

To: All Providers

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

Date: December 30, 2022

Subject: Diabetes, Lipids, Metabolic Syndrome and Antipsychotics, Initiation and Continuation of Medication for Attention Deficit Disorder, Special Invitation, Training Update, Open Comment Period for CCP 8C, Guidance for Disclosing Confidential Medical Information, Quest Analytics BetterDoctor Provider Outreach, DHHS Person Centered Planning Training, IMPORTANT Information Regarding the 2022-23 National Core Indicators Surveys, Unlicensed Alternative Family Living (UAFL) Update, Building Bridges Initiative, Trillium and Carolina Complete Health Information Session, HealthConnex (ADT)... "What Does Law Mandate?", Recruitment Opportunity Announcements: Office-Based Opioid Treatment (OBOT), RFI: Pitt County Juvenile Detention Substance Use Services, RFP: Outpatient Opioid Treatment Program (OTP)-Onslow County, Open Enrollment Announcement, IRIS Alerts, Victory Junction Spring Dates!, Disaster Planning, Need to Report Fraud, Waste, and Abuse?

DIABETES, LIPIDS, METABOLIC SYNDROME AND ANTIPSYCHOTICS

Just a friendly reminder to providers who treat our members who have schizophrenia, schizoaffective disorder, and Bipolar disorder. If your patient is on an antipsychotic, best practice is to ensure they are screened annually for diabetes and recommend lab tests for metabolic syndrome. Trillium Health Resources continues to adopt the American Psychiatric Association's Practice Guidelines for the [Treatment of Patients with Schizophrenia](#) 3rd Edition. Refer to page 25.

INITIATION AND CONTINUATION OF MEDICATION FOR ATTENTION DEFICIT DISORDER

One of Trillium Health Resources HEDIS measures for our network is Attention Deficit Disorder Initiation of pharmacological treatment and the maintenance phase for children with ADD. It is recommended that children who are started on any medication that address ADD are seen within one month to gauge their treatment regimen. Another aspect of Trillium's ADD HEDIS measure is the continuation phase of treatment which recommends at least two follow up visits within nine

months following the initiation of treatment. This is done to ensure efficacy of treatment, to gauge for any side effect profile, and for possible diagnostic reconsideration. For further information please refer our [clinical practice guidelines](#).

SPECIAL INVITATION

On behalf of the Provider Council, comprised of provider agency representatives in the Trillium MCO network, we [invite you to become a member of the Provider Council!](#)

Providers can complete a [Provider Council Nomination Form](#) (and email it to Gary Bass, Provider Council President, at gbass@pridenc.com). The Provider Council is specifically seeking a Hospital representative from the Southern Region to fill a current vacancy We need your voice in meetings to join discussions that bring awareness to challenges providers may face, and help brainstorm additional ways providers can continue to be an asset to this important segment of the Trillium network Hospital representatives are valued stakeholders in the Trillium network, and as we get closer to becoming a Tailored Plan on April 1, 2023 it is imperative that voices of Hospital providers are heard and represented on the Provider Council.

We are seeking a 3 year commitment for those interested in joining The Provider Council meets every 2 months from 10 am 12 pm Currently, we are holding virtual meetings as we continue to practice social distancing due to the COVID 19 pandemic.

More information about the Provider Council can be found on the Trillium our website on the [Provider Council webpage](#).

TRAINING UPDATE

The Training Unit is excited to share a recent update to Provider - My Learning Campus. This update will allow you to navigate easily through the Provider – My Learning Campus to locate any Provider recommended training. Locating recommended trainings are provided through two new options.

- 🌱 **Option 1** – Access recommended Tailored Plan and MDPHIP Trainings from the Navigation Ribbon.
- 🌱 **Option 2** – Access recommended Tailored Plan and MDPHIP Trainings from the blue and green icons.

These two additional options will enhance the Learner experience. Providers will continue to see assigned trainings on their Dashboard and access Find Learning to review our extensive catalog of Provider Trainings. It is important to note, that some Provider Trainings require approval to access, if



specific trainings cannot be located, please email the TrainingUnit@TrilliumNC.org.

