



Transforming Lives. Building Community Well-Being.

Network Communication Bulletin #335

To: All Providers

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VP of Network Management

Date: January 5, 2024

Subject: NC Medicaid Providing Free, Consolidation Questions & Answers Dashboard, Printed Educational Materials, The Center for Medicare and Medicaid Services to Continue Certain Appendix K Flexibilities, African American Health Summit, Tailored Care Management Annual Refresher Training – Electives, New Exclusion Sanction Questions to be Added to Applications for Enrollment, Provider Recruitment Opportunity 1915(i) Services, New 1915(i) Service Changes Training, State Opioid Response: State Funded Members Health Plan Enrollment Options, New Trillium State Opioid Response (SOR) Provider Training Coming, Low Income Energy Assistance Program, Fetal Alcohol Spectrum Disorder Training Series, Health Disparities Training, Register for the Next Reentry Simulation, NC Medicaid to Extend Appendix K Temporary Flexibilities, Quest Analytics BetterDoctor Provider Outreach, Valued Providers Seal Program, Long Term Services and Supports, Need to Report Fraud, Waste, and Abuse?

NC MEDICAID PROVIDING FREE, PRINTED EDUCATIONAL MATERIALS FOR MEDICAID EXPANSION AND ENROLLMENT

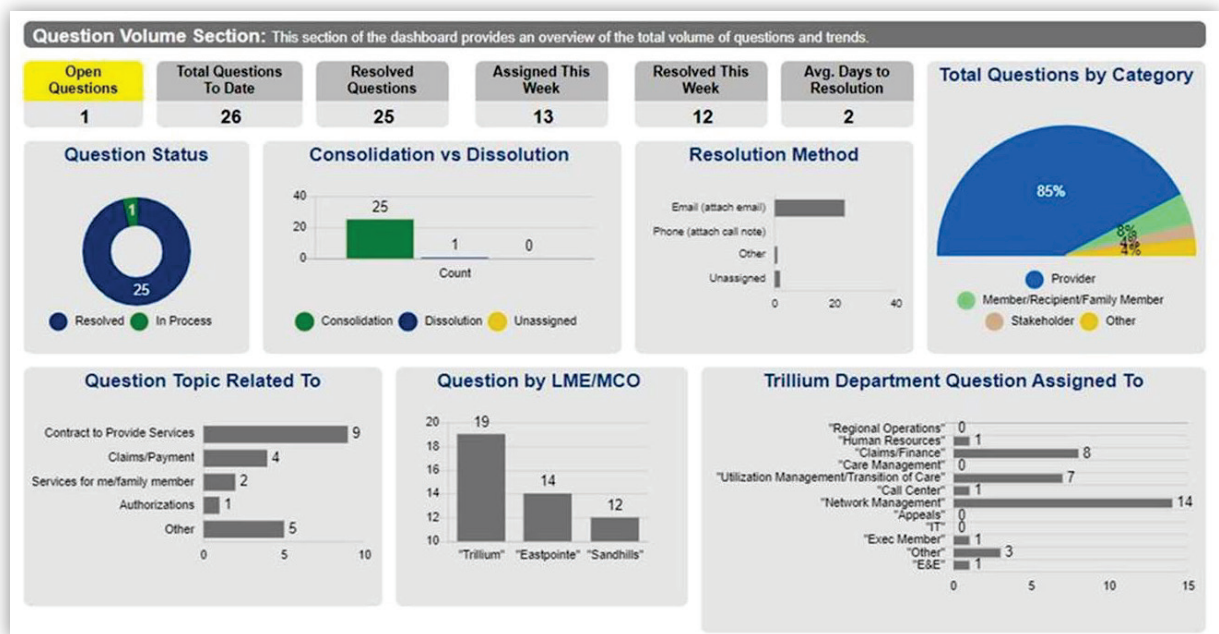
[NC Medicaid is providing free, printed educational materials](#) for partners to distribute to individuals and families seeking more information about Medicaid expansion and enrollment.

Sign up today for these informative materials that include [NC Medicaid Toolkit](#) materials and swag items available in English and Spanish. Materials will begin shipping (at no cost) in January.

To order your materials, please fill out the [print materials order form](#) by Jan. 8, 2024.

CONSOLIDATION QUESTIONS & ANSWERS DASHBOARD **JANUARY 5, 2024**

As part of Trillium’s Consolidation efforts, we created a tool to track questions submitted by Providers. The dashboard below provides a high level overview of the types and numbers of concerns and is utilized internally to ensure timely responses are provided to the Network.



