

To: All Providers

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VP of Network Management

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Subject: Registry of Unmet Needs Communication, Relative/Legal Guardian as Direct Support Employee, Consolidation Questions & Answers Dashboard, NC DHHS Releases Draft Olmstead Plan Public Comment Open, NC Launches Additional Phone Support for People Experiencing Mental Illness or Substance Use Disorder, Featured Cultural Competency, Diversity, Equity and Inclusion and Bias Trainings, NC Department of Health and Human Services Hot Topics, NC Medicaid Webinars and Provider Fact Sheet, Roadmap2 Ready Disaster Planning, Low Income Energy Assistance Program, Need to Report Fraud, Waste, and Abuse?

REGISTRY OF UNMET NEEDS COMMUNICATION

Individuals who think they may qualify for NC Innovations services need to complete Trillium's "Registry of Unmet Needs" (RUN) application and send it to Trillium with supporting documentation. Trillium reviews applications and adds individuals who are potentially eligible for the Innovations Waiver on the waitlist under an Innovations Waiver slot becomes available. Starting 2/1, all applications and questions for the Registry of Unmet Needs should be submitted to RUN@trilliumnc.org. This includes new submissions for members that were previously served by Eastpointe and Sandhills. Please note that any applications previously approved by Eastpointe and Sandhills will be honored by Trillium using the member's original date of waiting on the Registry of Unmet Needs.

Additional information regarding the RUN and Innovations Waiver services can be found: [NC Innovations](#)

The RUN Application can be found: [RUN Application](#)

RELATIVE/LEGAL GUARDIAN AS DIRECT SUPPORT EMPLOYEE

Effective February 1, 2024, the following change to the current *Verification of Relative/Legal Guardian as Direct Support Employee* (RDSE) will go into effect for members and providers previously with Eastpointe and Sandhills:

A new online form will replace the current Verification of Relative/Legal Guardian as Direct Service Employee process. Effective February 1, 2024, please use the following link to place initial and annual requests for Relative as Direct Support Employee: [Innovations Waiver - Relative as Direct Support Employee Application](#).

Tips for Submitting RDSE Applications:

- 🌱 RDSE's are tracked by the member's ISP year for annual recertification and, for initial RDSEs, forms should be submitted 30 days prior to the new RDSE's proposed start date.
- 🌱 Forms should be submitted for all RDSEs regardless of the number of hours per week each RDSE will provide.
 - Those providing up to 40 hours/week are submitted for tracking purposes only.
 - Those submitted for 41-84 hours/week are submitted for prior approval (except for those tracked under the Appendix K flexibilities that end 2/29/2024).
 - Forms submitted for Appendix K flexibilities through 2/29/2024 will continue to be submitted for tracking purposes only.
- 🌱 Trillium's process is being updated to reflect the waiver amendment changes implementing 3/1/2024:
 - Parents of minors can be RDSE up to 40 hours/week of Community Living and Supports.
 - Adults members' RDSEs may be approved to provide 41-84 hours/week.
 - RDSEs may provide Supported Living.

