

Transforming Lives.  
Building Community Well-Being.



# Welcome Bladen Providers

January 19, 2022



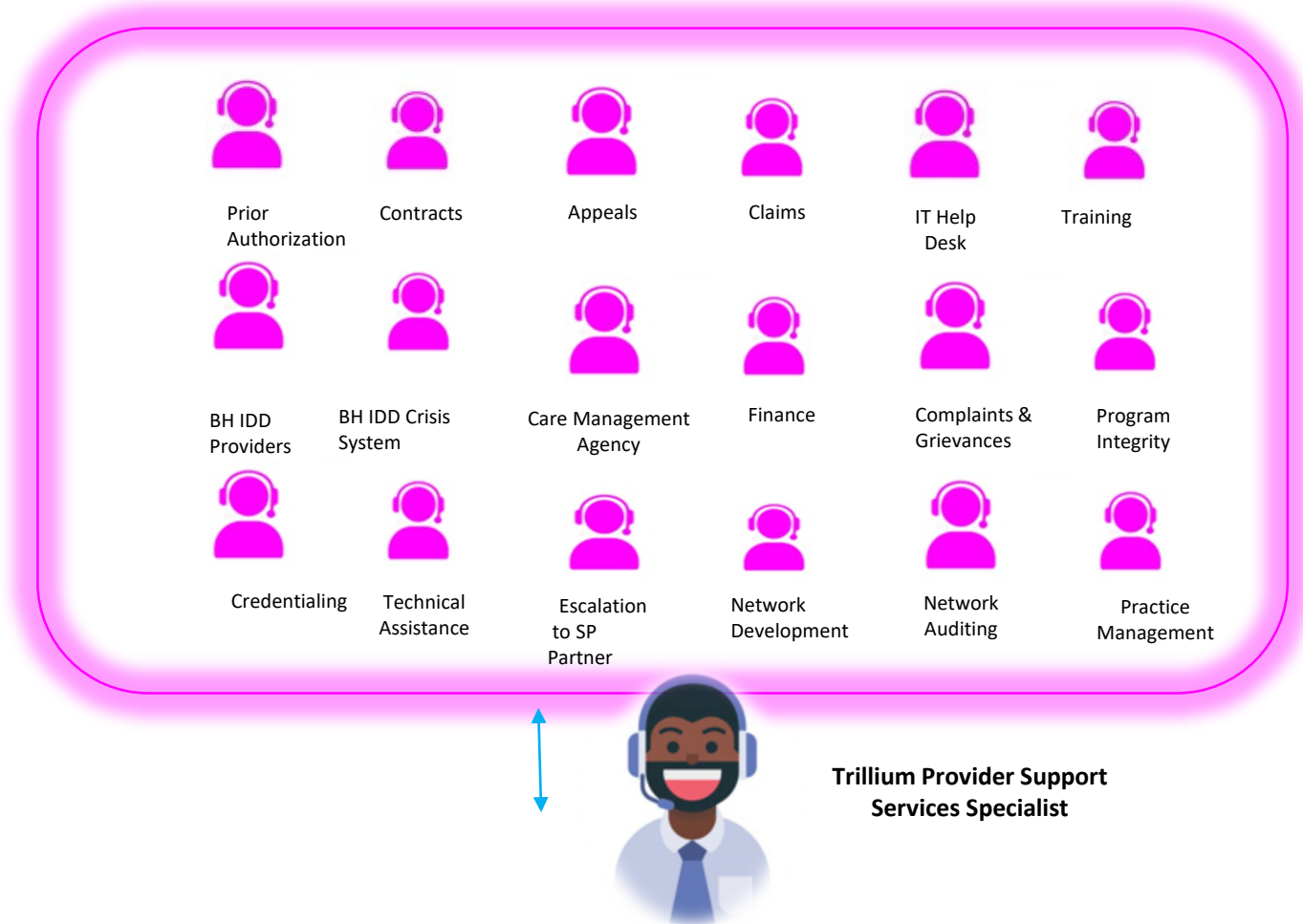
# Agenda

- 🌱 Welcome *Ray Britt, Bladen County Commissioner*
- 🌱 Network Management *Luz Terry*
- 🌱 Accessing Services and Innovative Development, Utilization Management  
*Christie Edwards*
- 🌱 Mobile Crisis Management *Tracy Hyde, IFS*
- 🌱 Enrollment and Eligibility, Claims *Stefanie Horton and Christine Hill-Anderson*
- 🌱 Care Management, NC Innovations Waiver, Transitions to Community Living  
*Benita Hathaway and Jackie Beck*
- 🌱 Regional Operations *Dennis Williams*
- 🌱 Disaster Information *Sarah Hartz*
- 🌱 Training, Information Technology and Provider Direct *Drury Fulcher*
- 🌱 DSS/DJJ Liaisons *Sean Kenny and Lauren Swain*
- 🌱 Marketing and Communications *Jennifer Mackethan*