CENTER FOR MEDICARE AND MEDICAID SERVICES TO CONTINUE CERTAIN APPENDIX K FLEXIBILITIES

On Nov. 22, 2023, The Centers for Medicare, and Medicaid Services (CMS) approved North Carolina Medicaid to continue certain Appendix K flexibilities in the 1915 (c) Innovations Waiver and TBI (Traumatic Brain Injury) Waiver amendment, effective March 1, 2024.

CMS allows States to use Appendix K during emergency situations. During the public health emergency, it was used to support waiver members to remain safe in their communities during the public health emergency. Some of the Appendix K flexibilities will end Feb. 29, 2024. NC Medicaid will work with the LME-MCO’s to support members in transitioning from the Appendix K flexibilities that will be discontinued in the Innovations and TBI Waiver amendments by March 1, 2024.

WHAT DOES THIS MEAN FOR INNOVATIONS WAIVER MEMBERS?

Innovations Waiver members will be able to continue using the Appendix K flexibilities until Feb. 29, 2024. On March 1, 2024, Innovations Waiver members will be able to use the following approved flexibilities, which will be considered ongoing and included in the approved amendment:

- 🌱 Home delivered meals (up to seven meals per week/one per day).
- 🌱 Access to real time, two-way interactive audio, and video telehealth for Community Living Support including:
 - Day Support
 - Supported Employment
 - Supported Living and Community Networking to be delivered via telehealth.
- 🌱 Allow members to receive services in alternative locations: hotel, shelter, church or alternative facility-based settings under specific circumstances.
- 🌱 Remove the requirement for members to attend the day supports provider once per week.
- 🌱 Increase the Innovations waiver cap from \$135,000 to \$184,000 per waiver year.
 - This is a change from the initial requested increase of \$157,000 and takes into account the Innovations Direct Care Worker increase.
- 🌱 Allow parents of minor children receiving Community Living and Support to provide this service to their child who has been indicated as having extraordinary support needs up to 40 hours/week.
- 🌱 Allow Supported Living to be provided by relatives.
- 🌱 Allow relatives as providers for adult waiver members to provide above 56 hours/week, not exceeding 84 hours/week of Community Living and Supports.
- 🌱 Community Navigator service will be available only to members who self-direct one or more of their services through the agency with choice or employer of record model.
- 🌱 Added 350 Legislated Innovations Waiver slots. Waiver slots were not part of the Appendix K flexibilities but were added to align with legislative requirements.

For more information: [UPDATE: Appendix K Flexibilities](#)

AFRICAN AMERICAN HEALTH SUMMIT

Trillium Health Resources will host a FREE African American Health Summit to share how YOU can take steps to improve your health! Come hear about the health care conditions impacting African American communities. Topics included: Maternal mortality rates, Mental health service disparities, Heart disease, Sickle cell disease

[See more details and register](#)

TAILORED CARE MANAGEMENT (TCM) ANNUAL REFRESHER TRAINING - ELECTIVES

The **TCM Annual Refresher Training - Electives** have now officially launched and are open for registration.

This series consists of 13 a-la-carte one-hour elective courses that can be used to assist TCM staff working in Tailored Care Management. We recommend that supervisors meet with staff and recommend elective courses as a tool, based on performance or gaps in individuals' professional TCM development.

The link to the course and the discount code/password for free access can be found on the **NC AHEC TCM Web Portal**. Do not share the TCM Web Portal, links or passwords with anyone who is not an employee of your organization.

THE TCM ANNUAL REFRESHER TRAINING - ELECTIVES CONTAINS:

- 1.** Benefits Acquisition
- 2.** Breathe Easy NC – Becoming Tobacco-Free
- 3.** Employment Assistance
- 4.** Ethics and Safety Considerations
- 5.** Legal Rights and Services
- 6.** Motivational Interviewing Toward Health Behavior Change
- 7.** Mutual Aid for Addiction Recovery and Co-occurring Disorders for Adults, Adolescents, and Families
- 8.** Members with Orthopedic Impairments
- 9.** Perinatal Substance Exposure Education (PSEED)
- 10.** Providing Whole-Person Care for Individuals with TBI and their Families

11. Team-Based Care
12. Telehealth
13. Trauma-Informed Care

[Register now for these electives!](#)

NEW EXCLUSION SANCTION QUESTIONS TO BE ADDED TO APPLICATIONS FOR ENROLLMENT

Beginning Jan. 28, 2024, five new additional exclusion sanction questions will be added to enrollment, re-enrollment, full MCRs, office administrator (OA) and re-verification applications:

- 🌱 L. Has the enrolling provider had any liability insurance carrier canceled, refused coverage, or rated up because of unusual risk or have any procedures been excluded from coverage?
- 🌱 M. Has the enrolling provider ever practiced without liability coverage?
- 🌱 N. Does the enrolling provider have any medical, chemical dependency or psychiatric conditions that might adversely affect your ability to practice medicine or surgery or to perform the essential functions of your position?
- 🌱 O. Has the enrolling provider's hospital and/or Clinic privileges ever been limited, restricted, reduced, suspended, revoked, denied, not renewed, or have you voluntarily surrendered or limited your privileges during or under the threat of an investigation or are any such actions pending?
- 🌱 P. Has the enrolling provider had a professional liability claim assessed against them in the past five years or are there any professional liability cases pending against them?

