

RB-BHT Gold Standard Certification and Attend Provider Sessions

Frequency Asked Questions & Answers

- Question:** What is involved in the periodic monitoring?
Answer: Gold Standard Certification participation includes periodic monitoring to ensure continued quality and alignment with standards. This monitoring will take place in six months after a provider earns Gold Standard Certification.
- Question:** Will Trillium supply the attend app? Those that use ReThink can access it for an additional fee.
Answer: Attend Behavior is available at no charge to Trillium families, caregivers and contracted providers.
- Question:** Will this be available in August when 8F goes into affect?
Answer: Attend set up can occur in 30 days. The Gold Standard Certification application will be available on Trillium's webpage in the next few months, ensuring providers have adequate time to secure Attend access, initiate use of the platform, and assist caregivers with onboarding.
- Question:** Is there any other app that can be used other than attend? This is another app a supervisor will have to use and export data onto a treatment plan. Our parents have access to goals and data collection through ReThink.
Answer: Trillium is partnering with Attend Behavior. Attend is meeting our need for education/caregiver engagement and inclusion. Not intended as a replacement, but it is a requirement for Gold Standard.
- Question:** Will there be subscriptions for supervisors so they can have access as well?
Answer: Yes, supervisors can have access. The Attend app is licensed per child. Very easy for multiple clinicians to have access. The Attend team will assist providers in setting up the best structure for their individual organization and provide training on how to add additional clinicians in the future.
- Question:** Since the parents can pick and choose goals, do we no longer need to include parent goals when we submit them with the treatment plan?
Answer: The Attend app teaches caregivers skills such as defining behaviors, selecting replacement behaviors, and identifying prevention strategies. These skills can support caregiver goals and help caregivers actively participate in their child's treatment. Because caregiver goals should already be reflected within the BCBA's treatment plan, the two are designed to complement one another. Participation in Attend and Gold Standard Certification does not replace any treatment plan requirements outlined in Clinical Coverage Policy 8F or North Carolina Medicaid requirements.
- Question:** Am I understanding correctly that the families have full access to choosing behaviors to reduce, choosing strategies, changing definitions, and also sharing all of that with other people but BCBA's are expected to monitor it and update it?
Answer: The goal is not to shift responsibility to caregivers, but to strengthen collaboration between caregivers and clinicians. The Attend platform is a clinician-guided tool designed to extend the impact of caregiver training between sessions, increase caregiver engagement, and create more opportunities for meaningful practice and skill generalization in daily life. Although caregivers can select behaviors and strategies from evidence-based options

within the app, clinicians continue to guide and support decision-making by reviewing progress and incorporating those activities into caregiver coaching and treatment planning.

8. **Question:** Can you do a session note on it?

Answer: Attend does not include a session note feature, and clinicians should continue to follow all payer-specific requirements and organizational policies for session note documentation. However, clinicians may choose to document the caregiver training tools, resources, activities, and progress reviewed during a session, including the use of Attend, when appropriate and consistent with payer guidelines.

9. **Question:** What is the cost for families not covered by Trillium?

Answer: For families outside of Trillium, licenses can be purchased directly through the Attend website for \$12 per month. Providers and organizations may also purchase licenses for the families they serve, with discounted pricing available for bulk license purchases. Attend is also actively working with other payers, health plans, and programs to expand funding opportunities and reduce costs for families. Available funding options may vary, so providers and families are encouraged to inquire about current opportunities.

10. **Question:** Can you schedule when people can message you to ensure a work life balance?

Answer: Currently, message availability cannot be scheduled by time of day. However, the messaging feature can be disabled by the Attend team if it does not fit an organization's implementation model. Attend also recommends that clinicians establish clear expectations with families during onboarding, including appropriate reasons to send messages, expected response times, and communication boundaries. This helps support effective communication while maintaining work-life balance for clinicians.

11. **Question:** Does this app integrate with any other software?

Answer: The platform has the capability to support integration, and the Attend team can work with organizations to explore integration opportunities based on their needs and technical requirements. Organizations interested in discussing potential integrations are encouraged to reach out to the Attend team.

12. **Question:** Do the BCBA's pick the goals or are families picking from the library?

Answer: Attend is designed to support collaboration between caregivers and clinicians. Caregivers do not select clinical treatment goals. Instead, they can define specific challenging behaviors, select evidence-based prevention and support strategies, and engage in caregiver training activities within the platform. Clinicians remain actively involved in guiding caregiver training, reviewing caregiver selections and progress, and ensuring those activities align with the family's needs and treatment goals.

