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Network Communication Bulletin #329

To: All Providers

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VP of Network Management

Date: November 15, 2023

Subject: Trillium Stakeholder 2023 Survey, NC Medicaid to Extend Appendix K Temporary Flexibilities, NCDHHS Awards Contract for Pharmacy Benefits Management Solution, National Native American Heritage Month Trainings, Side by Side with DMH/DD/SUS Monthly Webinar, Opportunity for Emergency Department Providers in North Carolina, Tailored Plan and Medicaid Direct Trainings, New Claims Request/Inquiry Process, Provider RFA Opportunity: Partnerships in Overdose Prevention and Harm Reduction, Invite to HOP Care Manager Trainings, Implementation Science 101 Learning Session: Working with Children with Complex Needs, Crisis De-Escalation Training for Providers, Quest Analytics BetterDoctor Provider Outreach, Valued Providers Seal Program, Long Term Services and Supports, Open Enrollment: Residential Therapeutic Care for Transgender/Gender Diverse Youth, Need to Report Fraud, Waste, and Abuse?

TRILLIUM STAKEHOLDER 2023 SURVEY

Prior to the launch of Medicaid Expansion and the Tailored Plan, Trillium Health Resources wants to ensure that people who have mental health, intellectual/developmental disabilities, or substance use issues have access to quality healthcare. These surveys focus on the healthcare needs of the Trillium members and service area. Your response will help us understand the medical needs of the people in our network and help us to ensure that Trillium can respond more effectively to those healthcare needs. Surveys will need to be completed no later than November 30, 2023. Thank you for your input.

[Complete our Survey](#)

NC MEDICAID TO EXTEND APPENDIX K TEMPORARY FLEXIBILITIES UNTIL FEB. 29, 2024

 [NC Medicaid Extend Appendix-K Temporary Flexibilities Until February 29, 2024](#)

Flexibilities extended while the Centers for Medicare & Medicaid Services reviews the Innovations and Traumatic Brain Injury Waiver amendments.

To avoid a disruption in care and support consumers and their families, NC Medicaid is extending Appendix K temporary flexibilities until Feb. 29, 2024, while the Centers for Medicare & Medicaid Services (CMS) reviews the Innovations and Traumatic Brain Injury Waiver amendments.

For more information, please see [Update: TBI Waiver 1915 \(c\) and Appendix K Flexibilities](#) or [Update: Innovations 1915\(c\) and Appendix K Flexibilities](#).

NCDHHS AWARDS CONTRACT FOR PHARMACY BENEFITS MANAGEMENT SOLUTION

 [NCDHHS Awards Contract Pharmacy Benefits Management Solution](#)

The North Carolina Department of Health and Human Services has awarded a contract to Magellan Medicaid Administration, LLC to implement a new Pharmacy Benefits Management (PBM) solution, scheduled to launch in 2025. Magellan Medicaid Administration, LLC was selected after careful evaluation of multiple proposals received in response to the publicly posted PBM Request for Proposal (RFP).

The new PBM solution in North Carolina will enhance the overall pharmacy benefit management system by improving the safety, efficiency, accessibility and affordability of pharmacy benefits for people and providers across the state.

As the PBM vendor, Magellan Medicaid Administration, LLC will work closely with NCDHHS to ensure that the PBM solution will:

Streamline Prescription Processing: The PBM solution will simplify and expedite the processing of prescription claims, making it more efficient for patients, pharmacists and health care providers.

Manage Costs: The new solution will focus on cost management strategies, such as negotiating drug pricing with manufacturers, maintaining the State's Single Preferred Drug List, and exploring opportunities for more cost-effective drug utilization, ultimately aiming to reduce overall health care costs for beneficiaries and the state.

Improve Access to Medications: The PBM solution will work toward ensuring beneficiaries have improved access to necessary medications by collaborating with a wide network of pharmacies and health care providers across the state.

Enhance Medication Safety and Quality: The new solution will prioritize medication safety and quality by implementing advanced systems for drug utilization review, medication therapy management and proactive identification of potential drug interactions.

Educate and Support Beneficiaries: The PBM solution will also provide educational resources and support to beneficiaries, offering guidance on medication adherence, potential side effects and available assistance programs to ensure beneficiaries receive the most benefit from their prescribed medications.

