



Network Communication Bulletin #001

To: Innovations Waiver Service Providers and Employers of Record
From: Cindy Ehlers
Date: July 17, 2017
Subject: Back-Up Staffing

It is the expectation that if a provider or Employer of Record (EOR) staff member is unable to provide a service and the provider agency or EOR is unable to provide back-up staff, the provider or EOR is required to report this lack of staffing to the LME-MCO. Per Clinical Coverage Policy 8P, service breaks do not require back-up staffing reporting to the LME-MCO. Service breaks are defined as holidays, family vacations, weather conditions, illnesses, and scheduling conflicts.

Effective July 17, 2017, the provider agency or the EOR is to report this to Trillium Health Resources on a **bi-weekly** basis using the "Innovations Incident Reporting for Failure to Provide Back-Up Staffing" form. The form can be found on the Trillium Health Resources website or by clicking on this link: [Innovations Incident Reporting for Failure to Provide Back-up Staffing](#)

Providers should submit the reports via email to incidentreporting@trilliumnc.org or via fax to 252-215-6880.

Any questions about this Communication Bulletin may be sent to the following email: NetworkManagement@TrilliumNC.org. These questions will be answered in a Q&A format and published on Trillium's website.



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LME-MCO Communication Bulletin #J256

Date: July 3, 2017

To: LME-MCOs

From: Deb Goda, Behavioral Health Unit Manager, DMA
Mabel McGlothlen, Team Leader for System Performance and Project Management,
DMH/DD/SAS

Subject: Back-up Staffing

The purpose of this bulletin is to provide information to the LME-MCOs and providers regarding the backup staffing reporting process. It is the expectation that if a provider or Employer of Record (EOR) staff member is unable to provide a service and the provider agency or EOR is unable to provide back-up staff, the provider or EOR is required to report this lack of staffing to the LME-MCO. This should be sent by the provider agency to the LME-MCO on a bi-weekly basis on a spreadsheet provided by the LME-MCO.

Per Clinical Coverage Policy 8P <https://www2.ncdhhs.gov/dmA/mp/8P.pdf>, service breaks do not require Back-up Staffing reporting to the LME-MCO. Service breaks are defined as holidays, family vacations, weather conditions, illnesses, and scheduling conflicts.

LME-MCOs will report to the Division of Medical Assistance on a quarterly basis their findings from these reports.

If you have questions regarding this bulletin, please contact Monica Hamlin at monica.hamlin@dhhs.nc.gov or (919) 855-4336.

Previous bulletins can be accessed at: <https://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins>

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