# Network Teams

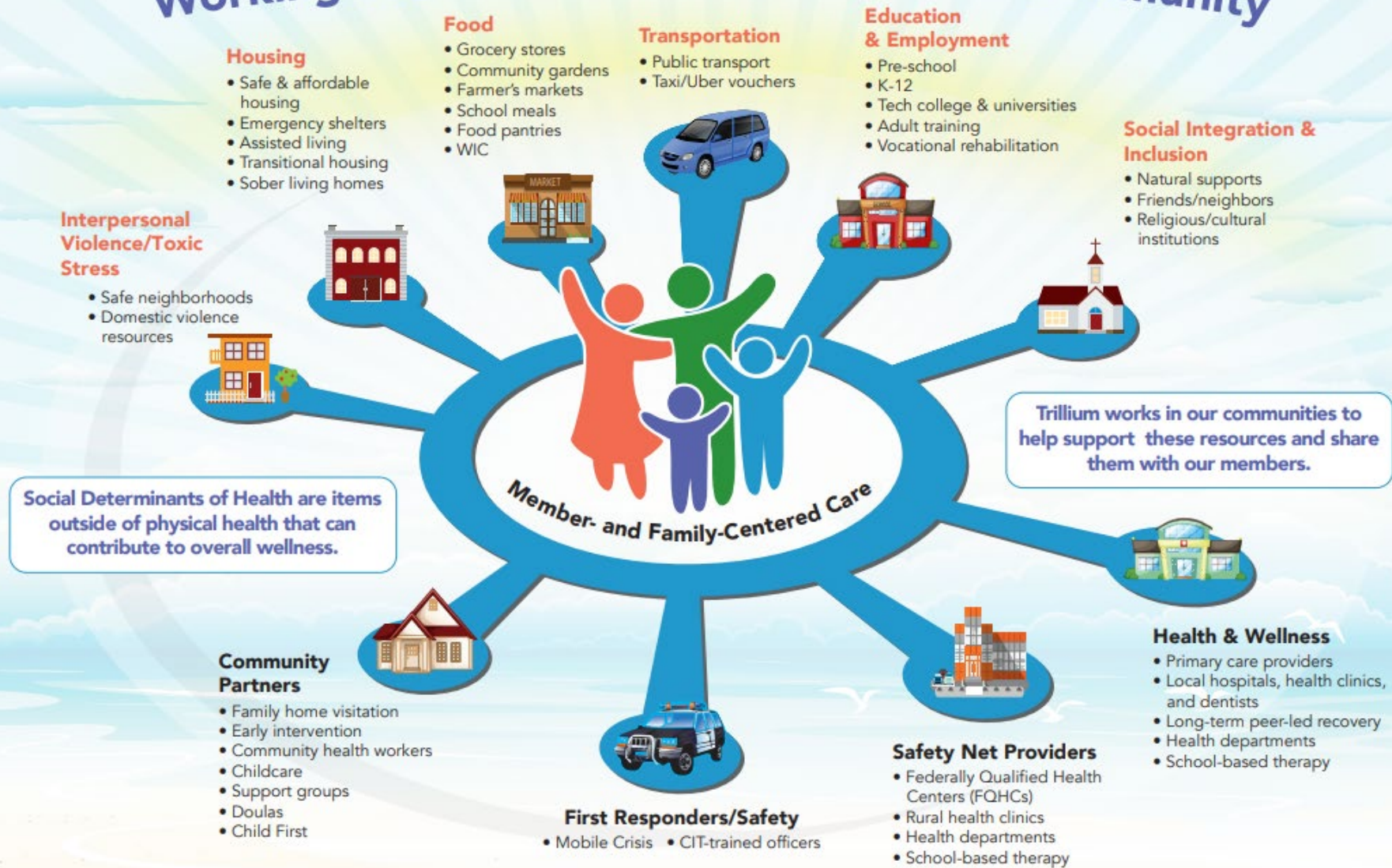
- ✿ The Network Management Department is responsible for the development and maintenance of the provider network to meet the needs of members and recipients while ensuring choice and best practices in services. The Department includes:
  - Network Development and Credentialing
  - Practice Management
  - Network Accountability-Network Auditing and Contracts Monitoring
  - Provider Contracts & Relations (includes the Provider Support Service Line)
- For more information regarding these teams please visit our website at <https://www.trilliumhealthresources.org/index.php/about-us/teams-functions>