OPEN COMMENT PERIOD FOR CLINICAL COVERAGE POLICY 8C- OUTPATIENT BEHAVIORAL HEALTH SERVICES

Clinical Coverage Policy 8C- Outpatient Behavioral Health Services has posted for **15** day public comment. This is the second time this policy has posted, and the policy will be posted through **January 4, 2023**.

Please find all [current policies posted for public comment as well as how to submit public comment](#).

Please find [Clinical Coverage Policy 8C](#)

GUIDANCE FOR DISCLOSING CONFIDENTIAL MEDICAL INFORMATION

In the course of serving Trillium members, which may include providing Tailored Care Management for some providers, it is often necessary to communicate with other clinicians and provider agencies. Trillium is providing the following guidance concerning disclosing confidential medical information, which includes Protected Health Information (“PHI”) as defined by the Health Insurance Portability and Accountability Act (“HIPAA”) and substance use disorder records governed by 42 C.F.R. Part 2 (“Part 2”). HIPAA generally permits medical providers or covered entities to disclose member PHI for the purpose of treatment, payment and health care operations *without* consent from the member. In addition, re-disclosure of a member’s confidential medical information from another provider agency may also be necessary for certain purposes, such as continuity of care and making referrals for additional services. The HIPAA Privacy Rule generally requires providers to take reasonable steps to limit the use or disclosure of PHI to the minimum necessary to accomplish the intended purpose. The minimum necessary standard does not apply to disclosures to or requests by a health care provider for treatment purposes. Providers can find more information about the minimum necessary rule in 45 C.F.R. § 164.502(b) and the HIPAA Privacy Rule at 45 C.F.R. § 164.506. Please note, this guidance does not apply to records covered under Part 2 related to the identity, diagnosis, prognosis or treatment of members who are receiving or who have received treatment in a drug or alcohol program. For such records, the member’s consent is needed before sharing under most circumstances.

QUEST ANALYTICS BETTERDOCTOR PROVIDER OUTREACH

Trillium Health Resources has contracted with Quest Analytics for network adequacy and provider directory accuracy. On our behalf, beginning on 12/1/22 Quest Analytics will conduct provider outreach to validate the data on Trillium’s Member-facing Provider Directory. Quest Analytics utilizes











BetterDoctor as a solution for Provider Directory accuracy and outreach efforts. BetterDoctor will contact providers by fax, mail, email, and/or a telephone call on a quarterly basis.

The provider letter will explain the process and request the provider validate the data contained in Trillium's Member-facing Provider Directory. The providers will validate and update their data via their input into the BetterDoctor portal. The Network team will review the validated data and will work with the provider to resolve any inaccurate data issues. If you have any questions about Member-facing Provider Directory validation and outreach, email TrillumProviderDirectory@TrillumNC.org or call 1-855-250-1539.

DHHS PERSON-CENTERED PLANNING TRAINING

From Theory to Practice: Person Centered Planning in North Carolina

DHHS is implementing a DHHS approved Person Centered Planning training that meets the requirements for service providers responsible for developing a PCP. Person Centered Planning is a collaborative planning practice which emphasizes self-determination and choice in helping individuals to achieve their unique vision of preferred life. Core principles and practices of Person-Centered Planning, and how these differ from traditional approaches, will be reviewed. Participants will receive concrete guidance in both the process and documentation of Person-Centered Planning, including strategies for respecting strengths-based, person-centered principles while also satisfying expectations associated with clinical, accreditation, and fiscal regulations. Hypothetical, case-based examples of quality Person Centered Plans will be shared as a way of illustrating key quality elements.

-  Wednesday January 11, 2023 from 9am-1pm
 [Click here to register](#)
-  Wednesday February 22, 2023 from 9am-1pm
 [Click here to register](#)
-  Tuesday February 28, 2023 from 12:30pm-4:30pm
 [Click here to register](#)
-  Wednesday March 8, 2023 from 9am-1pm*
 [Click here to register](#)
-  Tuesday May 9, 2023 from 12:30pm-4:30pm*
 [Click here to register](#)

*An ASL interpreter WILL NOT be available for the January 11th training but WILL be available for the May 9th training. If you are needing ASL accommodations, please register for either the March 8th or May 9th training. Related Training Documents

-  [Crisis Plan Template](#)
-  [NC PCP Guidance Document](#)

IMPORTANT INFORMATION REGARDING THE 2022-23 NATIONAL CORE INDICATORS SURVEYS

The National Core Indicators™ (NCI™) program is a voluntary effort by state developmental disability agencies to track their performance using a standardized set of consumer and family/guardian surveys with nationally validated measures. Standard measures (core indicators) are used to assess the outcomes of services provided. Areas addressed by the indicators include employment, member rights, service planning, community inclusion, choice, and health and safety.

