



## Network Communication Bulletin #007

To: Network Providers  
From: Cindy Ehlers, MS, LPC, Vice President of Clinical Operations  
Date: September 29, 2017  
Subject: Network Monitoring - Improvements

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Trillium is listening to you and continuing to make improvements to our processes! An improvement effort we are implementing in Network Monitoring is moving all routine monitoring reviews/post payment reviews to desk reviews. This will help us to streamline the Routine Monitoring process.

For providers, this will mean all routine monitoring reviews and post payment reviews will now be conducted as a desk review by Trillium Network Monitoring staff at our Trillium offices. Provider staff **is not** required to be present for the reviews, but **are required to be available by phone** should the Network Monitoring staff need to contact them with any questions about the submitted documentation.

Effective **Monday, October 30, 2017**, Network Monitoring will begin implementing desk reviews for all providers. There are 3 options to choose from to make this process a seamless transition from onsite reviews. Once you receive your notification letter that your review is scheduled, you will choose from one of the options below and email the assigned lead which option you have selected. Those options include:

### Option 1:

Providers can give Trillium staff read-only access to their EHR portal and Trillium staff will review the information directly on the portal.

### Option 2:

Providers can upload all the required documents to Trillium Health Resources secure FTP site. In order to do so, providers must have the following:

1. A computer with an internet connection
2. FTP (File Transfer Protocol) software (Filezilla, WS-FTP are two options that are either free or inexpensive)
3. Ability to create ZIP files

If you need assistance with creating the zip file please see the following links:

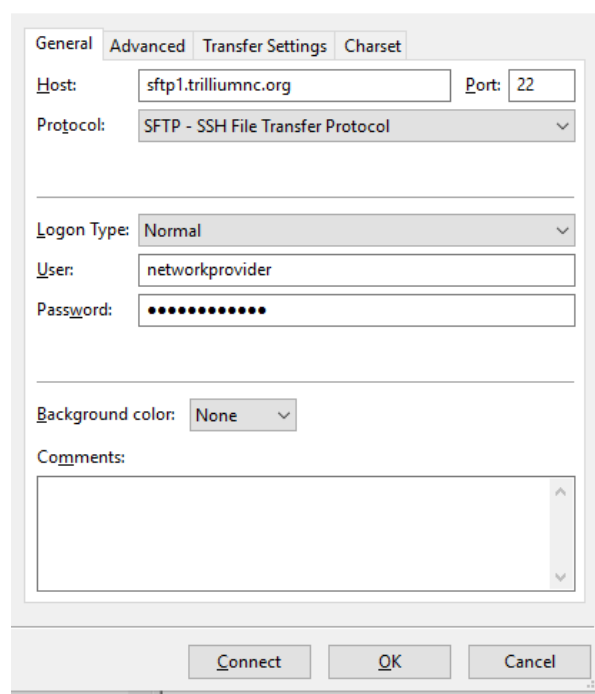
- All systems - <http://www.wikihow.com/Make-a-Zip-File>
- PC / Windows - <https://www.lifewire.com/how-to-zip-files-in-windows-3507020>
- Mac- <http://www.macinstruct.com/node/159>

Follow these steps to upload the files to Trillium Health Resources secure site:

1. Combine all documents into a single file using a ZIP method
2. Save the zip file using the provider's name as the file name (example: the name of the provider is ABC123 then the file name will be ABC123.ZIP)
3. Configure the FTP software with the following settings:
  - a. Host Name: sftp1.trilliumnc.org
  - b. User Name: networkprovider
  - c. User Password: thrncUPLOAD! (case sensitive)
  - d. Transfer protocol: SFTP
  - e. Port: 22
4. Upload the file to the "networkprovider" folder on the Trillium secure FTP site

For Reference:

Here is a screenshot of the Connection setup utilizing FileZilla FTP client



### Option 3:

Scan the documents **in the order listed on the *Monitoring Tool Checklist*** that you will receive and email them to [NetworkMonitoring@TrilliumNC.org](mailto:NetworkMonitoring@TrilliumNC.org). Please make sure the documentation you provide is for the date range indicated on the sample for the identified member(s).

Be aware that many email systems have strict file size restrictions. You may be required to break up your emails in order to get around file size limitations. Remember any information containing PHI must be sent using a secure encrypted email service.

For questions regarding the FTP process, email [FTPquestions@TrilliumNC.org](mailto:FTPquestions@TrilliumNC.org). In the body of the email, please include the provider's name, a contact name, and a telephone number.

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