# Provider Support Service Line: 1-855-250-1539 Monday through Friday 8:30 a.m. - 5:00 p.m.



# Trillium Neighborhood Connections

## Working Together to Build a Healthier Community



# One Community



**Your mental health matters, we can help.**



**Trillium**  
HEALTH RESOURCES

1 - 8 7 7 - 6 8 5 - 2 4 1 5  
[TrilliumHealthResources.org](https://TrilliumHealthResources.org)

Trillium is addressing issues of health access, health disparity, health literacy, suicide and health inequity related to our communities through our OneCommunity department. This department focuses on communities and populations that experience challenges getting the care that they need and require a specific approach along with culturally sensitive care and treatment to support the best outcomes for all people in our coverage area of eastern North Carolina.

Trillium's OneCommunity works with our community partners and stakeholders to define and develop services and supports specific to their communities.

# Member Services and Behavioral Health Crisis



## Member Services: 1-877-685-2415

- Contact Trillium Staff, like care coordinators
- Accessing services
- Complaints and Grievances
- Need information or some other type of assistance

## Behavioral Health Crisis Line: 1-877-685-2415

- This line is specifically for individuals experiencing a behavioral health crisis (thoughts of hurting oneself, active hallucinations, withdraws from alcohol or other drugs)
- This line is answered 24/7/365
- This phone number will be updated next year and will appear on Medicaid ID cards.

# How to access services

## “NO WRONG DOOR”

- Individuals may seek services with any provider within the Trillium network.
- You don't have to contact Trillium to get services, members can contact a provider directly. This includes crisis services, like Mobile Crisis.
- If a provider does not offer the specific service the individual needs, they can refer them to someone who does.
- If members aren't sure how to find a provider who can meet their needs, our Member Services team can help you.



# Registry Of Unmet Needs

- ✿ The Registry of Unmet Needs for the Innovations Waiver consists of individuals who are potentially eligible for Innovations Waiver services and funding.
- ✿ Individuals and families must apply for Innovations through a written application process to include the most recent psychological evaluation.
  - The application can be obtained by
    - calling Member Services at 1-877-685-2415
    - Visiting our website [www.TrilliumHealthResources.org](http://www.TrilliumHealthResources.org) and entering “Registry of Unmet Needs” in the search block
    - Emailing [RUN@trilliumnc.org](mailto:RUN@trilliumnc.org)

# Substance Use Services

- 🌱 Full service array, no barriers to accessing treatment
- 🌱 Medication Assisted Therapy (MAT)
- 🌱 Harm Reduction Naloxone Distribution Program for First Responders
- 🌱 Participation in the Stepping Up Initiative and SU Task Force(s)
- 🌱 3 Facility Based Crisis Units-MAT initiation as needed/appropriate
- 🌱 SU Host Homes-transition program, 1<sup>st</sup> home open now in Greenville
- 🌱 The Village-26 bed women's SU program
- 🌱 Healing Transitions-long term residential program
- 🌱 Healing Place program replication under construction in New Hanover County

# Utilization Management

- Utilization Management reviews, manages, and monitors the use of mental health, substance use, and intellectual/developmental disability services.
- The primary function is to make authorization decisions based on clinical reviews to determine medical necessity.
- UM Clinicians respond to all Treatment Authorization Requests (TARs) within established timeframes routine:
  - Routine: 14 days
  - Expedited: 72 hours
- Utilization Management utilizes the following to determine medical necessity
  - Benefit Plans for I/DD and MH/SU
  - Service Definitions/Clinical Coverage Policies
  - Clinical Practice Guidelines

