



To: All Members, Stakeholders, and Providers
From: Cham Trowell, Utilization Management (UM) Director
Date: June 15, 2017
Subject: Nash County Authorization process

On May 30, 2017, Trillium Health Resources was notified by the Division of Mental Health Developmental Disabilities and Substance Abuse services and the Division of Medical Assistance that Nash County will disengage from Eastpointe and join Trillium. The effective date of the change will be **July 1, 2017**. This means that Trillium Health Resources will be managing behavioral health services for Nash County Medicaid and State funded members with MH/SU/ IDD services.

We understand this change can create anxiety for all stakeholders including members, providers, and community agencies. We want to make the change as easy as possible and transparent for all. To allow for transition to occur without members losing services, and to ensure providers are paid in a timely manner, Trillium will offer a soft start on services that require authorization for Nash members. A soft start means that from July 1, 2017 through August 31, 2017 all services for Nash providers will not require a prior authorization. All services provided will be subject to a post payment review to assure that medical necessity was met at the time of service delivery.

Transition of Services with Authorizations

All service authorizations for Medicaid eligible and state funded Nash County members requested prior to July 1, 2017 will be processed by Eastpointe. For example, an authorization processed by Eastpointe in May for a year authorization period of May 1, 2017 - May 1, 2018, Claims will be filed with Eastpointe for May- June 30 dates of service. Claims for July 1 and forward will be filed with Trillium.

Trillium will work with Providers who are contracted with Trillium for services to Nash County Medicaid eligible and state funded members beginning July 1, 2017. Trillium will initiate a soft start to onboard the authorization process to ensure that member services for Nash County are not disrupted. Providers with contracts will be able to file claims dates of service from July 1, 2017 forward with Trillium without authorization for dates of service from July 1, 2017-August 31, 2017 time period. Beginning on September 1, 2017, prior authorization will be required to file a claim for specified services. Providers may start to key treatment authorization requests in the CIE system and upload clinical information to support medical necessity July 1, 2017 for September 1, 2017 effective dates.

Concurrent authorizations during the soft start

All Nash County Medicaid and State funded members with concurrent service needs where prior authorization is normally required to continue services may file claims without authorization during July and August (the soft start timeframe). However, the provider must upload a current PCP, ISP or service plan and a comprehensive clinical assessment or psychological evaluation that covers the services for this timeframe. Beginning July 1, 2017, authorizations may be submitted in CIE to request services with prior approval for effective dates from September 1, 2017 going forward. All clinical documents are required according to Clinical Coverage Policies. Services must adhere to the Trillium Benefit plan posted on the Trillium website. All concurrent authorization requests must include a copy of the previous authorization from Eastpointe. If the previous authorization is not uploaded, then the request will not be processed. Information on our benefit plan can be found on our website at www.trilliumhealthresources.org

New Admissions during the soft start

For claims filed for all new admissions that do not have a prior authorization by Eastpointe during the dates from July 1, 2017- August 31, 2017 providers will need to upload a Comprehensive Clinical Assessment and/or Psychological evaluation and PCP, ISP or service plan that supports dates of services for all enhanced state funded and Medicaid services, Medicaid B3 and/or Innovations funded services for members served. It is the expectation that all agencies will ensure clinical documents are in place in their CIE files to support medical necessity for claims filed for services for new admissions beginning July 1, 2017- August 31, 2017.

Non-Covered Medicaid Benefits under EPSDT

Any Medicaid service that is a non-covered service currently provided to Nash county members through the Eastpointe plan must be requested using the form found on the Trillium website. These requests must be received July 1, 2017 and will be reviewed for Medical Necessity. All non -covered services must receive prior authorization.

Alternative Definitions

Any services provided by the Eastpointe plan that are alternative definitions available only within the Eastpointe plan coverage area must be cross walked to the most appropriate available benefit in the Trillium plan by the provider agency.

After the Initial Onboarding of services

All services that require prior authorization in the Trillium benefit plan MUST be requested for dates for service from September 1, 2017 going forward. Services that are not requested by this timeframe will not be backdated.

All questions related to this Clinical Communication Bulletin can be sent to UM@TrilliumNC.org. Questions will be responded to as quickly as possible.