEMS AND SERVICES AND COMMUNITY INCLUSION

March 17, 2022 – 2:00 – 3:00 pm

 [Register here](#)

Presenter: Dr. Mark Salzer

This session will provide an overview of the emergence of recovery-oriented concepts and practices in mental health services. The presenter will then discuss the emergence of community inclusion and how it is related to, and extends, the advances made by recovery initiatives.

REQUEST FOR INFORMATION OPPORTUNITIES

TRANSITIONAL LIVING PROGRAM- CHILD, IDD, ADULT BH

Statement of Need

Trillium Health Resources (Trillium) is seeking to identify mission-driven organizations that are interested in the development of Transitional Living Programs for Child, IDD or Adult BH_within Trillium's catchment area.

This Request for Information (RFI) is open to both in-network and out-of-network providers enrolled in NC Tracks who are free of contract sanctions, fraud investigations, and/or current or previous IRS liens. More than one provider may be selected.

This RFI is being used as a means to obtain information about providers that are capable of providing services to Trillium Members who are also involved with the Department of Social Services, Department of Juvenile Justice, or who maybe in transition between living arrangements, or who are stepping down in levels of care but require transitional living arrangements while needed services and supports are put in place. The Transitional Living Program is a temporary living arrangement that is population specific to Child BH, or IDD or Adult BH populations. These arrangements are typically provided in TFC, IAFT or AFL settings however we are also open to other sustainable proposals.

This RFI 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.

Written letters of interest should include the following details in regards to how the provider plans to establish a Transitional Living Program:

- 🌱 Brief Overview of experience in supporting desired population.
- 🌱 Proposed city/county location of Transition Living Program site(s).
- 🌱 Proposed services that child and/or adolescent Members will receive while staying in the Transitional Living Program
- 🌱 Proposed type of facility (i.e. TFC, IAFT, AFL) and experience supporting Members.
- 🌱 Proposed timeline for establishing the program.

Letters of interest will be received until end of business **February 5, 2022** and should be emailed to: Cindy.Ehlers@TrilliumNC.org.

TRILLIUM DISCOVERY AND ENRICHMENT CENTERS- INCLUSIVE FARMING PROGRAM-REQUEST FOR INTEREST (RFI)

Statement of Need

Trillium would like to offer an exciting new Inclusive Farming Program for our members through our community based Discovery and Enrichment Centers. This program is covered as a part of Trillium's Innovative Development bringing a new level of innovation to members in every community. The focus for Inclusive Farming program is to offer people with Intellectual and/or Developmental Disabilities, Traumatic Brain injury or Autism the opportunity to spend time on local farms, participating in the daily routines of farm life and to create employment opportunities. We hope this experience will also spark micro-enterprise development and self-employment options to create more employment opportunities in our rural areas.

Trillium is currently recruiting providers who will build partnerships with local farmers in our communities to provide these opportunities and experience for Trillium members in all 28 counties.








Interested providers should submit a letter of interest to Cindy.Ehlers@TrilliumNC.org by **February 15, 2022**. Please state in your letter which counties you would like to serve and which specific programming you would be interesting in offering.

Farm life is an exciting, busy and a big part of life in eastern North Carolina for so many. There are activities in which people of all abilities can take part. Our providers and all of the farms they partner with in this program will be integrating with real working farms that set aside time each week to work specifically with our participants for these programs.

Each day's activities are geared toward the individual participant and include all the different aspects of daily life on a farm throughout the seasons. While highly productive work is not the goal, it can provide the energy and framework for a fun, fulfilling meaningful day.

All of these programs utilize the farm environment to help participants attain goals and meaningful inclusive experiences and in some cases for those interested employment opportunities. For each member, providers can usually find a program or activity that matches the person.