These guidelines are located on Trillium's website under the "For Providers" tab



# Transition of Care (TOC)

- Supporting Medicaid members through transitions between service delivery systems is called *transitions of care*. TOC ensures member continuity of care through the transition to and from the Standard Plan option.
- Communication with UM:
  - General UM Questions/Concerns - [UM@trilliumnc.org](mailto:UM@trilliumnc.org)  
(UM representative will respond within 1 business day)
  - Review Provider notes in Treatment Authorization Request (TAR)
  - TOC Questions/Concerns - [TOC@trilliumnc.org](mailto:TOC@trilliumnc.org)

# Integrated Family Services PLLC.

*Connecting the  
Pieces;  
Creating Stronger  
Families*

Tracy Hyde, MSW, LCSW, LCAS  
Mobile Crisis Management Project  
Manager



# IFS Mobile Crisis Program Goals and Benefits



**Integrated Family Services**  
PLLC  
Connecting the Pieces;  
Creating Stronger Families

**MOBILE CRISIS TEAM**  
1.866.437.1821 / 24 hours a day / 7 days a week

For Help With People In Crisis That Have:  
Mental Health Issues  
Developmental Disabilities  
Substance Abuse Issues

[www.integratedfamilyservices.net](http://www.integratedfamilyservices.net)

15+ Years Serving Our Community

In partnership with **Trillium** HEALTH RESOURCES

- Hospital and jail diversion
- Reduce unnecessary hospitalization/alternative option
- Help Individuals remain in the community
- Linkage to resources and services
- Mobility to rural areas
- Reducing future crises by crisis planning
- Aid first responders









**Contact Information:**

Tracy Hyde

910-750-5761

Tracy.Hyde@  
Integratedfamilyservices.net

# Enrollment and Eligibility

- All members with Bladen County who have Medicaid effective February 1, 2022 and after will be visible in Provider Direct with Medicaid eligibility attached.
- State-funded recipients submitted on the Member Data Spreadsheets will also be visible in Provider Direct.
- You can find a member in Provider Direct by using:
  - SSN alone,
  - Last Name and Client ID,
  - Medicaid # and Last Name, or
  - Last Name, First Name and Birth Date combined
- New Enrollments are only used to request State Funding.
- Client Updates are used to report any demographic and/or clinical changes and cannot be used to request State Funding.
- Provider Direct offers training for both Client Updates and New Enrollments under the Training tab at the top of the main dashboard.
- Any questions regarding a member's Eligibility and Enrollment can be directed to [enrollmentandeligibility@trilliumnc.org](mailto:enrollmentandeligibility@trilliumnc.org).

# Claims Transition

- All claims with dates of service February 1, 2022 and after should be billed to Trillium Health Resources. All claims with dates of service prior to February 1, 2022 should continue to be billed to Eastpointe.
- Payment for all approved claims will be issued in accordance with the current Check Write Schedule available on Trillium's website at [www.trilliumhealthresources.org](http://www.trilliumhealthresources.org) under For Providers and Billing Codes & Rates/ Check Write Schedule.
- All Remittance Advices and 835s will be available the day after the designated check write.

# Care Coordination-Many Shapes and Forms



## Care Coordination is an enterprise wide function at Trillium

- Member Services
- Care Management
  - Innovation Waiver Members
  - Children in Level 3 and PRTF
  - Members in State Psychiatric Hospitals
  - Transitions to Community Living
- Care Coordination
  - ED Disposition Team
  - MH/SU or IDD Coordinators and Clinicians
- UM
- Network
- Training
- Communications

# Assignment of a Coordinator

- ❁ Members with special health care needs may be assigned a coordinator.
- ❁ **Coordinators**
  - Link to services and community resources
  - Work collaboratively with the member's care team
  - Provide information about services or resources
  - Monitor the Individual Service Plan or Person Centered Plan
  - Assess for gaps in care or disruptions in service
  - Monitor and evaluate outcomes in care

# Transition for Bladen-Innovations Waiver



- Assigned Care Coordinators to individuals based on specialty area, geographic location, etc.
- We will be notifying individuals, parents, guardians regarding their assigned Care Coordinator.
- In some cases we are still asking members/parents/guardians/providers for additional clinical information.
- Effective February 1 we will be actively providing Care Coordination for individuals who receive Innovations Waiver Funding.
- Our goal is for the transition to be as seamless as possible.

