



**Trillium**  
HEALTH RESOURCES

## Gold Standard Certification and Attend Behavior for Research-Based Behavioral Health Treatment (RB-BHT) Providers

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# Please Engage With Us!



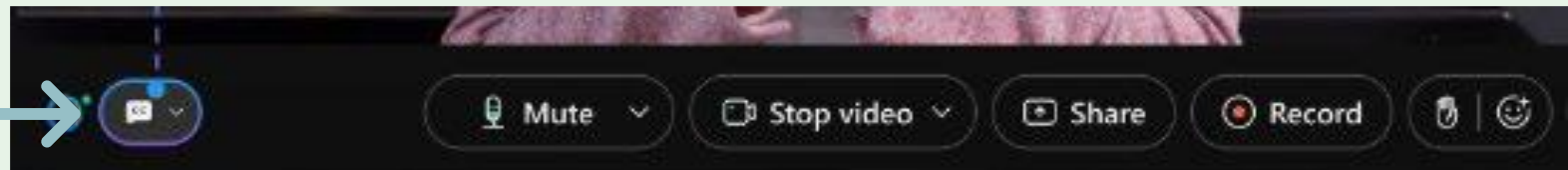
We encourage you to ask question related to Trillium's Gold Standard Certification or Attend | Behavior. Options to ask questions: add your question within the Slido Q&A App Feature or Direct Message one of today's Trillium Team Members hosting the call.



A recording of this Interest Session, as well as a Frequently Asked Questions (FAQ) document for questions related to Trillium's Gold Standard Certification or Attend | Behavior will be posted on our website.



Accessibility Features  
Closed Captions



# Agenda

- **Trillium's Gold Standard Certification**

*Julie Kokocha, M.Ed., BS, AHFI*, Associate Vice President of Network Accountability, Trillium

- **Intro to Attend|Behavior**

*Jason Godaire, RN, MSN*, Director of Clinical Projects - Community Health and Innovation, Trillium

- **Attend|Behavior in Practice: Clinician Insights and Live Demo**

*Kristen Combs, M.A., BCBA, LBA*, Director of Clinical Outcomes and Customer Engagement, Attend Behavior

- **Questions & Answers**

# About Trillium Health Resources

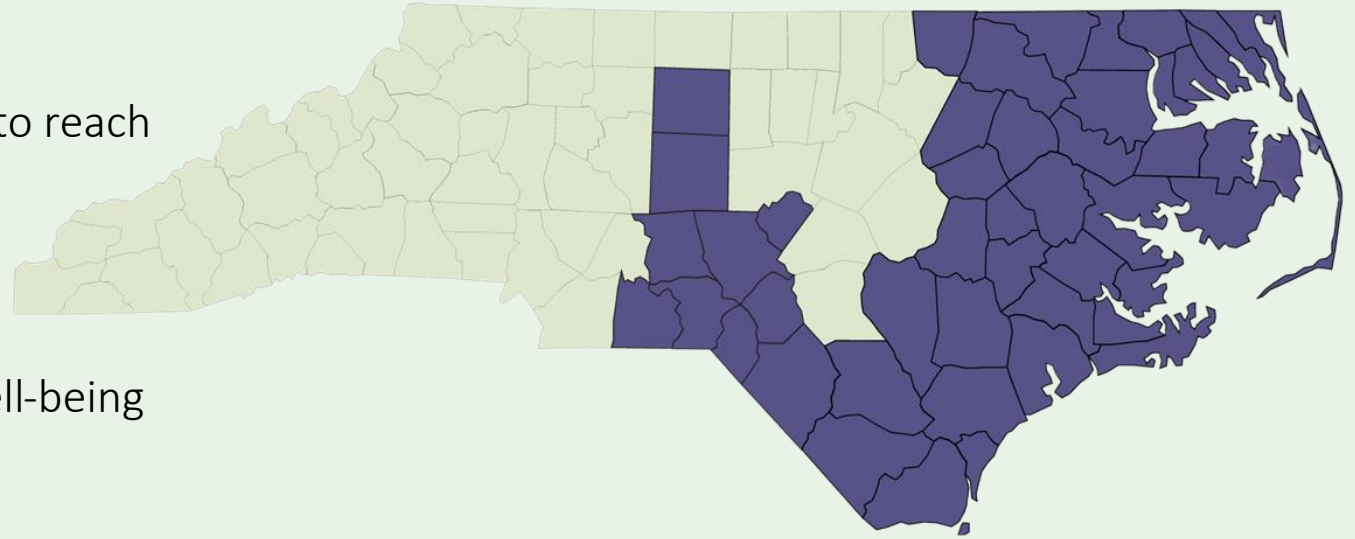


## Our Vision

For every community and individual we serve to reach their fullest potential

## Our Mission

Transforming lives and building community well-being through partnership and proven solutions.