13. **Question:** Does the Attend platform integrate with CRMs such as Rethink?

Answer: The platform has the capability to support integration, and the Attend team can work with organizations to explore integration opportunities based on their needs and technical requirements. Organizations interested in discussing potential integrations are encouraged to reach out to the Attend team

14. **Question:** Is it okay to wait until the 8F policy is being implemented before we sign up?

Answer: No need to wait. Please complete the interest form.

15. **Question:** Will providers be able to obtain approval for higher rates of 97151, 97155 and 97156 when using the Attend app?

Answer: To achieve Gold Standard, providers must use the Attend Behavior app, which enhances data collection, caregiver engagement, and outcomes tracking. However, increased billing rates for CPT codes 97151, 97155, and 97156 hinge on provider contracts with Trillium and Medicaid, not on app usage alone. The Attend app helps meet certification gates but is not a direct guarantee of higher reimbursement. Approval for higher rates remains subject to contractual arrangements and payer-specific policies, not certification per se.

16. **Question:** If a family pays the \$12 per month, can they connect with a provider covered under Trillium? Ex. multi-site agencies across multiple zones.

Answer: Yes! There is no additional costs to add clinician access.

17. **Question:** I put parent goals in my treatment plans and collect data on it so I am really confused if we need to include parent goals in the treatment plans we submit every 6 months?

Answer: Nothing in the Attend App or Gold Standard Certification replaces treatment plan requirements per Clinical Coverage Policy 8F and NC Medicaid requirements.

18. **Question:** Does this apply to additional research -based treatments other than ABA?

Answer: Yes. Trillium's Gold Standard Certification targets research based behavioral health treatment providers. It isn't specific to ABA; rather, it applies to any research-based treatment modality that meets the certification's five pillars. Therefore, if a provider delivers evidence-based modalities beyond ABA (e.g., EDSM or other validated interventions) and fulfills Gold Standard criteria (including mandatory use of Attend Behavior), they are eligible to apply.

19. **Question:** How do we get access to the standards and requirements for the Gold Standard Certification Gates?

Answer: The Gold Standard Certification Outline document that details the standards and requirements will be posted on the Trillium website under the Gold Standard webpage in the next few weeks.

20. **Question:** Is there an option to set timeframes in which caregivers can and cannot contact providers?

Answer: Currently, Attend does not offer a feature that allows organizations or clinicians to set specific messaging hours. However, the messaging feature can be disabled if it does not fit an organization's implementation model. Attend also recommends that clinicians establish clear communication expectations with families during onboarding, including appropriate reasons to send messages, expected response times, and communication boundaries. This approach helps support effective communication while maintaining work-life balance for clinicians.

21. **Question:** Does the Attend platform have the capability to assign treatment plans and annual client paperwork for HIPAA-compliant digital signatures to the parents and caregivers?

Answer: No. Attend does not currently include functionality for collecting HIPAA-compliant digital signatures for treatment plans or annual client paperwork. However, treatment plans and other documents can be shared with caregivers through the Resources section of the platform. Organizations should continue to use their existing systems and processes for obtaining signatures, consent forms, and required documentation. As the platform continues to evolve, Attend evaluates new features and capabilities based on provider and organizational needs.

22. **Question:** Can other providers who are supporting children with ASD or ID use this platform?

Answer: Yes. While Attend is commonly used within ABA services, the platform can support a variety of professionals who work with individuals with autism spectrum disorder (ASD), intellectual and developmental disabilities (IDD), and other behavioral health needs. The platform is designed to enhance caregiver training,

engagement, and collaboration, making it a valuable tool for clinicians, care coordinators, therapists, and other providers who support families.

23. **Question:** I'm sorry if this was said already, is using the Attend Behavior App a requirement of being a Gold Standard provider?

Answer: Yes.

24. **Question:** Can you please reshare the Attend QR code?

Answer: See the direct link for the Attend Onboarding Request & Interest Form

<https://app.smartsheet.com/b/form/019e84a2d7a57c0184454d89a92401f3>

25. **Question:** Is there a client minimum to use Attend?

Answer: No minimum.

26. **Question:** What is the cost?

Answer: Attend Behavior is available at no charge to Trillium families, caregivers and contracted providers. For families outside of Trillium, licenses are available through the Attend website for \$12 per month. Providers and organizations may also purchase licenses for the families they serve, with discounted pricing available for larger implementations. Attend continues to work with additional payers and programs to expand funding opportunities and reduce costs for families.