## OLMSTEAD SETTLEMENT

- ✿ Specialty Population with in Care Management knows as Transitions to Community Living (TCL)
- ✿ In 2009, the United States Department of Justice (DOJ) reconfirmed its commitment to ensure the rights of member to live integrated lived under the ADA and Olmstead decision, which included:
  - Individual choice is valued/supported
  - Least restrictive living setting
  - Build on resiliency and recovery
  - Housing setting should support integration and not limit access to community activities

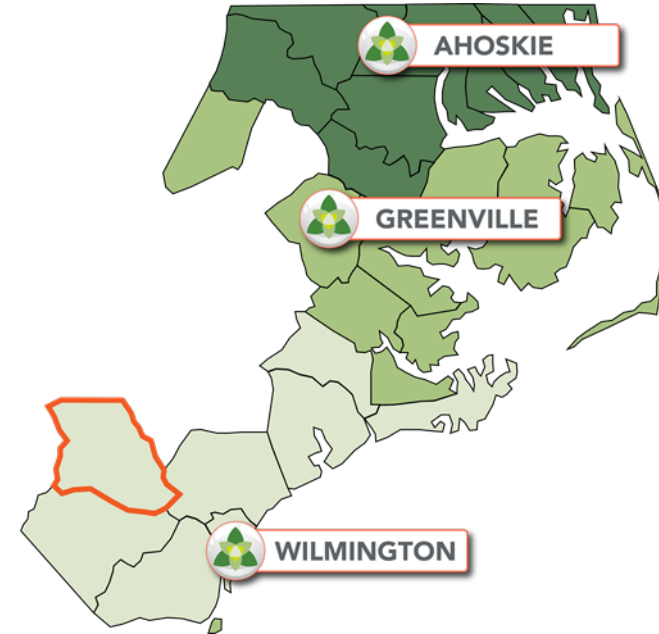
# Olmstead Settlement Overview

- Offers choice about housing
- Provides community-based supported housing to at least 3,000 individuals unnecessarily segregated in, or at risk of entry into, adult care homes by June 2023
- Offers accessibility to mental health supports and services
- Referral Screening Verification Process (RSVP)
  - [https://www.socialserve.com/pre\\_screening/ncdrst/DiversionScreeningTool.html](https://www.socialserve.com/pre_screening/ncdrst/DiversionScreeningTool.html)
- In Reach
- Diversion



# 2021 Statistics

- 🌱 Managed care of 56,505 people
  - 80% with mental health disorders
  - 24% with substance use disorders
  - 13% with intellectual and developmental disabilities
- 🌱 Total amount paid to providers for services and supports = \$535,645,521.00
- 🌱 Over 600 providers



REGION	POPULATION	SQUARE MILES	# OF COUNTIES
Northern	204,578	3,511	11
Central	502,599	5,260	9
Southern	827,708	5,064	8

# 2 Tiered Governance Structure

## Regional Advisory Boards

- One county commissioner or designee from each county, one other member appointed by the county who fits one of the criteria of G. S. 122C-118.1
- Chair of the Regional CFAC
- Duties:
  - Monitor performance at regional level,
  - Identify gaps and needs,
  - Maintain connection to counties and communities,
  - Participate in evaluation of regional directors,
  - Recommend priorities of state and county funds
  - Monitoring resolution of issues
  - Appoint members of the Governing Board
  - Meet every other month
- Northern = 21 members; Central = 18; Southern = 15



## 13 Member Board

- CFAC chair or designee, one commissioner or designee, and 2 other members who meet criteria outlined in G. S. 122C-118.1 from each Region
- 3 of the 12 voting members (25%) represent CFAC
- Provider Network Council Chair or designee
- Duties:
  - Determining policy
  - Strategic Planning
  - Overall performance and financial management
  - Governmental affairs
  - Responding to concerns and feedback from Regional Advisory Boards
  - And all other responsibilities outlined in Statute 122C-118
  - Meet every other month

# Who We Are

- Over 500 staff who live and work in eastern North Carolina
- Executive Team
- 20 Departments
- Current Office Locations:  
Ahoskie, Camden, Greenville,  
Jacksonville, Whiteville, and  
Wilmington



# Regional BH Community Crisis & Disaster Response Unit's Purpose and Role:

Transforming Lives.  
Building Community Well-Being.



## Purpose:

- Collaborate with federal, state, county government, Trillium staff and community programs with a focus on inclusion.
- The Regional BH Community Crisis unit developed 3 campaigns to represent the 3 phases of a hurricane event. Roadmap 2 Ready, Roadmap2 Safety and Roadmap2 Resilience.