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Trillium Health Resources is an innovative health plan for individuals with serious behavioral health, intellectual/developmental disabilities, and traumatic brain injury in 46 counties in North Carolina.

Through contracts with NCDHHS, we serve Medicaid members on the Tailored Plan and NC Medicaid Direct, state-funded recipients who are uninsured, and members on the Innovations Waiver. We take an integrated approach to health and wellbeing to achieve improved health outcomes, quality of care and efficient use of resources.

# RB-BHT Gold Standard Certification



Trillium is introducing a Gold Standard Certification for RB-BHT providers. A voluntary distinction designed to elevate and recognize high-quality performance across the network.

The certification highlights providers who demonstrate:

- Measurable clinical outcomes
- Meaningful caregiver engagement
- Workforce stability and retention
- Coordinated step-down planning
- Strong digital accountability and data integrity

Gold Standard Certification is a Trillium-specific preferred provider designation that goes beyond baseline Medicaid compliance and reflects excellence in research-based behavioral health treatment.

# Intent of the Gold Standard Certification



Advance the well-being of children and families through measurable quality standards

Promote caregiver empowerment and digital transparency

Reinforce clinical progression and appropriate service step-down

Support sustainable workforce practices

Align ABA services with person-centered, quality-based care

# Gold Standard Certification: Eligibility & Application



**COMING SOON!** Trillium providers must be fully contracted to apply for Gold Standard Certification.

To apply, providers must:

- Be actively enrolled with NC Medicaid
- Maintain compliance with Clinical Coverage Policy 8F
- Have no sanctions with Trillium within the past 24 months
- Submit a formal application attesting willingness to meet Gold Standard Certification
- Agree to use the Attend | Behavior platform for parent engagement
- Participate in periodic monitoring

## Gold Standard Certification Gates

Gate 1: Clinical Excellence

Gate 2: Caregiver Empowerment

Gate 3: Workforce Integrity

Gate 4: Integrated Care & Step-Down Planning

Gate 5: Ethical Transparency & Accountability

# Gold Standard Certification: Designation Levels



## Designation Levels

90-100: Gold Elite

80-89: Gold Certified

<80: Not Certified

- Certification Threshold: Providers must earn at least 80 out of 100 points to achieve Gold Standard Certification.
- Certification is valid for one year and includes periodic quality review.

## Gold Standard Certification: Incentives

Providers meeting Gold Standard Certification may be eligible for incentives, such as:

- Preferred listing on Trillium's website
- Highlighted in Provider Newsletter
- Change in frequency of routine review of RB-BHT services
- Access to pilot and innovation initiatives
- Performance-based incentives after demonstrating positive outcomes through data validation



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Introduction to Attend|Behavior

## What is Attend Behavior?

Attend Behavior is an **evidence-based**, child behavioral health platform for families of children with **Autism, ADHD and Developmental Disabilities**.

It is an **easy-to-use mobile app** designed to **empower parents** and caregivers with **accessible, practical tools available around the clock** — at home or in the community — ensuring they have support when they need it most.





## Why Families and Clinicians Love Attend

"Attend helped me understand my child better. We finally have a routine that works!"

—**John**, a Parent using the Attend Behavior App

"My parents really like that the lessons in Attend are easy to go through and love the reminders on how to use different strategies. I love that it has everything I need to support my parents outside of our sessions."

—**Diane**, a BCBA using the Attend Behavior App

"Attend gave me the tools to respond to behaviors not just react."

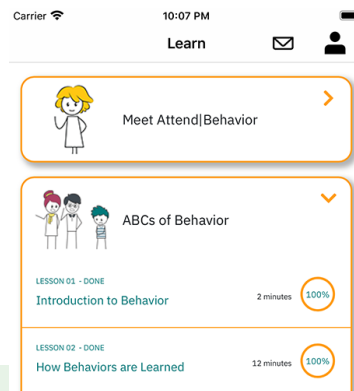
—**Shennel**, a Parent using the Attend Behavior App

# Attend Behavior Features

Attend Behavior is built on proven science – It is based on the RUBI Autism Parent Training for Disruptive Behavior curriculum and developed in partnership with Oxford University Press. It is the first tool of its kind being utilized in North Carolina, and when launched by Trillium in 2025, immediately supported by DMHDSSUS. Attend is fully available in English and Spanish.