The effort is coordinated by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI). The organization conducting the interviews is the UNC-Chapel Hill, Carolina Institute for Developmental Disabilities (CIDD). This survey is the only annual, statewide, survey of randomly sampled members that receive eligible intellectual and developmental disabilities (I/DD) services and are at least 18 years of age.

Please note, Providers may be contacted by Trillium to help with this activity. Providers may be asked to assist with 1) obtaining member consent to participate in the survey, 2) gather additional information about the member or, 3) provide support to the member with survey participation.

There are multiple components to the NCI Survey, in-person and mailed. The In-Person Surveys and mailed surveys are different and are not duplicative.

Please email Trillium's QM Department/Survey Team at Surveys@TrilliumNC.org or call 1-866-998-2597 to contact Jennifer Kelly or Krissy Vestal with any questions.

Trillium thanks you in advance for your assistance with this annual process of evaluating outcomes. We look forward to working together to gather the necessary information.

IMPORTANT UNLICENSED ALTERNATIVE FAMILY LIVING (UAFL) UPDATE

Effective immediately, the QP/supervisor from the provider agency *must attend* any onsite or virtual UAFL Review scheduled with their AFL provider(s). The QP/supervisor will receive the notification letter(s) and WebEx invites and share the information with their AFL provider(s) informing them of the upcoming review and any documents that will be reviewed. It is the responsibility of the QP/supervisor to ensure *both* are in attendance during the scheduled review.

BUILDING BRIDGES INITIATIVE

The North Carolina Department of Health and Human Services: Division of Mental Health, Developmental Disabilities and Substance Abuse Services and the Building Bridges Initiative are

excited to announce an opportunity for 2023 to be a part of a Learning Collaborative with other provider organizations from across the state with no cost to you except a small portion of your time. This initiative is funded through the Division's Mental Health Block Grant.

This collaborative aims to support implementation of best practice in the field of residential and community-based interventions and supports.

Child residential services are a focus of the Division of Mental Health, Developmental Disabilities and Substance Abuse Services. To that end, the Division has invested funding in this learning collaborative to build leaders in the provision of quality residential services.

Many of you may be familiar with BBI and have been a part of learning collaboratives before- and for many still, this may be new. Please check out BBI's website (www.buildingbridges4youth.org) for more information about Building Bridges Initiatives' effort nationally in providing resources and technical assistance to jurisdictions and providers who are leading these innovations of practice improvement.

Below you will find a "Save the Date" flier with more information about our kick-off event in January as well as our first webinar on "Workforce Development". We hope you can all attend!

 [Save the Date Flier](#)

TRILLIUM HEALTH RESOURCES AND CAROLINA COMPLETE HEALTH INFORMATION SESSION

Trillium Health Resources and Carolina Complete Health Network will host another Provider information session on January 10, 2023 at 12:00pm.

THIS SESSION WILL COVER

1. Contracting deadlines
2. Split claims protocol: understanding which entity to bill claims depending on service type
3. Q&A

[Register and Information Session](#)

IMPORTANT UPDATES – HEALTHCONNEX (ADT)... "WHAT DOES LAW MANDATE?"

On July 11, 2022, Governor Cooper signed into law the 2022 Appropriations Act (Session Law 2022-74). While the 2022 Appropriations Act does not change the January 1, 2023 deadline to connect to NC HealthConnex for providers receiving state-funds, including Medicaid, it does contain important provisions related to the NC HealthConnex program. Of note, are the following:

- 🌱 The requirement that providers receiving state-funds be connected to NC HealthConnex as a condition of continued receipt of such funds has been temporarily suspended until the General Assembly implements enforcement reforms.
- 🌱 The NC Health Information Exchange Authority Advisory Board must report to the General Assembly by March 31, 2023 on the status of provider connection to NC HealthConnex.