<https://www.trilliumhealthresources.org/news-events-training/announcements-news/community-crisis-and-disaster-response>



## Role:

- Monitor members, shelter openings, storm damage and county needs by connecting face to face with Emergency Managers in affected county's (if roads are accessible/safe).
- Identifying resources for members and providers.
- Making contact with Emergency Managers, hospitals, shelters, etc. to ensure they are aware of how to access Trillium services and to identify any needs.
- Maintaining consistent communication with Emergency Managers in each county within our catchment area.
- Stay informed with local non-profit efforts.

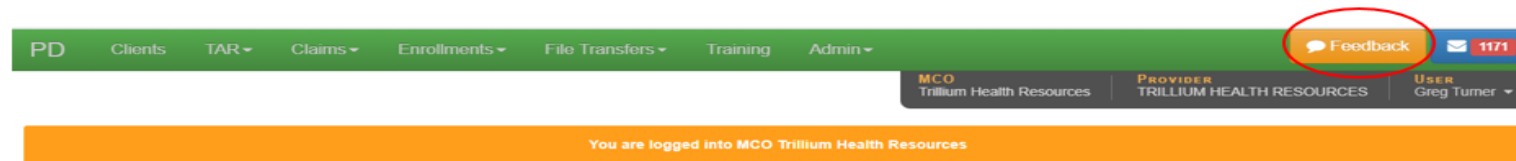
# Provider Direct



- Provider Direct is your link to Trillium - member files, claims, TAR's, enrollments, etc.
- Link to Provider Direct - <https://www.ncinno.org/>
  - Recommended to use Chrome or Firefox
- Trillium requires each agency have a system administrator (managing users and roles)
  - In order to become a system administrator for Trillium, you will have to complete the system administrator training (through [Provider.MyLearningCampus.org](https://Provider.MyLearningCampus.org)) and then submit your certificate as well as the sys admin request form (located on our website on the Provider Documents and Forms page) to [PDSupport@TrilliumNC.org](mailto:PDSupport@TrilliumNC.org)
- If your agency plans to submit EDI 837 claims you must complete these forms (both found on the Documents and Forms page):
  - Trading Partner Agreement
  - EDI 837 claims submission FTP form

# Provider Direct

- On any screen in Provider Direct use the Feedback feature to submit a ticket directly to Trillium
- Important events are always displayed across the top of the screen in **red**



On Thursday, 10/28/2021, Trillium Health Resources will be doing updates to the Provider Direct 5.0 system from 5-8 PM. There is a possibility of System Downtime during these updates, so we ask that you please plan accordingly. This service outage supports IT efforts to provide reliable and consistent service delivery through patching, modifying, and testing updates during off-peak hours.

From Midnight, Saturday, 30 Oct 2021 until approximately 3:00 p.m. Sunday, 31 Oct 2021 the Provider Direct System will be upgraded. There **will be** System Downtime during the upgrade process, so we ask that you please plan accordingly.

**Health Plans (PHPs) under the NC Medicaid Managed Care Standard Plans Option will be Operational on July 1st, 2021.**

Starting on July 1st, 2021, members enrolled in a PHP will no longer receive services through Trillium Health Resources and will not appear in Provider Direct.

**Next Steps:**

- If a member's name does not appear, please confirm the member's managed care status.
- If the member is now enrolled in a PHP, please contact the appropriate PHP for authorization request instructions.
- For guidance on identifying the member's managed care status and how to request the member's PHP, please visit NC Medicaid Transformation Provider webpage at <https://medicaid.ncdhhs.gov/providers>.
- Please note: Retroactive requests can only be submitted for dates of service (DOS) occurring prior to the member's managed care effective date.

## Provider Direct - Dashboard

- ❖ Trillium is committed to providing robust training opportunities to our employees, our providers, our communities, and our members
  - My Learning Campus (MLC)
  - Cultural Competency Plan
  - Mental Health First Aid (MHFA)
  - Crisis Intervention Team (CIT)
  - All Children All Families (ACAF)



# Diversity, Equity, and Inclusion at Trillium

- ❁ Trillium is committed to quality services to all members and their families based on each member's needs, with the ultimate goals of independence, autonomy, and fulfilling one's potential. We believe that the people we serve are entitled to all basic human rights, including dignity, fairness, equality, respect, and independence.
- ❁ We will foster an inclusive culture that embraces our diverse backgrounds, experiences, and viewpoints. We engage in practices that support diversity, equity, and inclusion so our workforce and leadership represent and reflect the communities we serve. Our activities improve the lives of each other, our members, and our communities.



