



LIP Meeting - Minutes

Date/Time: June 5, 2017 @ 8:30 am
Location: 252-375-8947 (External)
Meet Me: 7791 (Internal)
Chairperson: Beth Mowbray - Network Operations Liaison

Agenda Topics

1. Welcome - Beth Mowbray
2. Network Updates - Beth Mowbray
 - a. NPI/Taxonomies in Provider Direct and NC Tracks
 - i. In order to make sure your billing processes correctly, you must have the correct NPI number and Taxonomy code for both the billing provider and the rendering provider - correct in Provider Direct as well as NC Tracks; numbers must match
 - ii. If NC Tracks is not correct; contact NC Tracks first
 - iii. Questions - contact assigned Liaisons
 - b. Nash County Realignment
 - i. Still scheduled to take place July 1, 2017
 - ii. Moving over to realign with Trillium Health Resources
 - c. Transforming Lives Awards
3. Provider Council Update - Kristy Maddox
 - a. Reviewed Cultural Competency Plan - in final revision; being reviewed by Trillium Executive
 - i. Will review at next meeting
 - b. Discussed membership
 - c. Moving forward for next year; tasks
 - d. Additional meeting in June for annual Provider Council retreat setting agenda for 2017-2018
 - e. Interpretation services - resource for all of Trillium; when providers needed access to any interpretation services
 - f. Reviewed most recent Provider Satisfaction Surveys
4. NC Tracks site visits - Beth Mowbray
 - a. The state contracts out and has pre-enrollment visits that are done separately from MCO
 - b. Will receive notification for pre-enrollment site visits
 - i. Looking to make sure information is easily accessible
 - ii. Where to go for answers
 - iii. Important to show where you got answers and having physical proof on hand
 - c. Examples of items that reviewers may ask for:
 - i. Contract
 - ii. HIPAA Privacy Rules
 - iii. NC General Statute 108-C
 - iv. NC MSIS Provider Claim and Billing Assistance Guide

- v. Access to Internet
 - vi. Corporate Compliance Plan and Policies/Procedures Manual
 - vii. Medicaid Clinical Coverage Policy specific to services you provide; Clinical Coverage Policy 8C
 - viii. Trillium's Benefit Plan
 - ix. Provider Participation Agreement and access to the exclusion list (see NC Tracks website for these)
- d. Questions/Experiences
- i. Amberly Dyer - LCSW and NASW members - templates available for HIPAA; very helpful
5. Ongoing Reminders - Kathy Mathis
- a. Certificate of Insurance (COI)
 - i. Expectation that all practitioners will either have insurance for Commercial, Professional, Automobile, and Workers Compensation if applicable
 - ii. If not applicable, a statement from practitioner is needed
 - iii. Will start sending out basic insurance forms that outline requirements
 - iv.
 - b. Credentialing and Re-credentialing
 - i. Every 3 years
 - ii. When you get notification; submit complete application first time around
 - 1. If it's not complete - delays process and puts you at risk of lapsing
 - 2. Please pay attention to 30 days timeline
6. Questions or other topics for discussion?
7. Next Meeting will be held **August 7, 2017** at 8:30am