Questions regarding these changes can be directed to RDSE@trilliumnc.org

CONSOLIDATION QUESTIONS & ANSWERS DASHBOARD

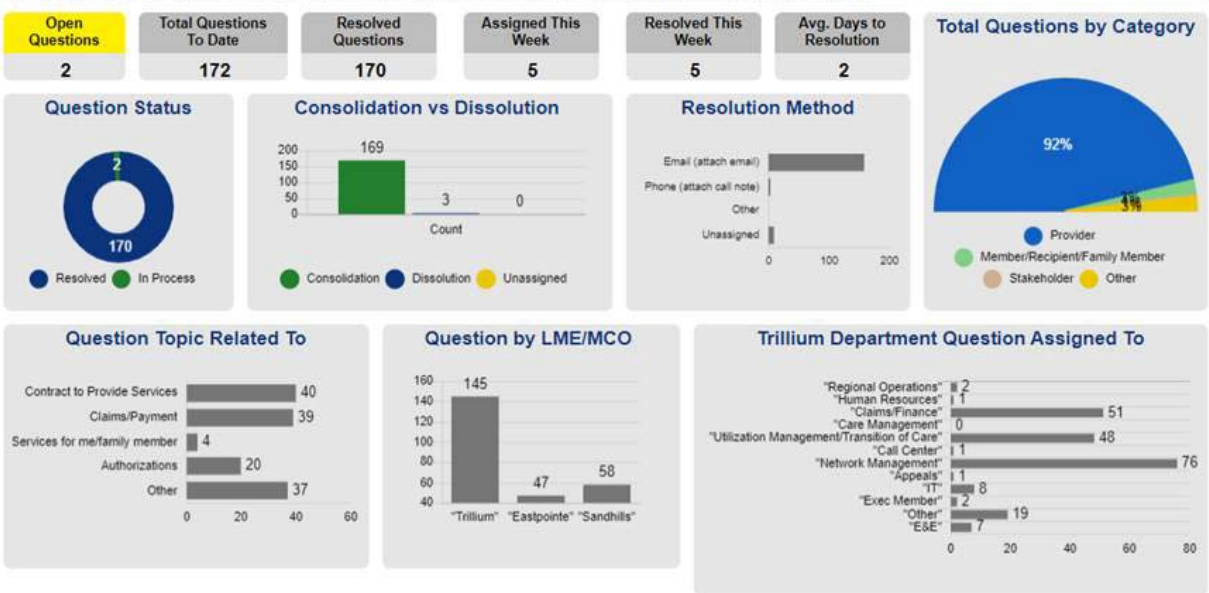
FEBRUARY 16, 2024

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.

Consolidation Q&A Smartsheet D A S H B O A R D



Question Volume Section: This section of the dashboard provides an overview of the total volume of questions and trends.



NC DHHS RELEASES DRAFT OLMSTEAD PLAN

PUBLIC COMMENT OPEN

The North Carolina Department of Health and Human Services released a draft of its [2024-25 Olmstead Plan](#) designed to assist people with disabilities to reside in and experience the full benefit of inclusive communities. The plan is open for public comment through March 7, 2024. NCDHHS encourages all interested individuals and organizations to provide comment on the draft plan. The final, two-year plan will be published in April and implemented in calendar years 2024 and 2025.

The [Olmstead Plan](#) serves as a blueprint for the way NCDHHS and its state government partners make decisions central to improving the lives of children and families, youth, adults and older adults with disabilities.

It reflects the department's ongoing cross-divisional work to advance independence, integration, inclusion and self-determination for those with disabilities. In alignment with the U.S. Supreme Court's imperative for community integration in the [Olmstead v. L.C.](#) decision, the plan seeks to divert people from entering institutions and support those wishing to leave by offering an array of community-based living services.

To submit public comment regarding the [draft Olmstead Plan](#), email the Technical Assistance Collaborative (TAC) at ncolmstead@tacinc.org.

For more information about the North Carolina Olmstead Plan, visit ncdhhs.gov. To learn more about the Olmstead v. L.C. U.S. Supreme Court case, visit hhs.gov.

 [Press Release](#)

NC LAUNCHES ADDITIONAL PHONE SUPPORT FOR PEOPLE EXPERIENCING MENTAL ILLNESS OR SUBSTANCE USE DISORDER

The North Carolina Department of Health and Human Services is launching a new Statewide Peer Warmline on Feb. 20, 2024. The new Peer Warmline will work in tandem with the North Carolina [988 Suicide and Crisis Lifeline](#) by giving callers the option to speak with a Peer Support Specialist. Peer Support Specialists (or "peers") are people living in recovery with mental illness and/or substance use disorder who provide support to others who can benefit from their lived experience.

A ribbon-cutting ceremony to raise awareness for the new support line will take place on Tuesday at 9 a.m. at the Promise Resource Network respite facility in Charlotte. A media Q&A will immediately follow.