## Mission and Objectives

- We promote diversity in our recruitment, hiring, and development practices with our staff to reflect the communities we serve
- We promote equity in our policy and practice, both internally and externally, like non-emergency transportation, access to housing, food, and work
- We promote cultural relevance and humility in our deliver of care
  - Cultural Competency Plan
  - Member Advisory Councils
  - Community presence

# Local Connections for Children and Youth



- 🌱 Direct communications with Departments of Social Services (DSS) and Departments of Juvenile Justice (DJJ) across our catchment area.
- 🌱 Dedicated staff involved with the multiple county DSS offices and various DJJ districts.
- 🌱 Focused attention to best serve children and youth in our care.

Lauren Swain, Director of Care Coordination (DJJ Engagement)

Sean Kenny, Head of DSS Engagement

<https://www.trilliumhealthresources.org/regional-operations/djj-and-dss-relationship>

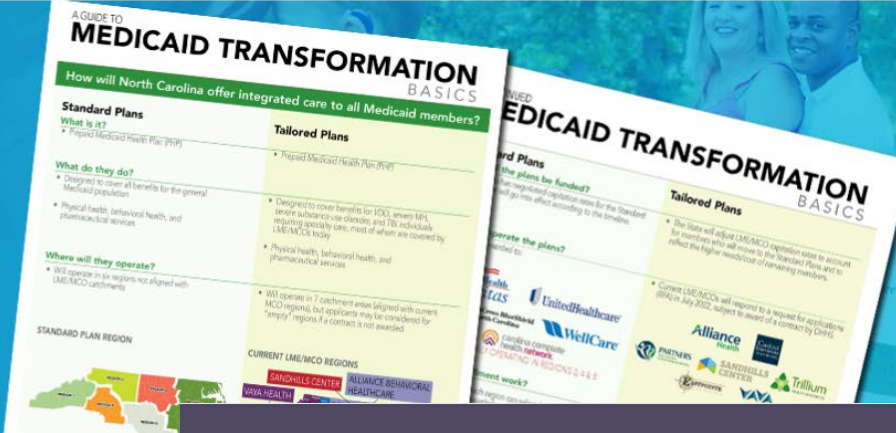
# Trillium Website Tour



## Medicaid Transformation

### New launch dates have been announced

[Learn about Medicaid Transformation >](#)



The infographic titled "A GUIDE TO MEDICAID TRANSFORMATION BASICS" provides details on how North Carolina will offer integrated care to all Medicaid members. It covers Standard Plans (Prepaid Medicaid Health Plan Plus), Tailored Plans (Prepaid Medicaid Health Plan Plus), and the timeline for implementation. It also lists current LME/MCO regions and participating providers like UnitedHealthcare, WellCare, and Alliance Health.

### Halifax County Realignment Information

Halifax County will join the Trillium catchment area, effective December 1, 2021. Please, visit [Halifax County Realignment](#) for more information.

### Bladen County Disengagement Information

On June 28, 2021, the Bladen County Board of County Commissioners voted to disengage from Eastpointe and to realign with Trillium. On June 30,

## Trillium Newsletters

Read our newsletters to learn how Trillium impacts the communities we serve.

- Community**  
General information for our members, community partners, and the public.
- Members Bulletins**  
Member Communication Bulletins are sent to share information with our members, their families, and stakeholders in our communities.
- For Providers**  
Information and time-sensitive notices specifically for our Provider Network.
- Other Newsletters**  
View link below for other communications related to Community Collaboratives, CIT training, and more

[SIGN-UP FOR OUR NEWSLETTERS &](#)

# Trillium Website Tour

For Providers | Trillium Health Resources - Google Chrome

trilliumhealthresources.org/for-providers

Apps | Trillium Home > | Trillium Health Reso... | Smartsheet | ADP | WebEx | Flocabulary | My files - OneDrive | Interactive Medical... | www.myhealthplan... | eCFR — Code of Fe... | Reading list

completion and analysis as well as opportunities for sharing of data. Providers will see the [upcoming changes](#) that will allow providers to select options for re-paid Health Plans in order to route reports appropriately.

**Find information about Medicaid Transformation on the link below:**

[Medicaid Transformation for Providers](#)


## TRILLIUM'S PROVIDER NETWORK

### Partnering to support well-being.

We are proud to work together with a network of incredible health care providers to offer the right, individualized care for the people we serve. Our collective community-based approach focuses on meeting people's unique needs. Trillium recognizes our success in managing these services depends upon the providers in our network.