All five questions are applicable to individual providers. However; only two of the questions will be applicable to organizations:

- 🌱 L. Has the enrolling provider had any liability insurance carrier canceled, refused coverage, or rated up because of unusual risk or have any procedures been excluded from coverage?
- 🌱 M. Has the enrolling provider ever practiced without liability coverage?

Affirmative answers to exclusion sanction questions on all applications require a written explanation AND supporting documentation.

A thorough written explanation for each question answered affirmatively must be signed and dated by the responsible party within six months of the application date. Failure to disclose documentation related to an affirmative response will result in a denial of the application. A full explanation of the new documentation requirements can be found below:

 [Update to Documentation Requirements for Exclusion Sanction Questions.](#)

PROVIDER RECRUITMENT OPPORTUNITY: 1915(i) SERVICES

Mission-driven organizations that are interested in providing 1915(i) Services to members assigned to the new Consolidated LME/MCO launching in 2024 are encouraged to apply.

Providers must meet all requirements as detailed in the relevant NC Department of Health and Human Services [Clinical Coverage Policies available on the NCDHHS Website.](#)

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:

 [1915\(i\) Service Application](#)

 [To Submit a Questions Link](#)

NEW 1915(b)(3) TO 1915(i) SERVICE CHANGES TRAINING

We invite you to enroll in an exciting microlearning opportunity to learn about the transition from 1915(b)(3) to 1915(i) service changes.

[See details here](#)

NEW!! TRILLIUM STATE OPIOID RESPONSE (SOR) PROVIDER TRAINING COMING SOON IN 2024

Trillium Health Resources has created a NEW SOR Provider training tailored to all Trillium contracted SOR providers. We anticipate the new SOR training becoming available on or after January 1, 2024 through the Trillium Provider Learning Campus.

The new SOR training contains a wealth of information that will prove valuable to your agency, current SOR clinicians, and new hires going forward.

LOOKOUT for future announcements as soon as the training becomes available on the Trillium Provider Learning Campus.

LOW INCOME ENERGY ASSISTANCE PROGRAM

The Low Income Energy Assistance Program (LIEAP) is a federally-funded program that provides for a one-time vendor payment to help eligible households pay their heating bills.





Households including a person aged 60 or older or disabled persons receiving services through the NC Division of Aging and Adult Services are eligible to sign up for assistance from Dec. 1 – 31. All other households may apply from Jan. 1 – March 31 or until funds are exhausted.

 [More Information](#)

FETAL ALCOHOL SPECTRUM DISORDER TRAINING SERIES

FETAL ALCOHOL SPECTRUM DISORDERS IN 2024

This presentation will provide an update on FASD.

-  We will include discussion of two brief screening tools.
-  Red Flag indications for screening will be discussed.
-  A discussion of FASD across the lifespan will be included.
-  The concept of intervention in the context of the FASD developmental trajectory will be covered.

[See details and register](#)

HEALTH DISPARITIES TRAINING

According to the World Health Organization, International Day of Persons with Disabilities was first recognized by the United Nations and is celebrated every year on December 3.

This day is about promoting the rights and well-being of persons with disabilities at every level of society and development. And to raise awareness of the situation of persons with disabilities in all aspects of political, social, economic, and cultural life.

See more information about the [Health Disparities Training](#).

REGISTER FOR THE NEXT REENTRY SIMULATION

Save the date of January 30, 2024 on your calendars for a Reentry Simulation to be held in Elizabeth City, NC from 8:30a.m. – 12:30 p.m.

Registration is open

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](#).

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



IMPORTANT: As of January 4, 2024, Trillium will no longer be accepting additional provider applications for this program. Due to the North Carolina Department of Health and Human Services (NCDHHS) [consolidation announcement](#), 2024 SEAL Decals will not be issued. Trillium appreciates the providers that have participated in the SEAL Program throughout the years.

Contact us at SealProgram@TrilliumNC.org for questions about the Valued Providers Seal Program.

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](#).

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.