ATTENTION PROVIDERS

In preparation for the transition to the new PBM solution, providers are encouraged to:

- 🌱 **Stay informed.** Review the NC Medicaid Provider webpage often and read all new Medicaid bulletins.
- 🌱 **Participate in educational opportunities.** Respond to opportunities to learn more about the PBM solution, including participating in webinars and other events, to be fully prepared for the new system.

Providers will have several responsibilities when it comes to the new PBM solution in North Carolina. These responsibilities include:

- 🌱 **Prescription Submission:** Providers will be responsible for accurately submitting prescriptions electronically to the PBM solution, ensuring that all necessary beneficiary information and medication details are included.
- 🌱 **Prior Authorization:** In cases where certain medications require prior authorization, providers will need to initiate and complete the necessary authorization process with the PBM solution. This may involve providing clinical documentation or other required information to support the need for the medication.
- 🌱 **Drug Utilization Review:** Providers will need to actively participate in the drug utilization review (DUR) process conducted by the PBM vendor. This involves reviewing beneficiary medication history, potential drug interactions, therapeutic duplications and other factors to ensure safe and appropriate medication use.

- 🌿 **Lock-in Program:** The PBM vendor will administer the Lock-in Program according to Medicaid policy.
- 🌿 **Clinical Guidance:** Providers may collaborate with the PBM vendor to receive clinical guidance and support related to medication therapy management, medication adherence and other aspects of beneficiary care. They may also communicate with the PBM vendor regarding patient-specific issues or concerns.
- 🌿 **Continuous Communication:** Providers are encouraged to maintain open and ongoing communication with the PBM vendor and NCDHHS, sharing feedback, reporting any issues or challenges and staying updated on any changes or updates to the PBM system through established communication channels. This includes the web portal and call center.

By fulfilling these responsibilities, providers play a crucial role in ensuring the smooth operation and effectiveness of the new PBM solution in North Carolina, ultimately contributing to improved beneficiary care and outcomes. The PBM solution will be responsible for the complete pharmacy benefits functionality including point-of-sale pharmacy benefits, drug rebates (enterprise-wide) and DUR (enterprise-wide).

Medical claims will continue to process as they currently do in NCTracks. When the PBM solution goes live, pharmacy functionality in NCTracks, including call center, will be transitioned to the PBM solution. There should be no disruptions to beneficiaries or providers.

For additional information, visit the [NC Medicaid Pharmacy Benefits Management webpage](#).

NATIONAL NATIVE AMERICAN HERITAGE MONTH TRAININGS

National Native American Heritage Month was signed into law in 1990 and is observed in November. National Native American Heritage Month is a time to celebrate the rich and diverse cultures, traditions, and histories and to acknowledge the important contributions of Native people. It is also a time to educate the general public about tribes, to raise awareness about the unique challenges that Native people have faced both historically and in the present. As well as the ways in which tribal citizens have worked to conquer these challenges.



Click on the flyer to view the provider training: Introducing Trillium Staff & Providers to the Federally Recognized Eastern Band of Cherokee Indians & Their Culture

SIDE BY SIDE WITH DMH/DD/SUS MONTHLY WEBINAR

Join us each month to learn about policies and programs that affect the MH/IDD/SU/TBI community. The goal of this webinar is to bring everyone together in one (virtual) place. This group includes consumers, families, advisory groups, LME/MCOs, community members, and partner organizations.

Side by side, we will work together to better understand and improve our system. We will listen closely to one another, and we will share ideas for public policy that will improve lives in NC.

Date/Time: Monday, Nov. 20, 2023, 2:00-3:00 p.m.

[Register Here](#)

[English Flyer](#)

[Spanish Flyer](#)

Closed-Captioning & American Sign Language (ASL) Interpreters will be provided.

OPPORTUNITY FOR EMERGENCY DEPARTMENT PROVIDERS IN NORTH CAROLINA

CaroNova just released this [simple RFA - due 11/22!](#) Please share this with all of your friends and colleagues working in this region so that we can illuminate the growing interest and importance of emergency departments in advancing harm reduction and treatment access! We can't wait to get started!

TAILORED PLAN AND MEDICAID DIRECT TRAININGS

As asked through the 2023 Provider Training Needs Assessment Survey, Health Disparities Training is now accessible in the Provider My Learning Campus. Also available now, Navigating ePASS: Guide to Providing Application Assistance. Login to the Provider Learning Campus today!