We will not compromise the quality of services for serious mental health, substance use, and intellectual/developmental disabilities. We fully recognize our success in managing these services depends upon you and other providers in our network to ensure access to high-quality, medically necessary care.

The information on these pages is designed to support you with easy access to the tools, information, and resources you need. Note the following quick links:



Click the image to access the Provider Manual through [Provider.MyLearning.Campus.org](#)

LINK	DESCRIPTION
<a href="#">Provider Direct</a>	Platform to enter or upload Treatment Authorization Requests (TARs), Person-Centered Plans (PCPs), Individual Service Plans (ISPs), Claims.
<a href="#">My Learning Campus</a>	Web-based training/education site to access recorded modules on topics Trillium deems important for Providers to complete. Available 24/7, including videos, tests, evaluations, certificates, and record-keeping system.
	To create your account and access courses, please fill out the <a href="#">Provider Learning Campus User Agreement</a> .

- Behavioral Health Screening Programs
- Benefit Plans | Service Definitions
- Billing Codes & Rates | Check Write Schedule
- Clinical Practice Guidelines
- Communications
  - Clinical Communication Bulletins
  - Network Communication Bulletins
  - Urgent Notification
- Contracting with Trillium
- Credentialing
- Documents & Forms
- Early and Periodic Screening, Diagnosis and Treatment (EPSDT)
- Electronic Health Records - Health Information Exchange
- Electronic Visit Verification (EVV)
- Evidence-Based Practices
  - Evidence-Based Practices Descriptions
- Medicaid Transformation - Information for Providers

# How to Get Involved with Us:



## Social Media

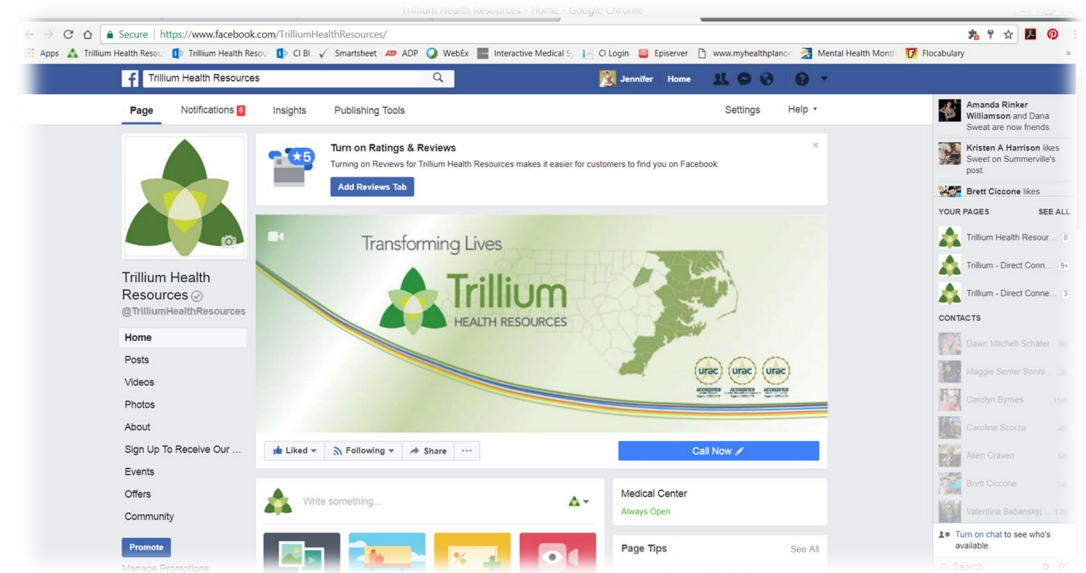
- Facebook
- Twitter
- LinkedIn
- Instagram

## Quarterly Community Newsletters

sign up on our home page:  
[www.TrilliumHealthResources.org](http://www.TrilliumHealthResources.org)

## Network and Clinical Communications Bulletins

sign up on our home page:  
[www.TrilliumHealthResources.org](http://www.TrilliumHealthResources.org)



Thank you for attending.  
We look forward to working with you!

If you have any comments, questions, or  
concerns, please reach us at:

1-855-250-1539

[Bladen@TrilliumNC.org](mailto:Bladen@TrilliumNC.org)