For more information on NC HealthConnex, you may visit the [North Carolina Department of Information Technology's NC HealthConnex](#).

RECRUITMENT OPPORTUNITY ANNOUNCEMENTS

Office-Based Opioid Treatment (OBOT)

Trillium Health Resources (Trillium) is seeking to identify mission-driven organizations and/or practitioners that are interested in providing **Office-Based Opioid Treatment (OBOT)**.

Office-Based Opioid Treatment (OBOT) is defined as treatment of opioid use disorders in the clinical setting by a qualified provider as defined under Public Law 106-310 Section 3501 (a) (G) (ii) to prescribe buprenorphine or buprenorphine-naloxone medications.

Qualified providers shall complete the required specialized training, and shall be granted the waiver authority from the Substance Abuse and Mental Health Services Administration (SAMHSA) to prescribe and dispense buprenorphine or buprenorphine naloxone in an office-based practice. In addition to the DATA 2000 waiver, both DEA and North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services Drug Control Unit registrations are required to operate as an Office-based Opioid Treatment Practice.

Beginning on 12/07/22 this open recruitment opportunity will remain open for a period of 60 days closing on 02/05/2023. It applies to both in-network and out-of-network providers enrolled in NC Tracks or eligible to enroll in NC Tracks, who are free of sanctions, fraud investigations, and/or current or previous IRS liens. More than one provider/practitioner may be selected. NC Tracks enrollment is required prior to contracting.

This recruitment is being used as a means to expand the Medicaid network of OBOT Providers that are capable of providing this service to Trillium Members throughout the Trillium catchment area.

This recruitment 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.

Have more questions? Please submit them using the [Questions link](#).

Wish to apply? Please apply using the [Application link](#).

Please visit the [Trillium Health Resources Recruitment Opportunities webpage](#) to see this and our other recruitment opportunities!

RFI Announcement: Pitt County Juvenile Detention Substance Use Services

Trillium is seeking to identify mission-driven organizations that are interested in providing screening, assessment, case management and treatment to youth in the Pitt County Juvenile Detention Center.

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

This RFI is being used as a means to obtain information about providers that are capable of providing substance use services to children and adolescents. 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.

RFP Announcement: Outpatient Opioid Treatment Program (OTP) - Onslow County

Trillium is seeking experienced providers to expand Medicaid Outpatient Opioid Treatment Program in Onslow County.

This Request for Proposal (RFP) is open to both in-network and out-of-network providers enrolled in NC Tracks and NC Medicaid who are free of contract sanctions, fraud investigations, and/or current or previous IRS liens. Only one provider can be selected.

This RFP is being used as a means to obtain information about providers that are capable of providing substance use services to children and adolescents. This RFP 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.

Please visit the [Trillium Health Resources Recruitment Opportunities webpage](#) to see this RFI & RFP and Trillium's other recruitment opportunities!

OPEN ENROLLMENT ANNOUNCEMENT: RESPITE

Trillium Health Resources (Trillium) is seeking to identify mission-driven organizations that are interested in providing **Respite Services for Children/Adolescents**.

This open recruitment applies 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 recruitment is being used as a means to expand the network of Respite Providers that are capable of providing these services to Trillium Members who are also involved with the Department of Social Services.

This recruitment 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.

Interested Providers should submit an application to the link below:



 [Application for Respite](#)

Questions? Please submit here: [Questions Link](#)




IRIS ALERTS

The Live IRIS site will continue to redirect users from <https://iris.dhhs.state.nc.us/> to <https://iris.ncdhhs.gov> until December 31, 2022. We ask that all IRIS users bookmark the updated live site before December 31, 2022, to ensure easy access. In addition, the IRIS Training site will be moving on 11/4/2022 from <https://iristraining.dhhs.nc.us> to <https://iristraining.ncdhhs.gov>.