TAILORED PLAN and MEDICAID DIRECT TRAININGS

1. HIPAA Privacy and Security Rules

TAILORED PLAN and MEDICAID DIRECT TRAININGS

2. Prevention and Population Health Management for Behavioral Health and I/DD Professionals
3. Early Periodic Screening, Diagnostic and Treatment (EPSDT) for Providers
4. Disaster Planning: Preparing for, Responding to, and Recovering from a Crisis or Emergency Event for Providers
5. Fraud, Waste, and Abuse for Providers
6. Supports and Service Enhancements - For Providers
7. Provider Rights and Responsibilities For Providers
8. Culturally and Linguistically Competent Care for Providers
9. Infection Prevention and Control - Providers
10. TP/MDPIHP Provider Manual
11. Unmet Health Related Resource Needs for Providers
12. Provider Communications Marketing Responsibilities
13. Due Process
14. NEMT/NEAT for Providers
15. Tailored Plan Medicaid and State-Funded Claim Submission
16. Trillium Health Equity Strategy
17. The Engagement Strategy with the Eastern Band of Cherokee Indians
18. Introducing Trillium Staff and Providers to the Federally Recognized Eastern Band of Cherokee Indians and Their Culture
19. Introducing Trillium to the Waccamaw-Siouan Tribe, Meherrin Indian Tribe, Haliwa-Saponi Indian Tribe - North Carolina State-Recognized Tribes-"Tribal Cultural Awareness for Staff and Professionals"
20. Opportunities and Requirements of Working with Indian Health Care Providers

TAILORED PLAN ONLY TRAININGS

1. State-Funded Services: Administrative and Billing Guide
2. State-Funded Services: Clinical Guidelines

MEDICAID DIRECT ONLY TRAININGS

1. NC Medicaid Managed Care vs NC Medicaid Direct: What's the Difference?
2. Tailored Care Management For Youth In Foster Care, Receiving Adoption Assistance, or Former Foster Youth - Care Management

MEDICAID EXPANSION, MEDICAID DIRECT, TAILORED PLAN TRAININGS

1. Managed Care/Tailored Plan 101 for Providers

OTHER TRAININGS

1. Submitting a Claim
2. Health Disparities
3. Navigating ePASS: Guide to Providing Application Assistance

NEW CLAIMS REQUEST/INQUIRY PROCESS

Trillium has improved its process to submit Claim Request Forms (CRFs) and Claim Inquires.

CRFs and Inquiries will now be submitted using two separate forms. You can find links for both forms and the instructions for completion at www.trilliumhealthresources.org under For Providers/ Documents and Forms/ Claims/Finance Information & Forms. The links are added below for your convenience. Providers are encouraged to review the instructions posted on the Trillium website.

 [Claims Request Form link](#)

 [Inquiry Form link](#)

PROVIDER RFA OPPORTUNITY: PARTNERSHIPS IN OVERDOSE PREVENTION AND HARM REDUCTION

The Injury and Violence Prevention Branch (IVPB) under the North Carolina Division of Public Health, Chronic Disease and Injury Section works to identify, implement, and support prevention strategies in injury and violence, including drug poisoning and overdose.

The purpose of this Partnerships in Overdose Prevention and Harm Reduction (POPHR) RFA is to fund community-based organizations and local health departments to expand linkages to care for people who use drugs and historically marginalized populations for addressing overdose prevention, polysubstance use, wound care, and related issues. Linkages to care will be expanded through implementation of established harm reduction strategies like drug checking, supporting syringe services programs, expanding justice-involved programs, and promoting peer-led post-overdose teams. Through direct funding, this RFA will support selected programs to hire staff, including peer support specialists, to connect people who use drugs to harm reduction services, evidence-based substance use disorder treatment, healthcare, and other services.