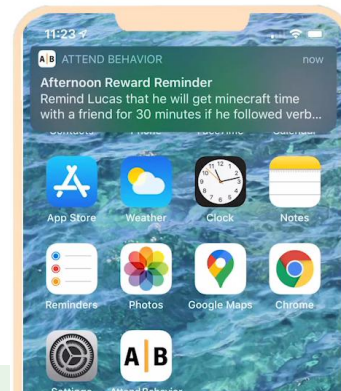
## Video Lessons

Short, proven video lessons based in behavior science.



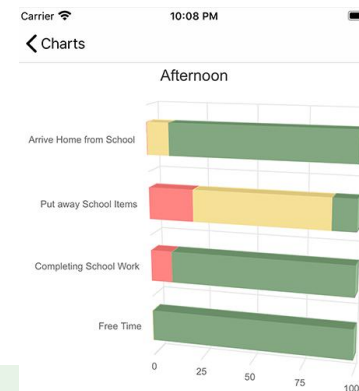
## Coaching Tools

Coaching tools to apply skills in everyday life.



## Simple Charts

Simple charts to track behavior patterns, progress.



## Clinical Support

Ongoing engagement between clinicians and care teams.





# **Attend Behavior Demo**



## Why Should RB-BHT Providers Use Attend?

This model enhances caregiver engagement, supports generalization of skills at home and in the community, and strengthens measurable outcomes — All while maintaining high clinical standards and ethical oversight. Available in partnership with Trillium at no cost to providers or their Members and families served.

### Training and Implementation with Attend

- Attend BCBA's provide **comprehensive peer-to-peer training**, including **best practices** for introducing and onboarding parents for success
- All **technology implementation** by the **Attend Team** for providers

### Increased Caregiver Engagement and Training

- Attend instantly expands provider caregiver training capacity and **improves continuity of care**; valued at \$200 per year per child
- **Increased engagement** between session, and **faster skill development**

### Clinical Support by Attend

- Attend BCBA's available for **clinician consultation** and **parent support**
- Data reports allow for **ease of oversight** and **outcomes measurement**

### Treatment Planning Tool

- Clinicians can **monitor family progress in real time** within the app
- **Ongoing support and data** utilized as part of the treatment plan

# Timeline for Implementation

We invite all RBBHT providers to join us in expanding this impactful initiative to **strengthen person-centered treatment and family-centered care. Together, we can achieve quality-driven excellence in care, strengthen parent engagement and ultimately improve outcomes for children** receiving RB-BHT across our network.

## Provider Onboarding & Training

- Complete the [interest form](#) to schedule initial onboarding and training with Attend
- Provider onboarding for Member families increases capacity and efficiency, and strengthens clinician-parent relationship and engagement



## Implementation Launch & Ongoing Support

- Begin using with families and integrating Attend into caregiver training sessions
- Clinicians receive continued guidance, resources, and platform support to promote successful implementation & sustainability

## Proposed Provider Benefits and Sustainability Planning

- 97151 – Behavior Identification Assessment for Initial Attend Onboarding
- 97156 – Family Caregiver Training by a BCBA
- 97155 – Modifications to the Protocol by BCBA-LP

# Q&A



**Visit the Gold Standard Certification Webpage!**

Scan the QR Code or visit [trilliumhealthresources.org/for-providers/RB-BHT-Gold-Standard](https://trilliumhealthresources.org/for-providers/RB-BHT-Gold-Standard)

**Email Us:** [GoldStandard@TrilliumNC.org](mailto:GoldStandard@TrilliumNC.org)



## Contact Trillium Health Resources

Provider Support Service Line

**1-855-250-1539**

Together, we're building healthier, more resilient communities where everyone has the opportunity to thrive. Thank you for your partnership in this vital mission.

Member and Recipient Services Line

**1-877-685-2415**

Open Monday-Saturday 7am-6pm. Questions about eligibility, services, providers, or how to access care? Our Member Services team can help navigate the system.

Thank you!



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