IRIS Reporting Timelines

-  **Level 2 incidents**=An IRIS report must be submitted within 72 *clock* hours of learning of the incident.
-  **Level 3 incidents**= Verbal or written (email) notification to Trillium within 24 hours of learning of the incident. An IRIS report must be submitted within 72 hours of learning of the incident; however, for incidents involving allegations against staff, the IRIS report must be submitted within 24 hours of learning of the incident (to meet HCPR reporting timelines).

Trillium's Reporting Expectations

-  All reports must be submitted on time (zero late submissions). If a report is submitted outside the 72 hour required timeframe, please provide a statement in the IRIS report regarding the submission of the incident outside reporting timeframe.
-  All required fields (DOB, gender, incident details, cause of incident, incident prevention, authorities contacted, etc.) must be completed in IRIS in order for Trillium to process and close the report.
-  Response to Trillium's questions must be provided within 24 hours of receiving an email or phone call regarding an incident. Please note, failure to respond to follow up questions or complete required elements may result in referral to Program Integrity.

Reminders

- 🌱 On the Provider Information tab, please ensure the correct plan/service that the member is enrolled in is selected. This will ensure the IRIS report is directed to the proper Health Plan or LME-MCO for review.
- 🌱 When selecting the “Host” LME-MCO and the “Home” LME-MCO on the Provider Information tab in IRIS, please remember that the “Host” LME-MCO is the county where services are being provided and the “Home” LME-MCO is the county of residence the member’s insurance is linked to.
- 🌱 For Allegations of Abuse/Neglect/Exploitation against Staff, please ensure that both of the questions listed on the Incident Information tab, **“Does this incident include an allegation against Staff and/or Facility?”** and **“Will this allegation require a submission of a Consumer Incident Report?”** are both checked **YES**. Then complete the abuse tab and the all **three** tabs under the HCPR tab.
- 🌱 For Member Deaths, please upload the death certificate and/or Medical Examiner report upon receipt, and update the death information tabs accordingly.
- 🌱 Medical illness is not reportable unless it results in injury or death, or is believed to be caused by abuse/neglect or medication error.
- 🌱 For Member Injury, please elaborate on the type of treatment (i.e., stitches, cast, prescription medication) that the member receives for the injury (treatment does not include diagnostic tests such as blood work, x-ray, MRI, EKG, etc.).
- 🌱 To access the [Incident Response and Reporting Manual](#)

Please visit Trillium’s [My Learning Campus](#) to access Incident Reporting Training for your agency staff.

For any incident related questions, please contact Julie McCall (Julie.Mccall@TrilliumNC.org)

VICTORY JUNCTION SPRING DATES!

NEW DATES for Spring 2023

- 🌱 March 31 – April 2, 2023 |
Application Deadline: **Friday, March 17, 2023**
- 🌱 April 21 - 23, 2023 |
Application Deadline: **Friday April 7, 2023**

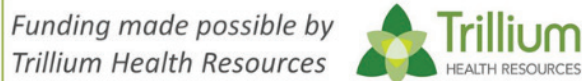


Get ready—the newest session for **Trillium Family Weekend** at Victory Junction is here! We hope our members and families will all take advantage of the inclusive environment and diverse amenities that camp has to offer and join us on a family retreat this spring in Randleman, NC.

Programming provides a unique experience for families to connect. Children of every ability can feel fully **empowered** and try activities adapted for every need. Victory Junction's amazing staff and volunteers are familiar with hosting Trillium families and even special diets are accommodated. 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!** Sign the [SPRING 2023 INTEREST FORM](#) today for a referral to receive a link to apply OR [check out the flyer](#) on our [Trillium Family Weekend Webpage](#) to learn about the application process!



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 are required for all participants during indoor activities.

Want to stay in the loop about future Family Retreat Dates?

Visit the ["Trillium Health Resources"](#) and ["Trillium Direct Connect For Enrichment"](#) Facebook pages, and the ["Victory Junction"](#) page on our website for the most up-to-date announcements!

DISASTER PLANNING

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.



For 2023 disaster plan submission you will go to a link to share your 2023 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: [2023 Disaster Plan Submission](#)

Disaster Plans are due ***no later than May 1, 2023***. If no updates are needed to your 2023 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 2023 by the deadline (May 1, 2023), 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 hurricane or flood 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](#)

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.