POPHR RFA applicants shall apply for funding to utilize at least one of the following strategies to increase access and linkage to care for people who use drugs. The strategies are listed in the RFA document accessible using the link below:

 [Request for Applications RFA # A409](#)

Applications will be received until 5:00pm on Thursday, November 30, 2023

INVITE TO HOP CARE MANAGER TRAININGS


In preparation for Healthy Opportunities Pilot (HOP) launch for the Medicaid Direct Tailored Care Management-eligible population on February 1, 2024, the Department will launch a training series for frontline LME/MCO /AMH+/CMA care management staff (supervising care managers, care managers, care manager extenders) in October 2023 to help ensure they are trained on their HOP roles and responsibilities. Trainings will include:

-  **3 Live Training Sessions** – 1 hour trainings hosted by DHHS staff reviewing HOP roles and responsibilities for LME/MCO /AMH+/CMA care managers, with time for Q&A. Live trainings will also be recorded to ensure they can be referenced in the future by LME/MCO /AMH+/CMA care managers.
-  **12 Self-Paced Online Modules** – Virtual trainings that LME/MCO /AMH+/CMA care managers will access following live training sessions via AHEC modules.

These trainings will provide a deep dive into HOP services and how care managers can choose appropriate services for members.

Note: Care managers are required to complete trainings before the launch of HOP. Some LME/MCO care managers may have previously completed a portion of the trainings in early 2023; they are encouraged but not required to redo trainings already completed.

The training schedule is below for available sessions.

HOP Training Topic	Date
Two live sessions hosted by DHHS staff	
 Assessing Member Eligibility for Participation in the Healthy Opportunities Pilots	Monday, November 20 11-11:50 AM ET
Self-paced sessions accessed online through AHEC	

HOP Training Topic	Date
🌱 12 trainings included in the Healthy Opportunities Pilot AHEC Training Bundle	Ongoing following the conclusion of the above trainings

We ask that you send a list of care management staff and their email address to Sophie Sherman (ssherman@manatt.com) and Michaiah Parker (mparker@manatt.com), so that they can be added to the training invites.

[English Flyer](#)

[Spanish Flyer](#)

IMPLEMENTATION SCIENCE 101 LEARNING SESSION: WORKING WITH CHILDREN WITH COMPLEX NEEDS

The Impact Center at UNC's Frank Porter Graham Child Development Institute is offering two adult learning sessions designed for behavioral health providers serving Children with Complex Needs. Participants will learn about foundational concepts of implementation science and how effective implementation practices support people, agencies, and systems who serve North Carolina's children and families.

In addition, opportunities for interactive discussion and applied learning will be offered to explore how implementation best practices can be applied in day-to-day work and roles for improved outcomes.

Providers or agencies with questions about the session, may contact [Build Up@unc.edu](mailto:BuildUp@unc.edu).

[See details on the flier](#)

CRISIS DE-ESCALATION TRAINING FOR PROVIDERS

Verbal Intervention™ crisis de-escalation trainings are being held with the Crisis Prevention Institute®. There is a session on 11/17 and registration can be completed at: go.uncg.edu/crisistrainingexclusivesignup or at: go.uncg.edu/crisistraining by following the registration links.

Shannon Barr is the training coordinator and can be contacted at scbarr@uncg.edu with any questions.

QUEST ANALYTICS BETTERDOCTOR PROVIDER OUTREACH

Trillium Health Resources has contracted with Quest Analytics for network adequacy and provider directory accuracy. On our behalf, Quest Analytics conducts 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 TrilliumProviderDirectory@TrilliumNC.org or call 1-855-250-1539.

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!

LONG TERM SERVICES AND SUPPORTS

Trillium is currently recruiting for Long-Term Services and Supports Member Advisory Committee members that will (LTSS MAC) provides stakeholder input and advice regarding the LTSS covered services under Trillium's Health Resources- Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan that meets all the provisions noted in 42 C.F.R. § 438.110.

Your opinion counts, we would like to become a member and solicit your feedback on the elements of LTSS. The LTSS MAC meets at least quarterly.

The LTSS MAC reviews and provides feedback on relevant Trillium's quality reports. The committee's input will serve as an early warning system for emerging issues related to member experience and quality of care.

Specific concerns shared by the LTSS MAC will be referred to Trillium's Quality Management department, which will help coordinate resolutions, refer for investigations as needed, and report to Trillium's Quality Improvement Committee

If you are interested in serving on this committee, please complete [on-line form](#).

OPEN ENROLLMENT: RESIDENTIAL THERAPEUTIC CARE FOR TRANSGENDER/GENDER DIVERSE YOUTH

Trillium is accepting applications from Level III and Therapeutic Foster Care providers to develop residential services specifically for Transgender and/or Gender-Diverse (TGD) youth. Interested providers must submit an application to apply for consideration.

[Submit Questions](#)

[Application](#)

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.