27. **Question:** Is there an age limit for children who are participating, starting age and cut off age? Can this be used for youth in residential group homes, also?

Answer: The research supporting the curriculum in Attend primarily includes children ages 3–12. While we have seen success with individuals across a wider age range, many of the videos, examples, and caregiver training activities within the platform are geared toward that population. Attend can also be used in residential settings, group homes, and other care environments where caregivers, direct support professionals, or staff members are actively supporting the individual and participating in training and collaboration activities.

28. **Question:** Will providers be penalized/at risk of not meeting Gold Standard requirements if client families aren't actively using the app once they are enrolled?

Answer: Providers will not be penalized if families are not actively using the app. Trillium recognizes that every family's needs and circumstances are unique. Participation in the app is voluntary, and we will continue to partner with providers to support engagement in a way that works best for the families they serve.

29. **Question:** Is there a cost to become Gold Standard Certified?

Answer: No.

30. **Question:** I know providers already are using other apps/programs that provide similar content for caregiver engagement as well as outcome designation and data. Will you accept programs other than Attend?

Answer: Trillium is partnering with Attend Behavior. Attend is meeting our need for education/caregiver engagement and inclusion. Not intended as a replacement, but it is a requirement for Gold Standard.

31. **Question:** What is the cost associated with the app?

Answer: Attend Behavior is available at no charge to Trillium families, caregivers and contracted providers.

32. **Question:** Will you be reviewing the breakdown of the performance incentives?

Answer: Earning Gold Standard status offers multiple advantageous designations and operational enhancements:

- Preferred Provider Status: Certified providers obtain a Trillium “preferred provider” distinction as Gold Certified Provider on Trillium’s website and highlighted in Trillium’s Newsletter- elevating their visibility and selection likelihood for referrals.
- Contracting & Referral Advantage: While the program is voluntary, it positions providers for access to potential future contracting opportunities and referral volume increases due to heightened status.
- Quality-Based Incentives: Though specific incentives (e.g., enhanced rates or bonuses) are not explicitly detailed, the certification signifies performance excellence, which may lead to incentive opportunities aligned with quality outcomes.
- Enhanced Payer Recognition: Trillium explicitly showcases Gold Standard providers as top tier in their RBBHT network, signaling superior data practices, caregiver engagement, and outcome tracking.
- Ongoing Quality Oversight: Certification includes access to Attend Behavior analytics, periodic monitoring, and structured evaluation—helping providers systematically improve care quality.

33. **Question:** Can this app be trialed?

Answer: Yes. As part of the onboarding and training process, clinicians receive access to a demo account that allows them to explore the platform and experience the caregiver view on their own device. This provides an opportunity to become familiar with the platform's features and functionality before implementing it with families.

34. **Question:** I know this is a tool for caregivers, but is the intent of this to replace current data collection systems for a client's entire ABA program? (like, would this replace Central Reach or other EHR systems?)

Answer: No. Attend is not intended to replace electronic health records (EHRs), practice management systems, or ABA data collection platforms such as CentralReach. Attend is designed to complement those systems by providing tools for caregiver training, engagement, communication, and progress tracking. The platform focuses on supporting caregiver involvement and extending caregiver training beyond scheduled sessions, while organizations continue to use their existing systems for clinical documentation, billing, treatment plans, and program-wide data collection.

35. **Question:** Is the Attend App required for every family? What about families who have been already engaging in parent training for a while and may not require all the "lessons"?

Answer: No. Attend is not required for every family. For families who may not need a structured lesson sequence, Attend offers a flexible implementation option that allows clinicians and caregivers to access and use the content, tools, and resources that are most relevant to their needs without progressing through lessons in a specific order.

36. **Question:** Haven't looked in a bit, but initial parent feedback this is geared more to a level 1 ASD, not necessarily for kids with intense support needs. Has that changed?

Answer: Attend has expanded significantly over time and is designed to support caregivers of individuals with a wide range of strengths, needs, and support requirements. While some examples and videos may be more relatable to certain families, the platform allows caregivers and clinicians to focus on individualized behaviors, prevention strategies, skill building, and support needs that are relevant to the person receiving services. We have seen successful implementation across a broad range of ages, diagnoses, and levels of support needs, including individuals with more significant behavioral and adaptive support needs.

