Network Communication Bulletin #276

To: All Providers

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Subject: Tips for Reducing Provider Abrasion

SPECIAL BULLETIN MEDICAID TRANSFORMATION

TIPS FOR REDUCING PROVIDER ABRASION

In May 2022, Trillium Health Resources began accepting NC Tracks credentialing as documented in the NC Tracks Provider Enrollment File (PEF) and/or the NC Tracks Operations Portal. The North Carolina Department of Health and Human Services (the Department), through NCTracks, will continue to collect information and verify credentials for all providers currently enrolled or seeking to enroll in North Carolina's Medicaid and/or Health Choice programs or as a State-funded service provider.

WHAT DOES THIS MEAN?

Trillium no longer completes credentialing activities for contracted providers. Instead, Trillium relies on the daily PEF as the *source of truth* for provider credentialing and shall not solicit or accept provider credentialing or verified information from any source other than the Department, or designated Department vendor, except as expressly permitted by the Department. Each day, Trillium reviews the PEF and updates Provider Direct, Trillium's Claims Processing System, as applicable so the information in Provider Direct matches the PEF.

WHY IS PROVIDER DIRECT UPDATED TO MATCH THE PEF?

Trillium's contract with the Department outlines specific data elements that must align with NCTracks and timeframes to make the edits when applicable. The Department routinely monitors Trillium's provider data and the Provider Directory and issues financial penalties data does not align.

The most common data errors include suspended and terminated NPI numbers and taxonomy codes, terminated Health Plans, address discrepancies, and expired or absent accreditations and licensures.

WHAT ACTION DOES TRILLIUM TAKE?

1. **Suspension and Termination: within one (1) Business Day**

   ♻ Trillium will suspend claims payment to any provider for dates of service after the effective date provided by the Department in its network within one (1) business day of receipt of a notice from the Department that provider payment is suspended. Payment suspension will remain in place until the Department receives the requested information from the provider and re-instates the provider on the PEF.

   ♻ If a provider fails to re-enroll or re-credential with the Department and is terminated, claims submitted to Trillium will not reimbursed and Trillium will initiate the Continuity of Care process and terminate the Contract.

2. **Health Plan Status: within one (1) Business Day**

   Suspension: Providers with a suspended Health Plan can continue serving current members but Trillium must suspend claims payment until the suspension is resolved. Trillium will notify the provider of the Health Plan status and pend claims. Once the Health Plan status becomes active, Trillium will process the pended claims for dates of service in which the Health Plan is active.

   ♻ **Termination:** Providers with a terminated Health Plan should not continue serving members. Trillium will deny claims, initiate the Continuity of Care process, and terminate the Contract.

3. **Taxonomy Status: within one (1) Business Day**

   ♻ **Suspension:** Providers with a suspended taxonomy can continue serving current members but Trillium must withhold reimbursement for affected claims until the suspension is resolved. If a provider has one taxonomy, Trillium will indicate the provider as No New Referrals, notify the provider of the change in taxonomy status, and apply an edit in Trillium's Claims Processing System to pend claims. Once the taxonomy status becomes active, Trillium will indicate the provider as Available and the previously pended claims will process for dates of service in which the taxonomy is active. If a provider has multiple taxonomies, Trillium will end date the suspended taxonomy and notify the provider to resubmit affected claims using a valid taxonomy.

♲ **Termination:** If a provider has one taxonomy, Trillium will initiate the Continuity of Care process and terminate the Contract. If a provider has multiple taxonomies, Trillium will end date the terminated taxonomy and notify the provider to resubmit affected claims using a valid taxonomy.

4. **Service Facility Location or Service Address: within thirty (30) calendar days**

♲ Trillium will update Provider Direct to reflect changes to a service location, demographic data, or other information related to a member's access to services. If a providers address is terminated in NCTracks, Trillium will end date the service location, notify the provider by email, and work with the provider to move services (as applicable) to an address that is active. If moving the services is not an option, Trillium will assist the provider with transitioning the members to another provider that can meet their treatment needs.

Beginning April 1, 2023 or when the BH IDD Tailored Plan launches, Trillium will rely on information contained in NCTracks to verify a providers accreditation and licensure status. If a provider or contracted service requires a facility license, professional license, or accreditation, the following will occur when NCTracks reflects an expired or absent accreditation and/or license:

Within one (1) Business Day Trillium will notify the provider that a required accreditation or license cannot be validated in NCTracks and request the information be updated or added. If the provider fails to complete this request within the designated timeframe, Trillium will work with the provider to transition members and terminate the service/service location or initiate the Continuity of Care process and terminate the Contract as applicable.

WHAT CAN YOU DO AS A NETWORK PROVIDER?

1. Routinely monitor your Message Center inbox on the NCTracks provider portal and respond to requests for re-verification and documentation within the given timeframe.

2. Ensure your service addresses are entered in NCTracks as a "Service Location" address verses a "Pay-To" or "Correspondence" address.

3. Add NPI numbers and taxonomy codes to applicable Service Locations.

4. If you have multiple NPI numbers associated with a single address, review each NPI to make sure the address is identical across all NPI numbers. Any variation in the addresses (i.e. Street vs St., Suite vs Ste., and extra spacing), creates data errors and will cause authorization and billing issues.

5. Add and update your Accreditations and Licensures (as applicable) in NCTracks.

While Trillium must follow the Departments requirements for provider credentialing and enrollment, Trillium recognizes the importance of its Provider Network. It is Trillium's desire to reduce provider abrasion as much as possible and committed to assisting you during this transition. The following resources are provided as an aid to assist you in keeping your NCTracks data accurate and up to date.

SOURCE	LINK
CSRA Job Aid	How to Manage Your NCTracks Addresses
CSRA Job Aid	Reverification
NCTracks Operations Contact Center – User Guide	How to Submit a Manage Change Request adding a Service Location and Affiliate an Individual Provider Record to a Group/Organization in NCTracks
NCTracks User Guide	How to Add or Update Licensing and Accreditation on the Provider Profile in NCTracks