SPECIFIC PROGRAMS TRILLIUM IS INTERESTED IN PROVIDERS DEVELOPING ARE:

-  **Inclusive Farm day supports programs:** This inclusive farm program offers participants the opportunity to spend days on the farm to work on their specific life- or work related skills, as well as simply improve their quality of life by interacting with others, learning how to care for farm animals, spending time in the outdoors, staying active and engaging in meaningful activities of farm life.
-  **Inclusive Farm Job Readiness Training and Vocational Rehabilitation activities:** This opportunity offers days on the farm that are tailored to build job skills for people who would like to work towards finding community employment in agricultural jobs. This is an opportunity to master skills through non-paid internships. This requires the provider to also have a relationship with Vocational Rehabilitation programs
-  **Easy days Inclusive Farm:** This program targets adults over the age of 62 who are ready to retire but want to enjoy fun at the farm days designed for seniors looking for companionship, for respite and a way to stay active after retirement.
-  **Farmers Market Days:** This opportunity offers market days that participants can be part of the sales team at the local Farmer's market or roadside stand. This program offers a supported employment opportunity to do retail work experience at the market selling the goods grown on the farm.
-  **Farm to Table Inclusive Farming:** Another supported employment program in partnership between providers and farmers that offers individuals real life work opportunities as a grower of fresh produce, herbs or flowers or as a part of the sales team or marketing team to sell produce, herbs or flowers to local vendors.
-  **Fun at the Farm for Children:** This regularly scheduled inclusive farm program offers young children 16 and under the opportunity to spend days on the farm to learn about farm life and work on individual skills, as well as simply improve their social skills by interacting with others, caring for farm animals, spending time in the outdoors, staying active and engaging in meaningful activities of farm life that are fun year round.
-  **Farm@Home - Micro-enterprise development:** This program uses skills and experiences learned during inclusive farming programs or classes at the local Agriculture office to branch out on your own to start your own farming oriented micro-enterprise. Trillium provides funding for members to support small business opportunities and increase employment options in rural eastern NC.

DHB & DMH MENTAL HEALTH AND SUBSTANCE USE 1-7 DAY FOLLOW UP SUPER MEASURE

A Super Measure is essentially a way for the state of NC to measure certain areas of performance by Trillium and its providers, and other LME/MCOs across the state.

Specifically, the **MH & SU 1-7 Day Follow Up Super Measure** aims to ensure that those members discharged from a community hospital, state ADATC, detox, facility-based crisis, or state psychiatric hospital attend a follow-up appointment within 1-7 days of their discharge.

NC's goal is to ensure at least 40% of members receive a follow-up appointment within 1-7 days.

Follow-up care is important for numerous reasons. We know that recipients can be vulnerable after discharge and prompt follow-up care by trained professionals is critical for their health and well-being. It ultimately supports reduced readmissions, reduced relapse, and reduced emergency department use.

There are many entities working together to connect members to appropriate and timely follow-up care. If your agency is the *discharging* provider, please click below to view a list of services that count as follow-up.

 [SUD Follow-Up After Discharge Performance Measure](#)

 [MH Follow-Up After Discharge Performance Measure](#)

For assistance locating a follow-up provider, please utilize our [Provider Directory](#) search.

If your agency is the *follow-up* provider, please ensure that open appointments are available within 1-7 days when the discharging provider calls to schedule the appointment.

If you're the member receiving care, please visit Trillium's [My Learning Campus](#) portal. Here, you can access free trainings 24/7 on a variety of health and wellness topics.

Our common goal is to ensure members receive the prompt follow-up care they need to safeguard their health and well-being. We extend our gratitude for your support as we work towards achieving this goal, as we know success can only be achieved through a combined effort between Trillium and providers.

Please reach out to perfmeasures@TrilliumNC.org for any questions related to this Super Measure.

SINGLE SIGN ON: SOC2 FOR TBS PLATFORM RELAUNCH UPDATE

Trillium will launch Microsoft Authentication supported Single Sign On (SSO) for applications used by providers on **February 28, 2022**.

Providers can enroll here to view the following training videos: [ENROLL HERE](#)

- 🌱 Single Sign-On for Existing Users
- 🌱 Single Sign-On for System Administrators
- 🌱 Single Sign-On for New Users

User Guides for Providers are also available on My Learning Campus under "Reference".

As a reminder, and for technical support while in the Provider Direct system, please contact Trillium via the Feedback button or send an email to PDsupport@Trilliumnc.org.

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!

NEED TO REPORT FRAUD, WASTE AND ABUSE?

Ethicspoint is a secure and confidential system available 24 hours a day, 7 days a week for reporting suspected violations of fraud, abuse and confidentiality breaches. 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.