37. **Question:** Is Attend able to connect with IP links to transfer data into CentralReach or current EMR platforms? Having another platform with data in a different spot can be problematic when trying to get all data into the tx plan... TIA

Answer: Attend is not currently integrated with CentralReach or other EHR/EMR platforms, although the platform has the capability to support integrations. The data collected within Attend is specifically focused on caregiver engagement, training activities, and caregiver-reported outcomes rather than serving as a replacement for clinical data collection systems. Reports, data, and graphs can be easily reviewed and incorporated into treatment plans and other clinical documentation. During onboarding and training, the Attend team also works with organizations to establish efficient workflows and share practical tips to help ensure the platform enhances caregiver support without unnecessarily increasing clinician workload.

38. **Question:** When completing treatment plan reports/reauths, will the caregiver goals need to be displayed with data from this app instead of another EMR (like central reach)? (just for caregiver goals)

Answer: No. Attend does not replace an organization's existing documentation, reporting, or treatment planning processes. Clinicians should continue to follow payer requirements and organizational policies regarding where caregiver goals and related data are documented. However, data from Attend can be used to inform caregiver goal progress, demonstrate caregiver engagement, and supplement information included in treatment plans and reauthorization reports when appropriate.

39. **Question:** What are the parameters in terms of frequency of engagement that will be required for families and providers? Just enrollment? Or more specific usage requirements?

Answer: The Attend app is a valuable caregiver engagement tool, and providers should encourage and support families in using it when it enhances their progress. The goal is to offer helpful resources, not to require uniform participation. Frequency should be individualized based on each family's needs.

40. **Question:** All charts can be downloaded and uploaded to different platforms?

Answer: Yes. Charts and reports within Attend can be downloaded and incorporated into treatment plans, reauthorization reports, and other clinical documentation as needed. This allows clinicians to use caregiver engagement and outcome data from Attend alongside information maintained in their organization's existing EHR or practice management system.

41. **Question:** Do you find this to be a tool more helpful for earlier learners? What about more complex cases where caregivers need to work closely with the clinician and are more severely impacted by symptoms of ASD?

Answer: While the research supporting Attend primarily includes children ages 3–12, the platform is not limited to early learners. In fact, Attend can be especially valuable in more complex cases where close collaboration between caregivers and clinicians is essential. The platform provides tools to support ongoing communication, caregiver training, skill practice, and progress monitoring between sessions, helping caregivers stay actively engaged in the treatment process. Clinicians can tailor how the platform is used based on the individual's needs, support requirements, and treatment goals.

42. **Question:** Can you take data or goals from your current data collection app and paste graphs or data points into the Attend App?

Answer: No. Attend is not designed to import goals, graphs, or clinical data from other data collection systems.

43. **Question:** What if we've already been trained? Some families using, others not interested?

Answer: Clinicians who have already completed Attend training do not need to repeat the full onboarding process. However, providers interested in participating in the Gold Standard initiative should still complete the interest form so implementation details can be reviewed and coordinated. While providers are expected to offer Attend as part of their caregiver engagement approach, not every family will engage with the platform in the same way. The Attend team can work with providers to support implementation and identify the best fit for individual families.

44. **Question:** When will those future incentives begin? Is there a Fiscal Year in which this will occur?

Answer: These are future performance incentives. When they become available, they will be posted for providers to review and apply. Some incentives will require Gold Standard Certification.

45. **Question:** What about other treatment modalities that are billed under RBBHT? (EDSM, etc.)?

Answer: Attend and Trillium's Gold Standard Certification targets research based behavioral health treatment providers. It isn't specific to ABA; rather, it applies to any research-based treatment modality that meets the certification's five pillars. Therefore, if a provider delivers evidence-based modalities beyond ABA (e.g., EDSM or other validated interventions) and fulfills Gold Standard criteria (including mandatory use of Attend Behavior), they are eligible to apply.

46. **Question:** Is there a minimum amount of caregiver engagement required for Gold Standard Certification?

Answer: Caregiver engagement is a key tenet of the Gold Standard Certification. As part of certification, it is required that the provider clinical team ensures families reach the required 85% course completion rate in Attend Behavior once access is granted.

47. **Question:** How do you handle families that are not willing to participate in parent training?

Answer: During onboarding, the Attend team provides guidance on strategies that have been effective for increasing caregiver engagement and participation. Ongoing support is also available to help clinicians problem-solve barriers, share successful approaches, and identify opportunities to improve engagement over time. Attend additionally offers free CEU opportunities and other educational resources focused on caregiver training and engagement best practices.