The [statewide Peer Warmline](#) is a phone line staffed by Peer Support Specialists who offer non-clinical support and resources to those in crisis. Their unique expertise helps reduce stigma while strengthening overall engagement in care. Like 988, North Carolina's peer warmline is available 24 hours a day, 7 days a week.

Starting Tuesday, Feb. 20, 2024, people in need of assistance and wanting to speak with a peer can call the warmline at 1-855-PEERS NC (1-855-733-7762), and people who call 988 will have the option to connect with the Peer Warmline if they prefer to speak with a peer.

The statewide Peer Warmline will be run by the Promise Resource Network (PRN), a peer-run organization in Mecklenburg County. PRN was awarded the contract following a competitive [public bidding process](#).

NC DHHS HOT TOPICS

The North Carolina Department of Health and Human Services released the Hot Topics Bulletin. [See details here](#).

FEATURED CULTURAL COMPETENCY, DEI AND BIAS TRAININGS

Trillium announces featured Cultural Competency, Diversity, Equity and Inclusion and Bias Trainings. [See flyer](#).

NC MEDICAID WEBINARS AND PROVIDER FACT SHEET

NC MEDICAID COMMUNITY PARTNERS WEBINAR - AN UPDATE ON MEDICAID

The Community Partners webinar series is designed to provide updates on key NC Medicaid initiatives. Join us for the next session in the series. This webinar will provide updates on Medicaid Expansion, Tailored Plan launch and other programs. There will also be an opportunity for questions and answers.

Date/Time: Wednesday, Feb. 28, 2024, 1:00-2:00 p.m.

Join Link: [Register here](#)

NC MEDICAID RELEASES PROVIDER FACT SHEET - DIRECT CARE WORKER WAGE INCREASE INITIATIVE

The [NC Innovations Waiver](#) is a federally approved 1915(c) Medicaid Home and Community-Based Services (HCBS) Waiver designed to meet the needs of individuals with Intellectual or Developmental Disabilities (I/DD) who prefer to get long-term care services and supports in their home or community instead of in an institutional setting.

NC Medicaid has established standard documents that LME/MCOs can use as part of a process to enable eligible Medicaid providers to meet legislative requirements for participation in the Innovations Waiver Services provider rate increase. This provider rate increase is intended to fund [Innovations Waiver Service Direct Care Worker \(DCW\) wage increases](#).

As outlined in Section 9E.15 of the Session Law, in order to obtain the rate increase, an authorized user for each eligible Innovations Waiver Service provider must complete and submit to their Local Management Entity/Managed Care Organization (LME/MCO) an Innovations DCW Wage Increase [Attestation and Acknowledgment Form](#).

 [Read Fact Sheet](#)

INNOVATIONS WAIVER DIRECT CARE WORKER RATE INCREASE - A WEBINAR FOR PROVIDERS

The topic for the Medicaid Providers webinar will focus on the Innovations Waiver Direct Care Worker Rate Increase. This webinar is for providers.




Date/Time: Thursday, Feb. 29, 2024, 9:00-10:00 a.m.

 [Join here](#)

ROADMAP2 READY DISASTER PLANNING

Trillium is sending out this reminder and notification to providers that disaster plans need to be reviewed and updated, staff trained/re-trained, and contingency and communication plans developed.

For 2024 disaster plan submission you will go to a link to share your 2024 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: [2024 Disaster Plan Submission](#)

Disaster Plans are due ***no later than May 1, 2024***. If no updates are needed to your 2024 Disaster Plan, you ***MUST*** still resubmit the plan with a new cover page displaying the current year and disaster contact info.

To confirm your disaster plan was received just check the "send me a copy of my responses" option at the end of the Disaster Plan Submission form. Failure to submit your Disaster Plan for 2024 by the deadline (May 1, 2024), 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 North Carolina has dealt with its fair share of these kinds of disasters in the past. 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](#)

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](#)

NEED TO REPORT FRAUD, WASTE AND ABUSE?

EthicsPoint is a secure and confidential system available 24 hours a day, 7 days a week for anyone to report suspected violations of potential fraud, waste and abuse or confidentiality issues. 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.