



Network Communication Bulletin #024

To: All Providers
 From: Cindy Ehlers, MS, LPC - Vice President of Clinical Operations
 Date: Monday March 19, 2018
 Subject: **Authorization Requests for Services When a Third-Party Payer is Primary, Trillium's Cultural Competency Training for Providers, Trillium Claims Dept. Updates**

Authorization Requests for Services When a Third-Party Payer is Primary

The purpose of this section is for Trillium Health Resources to provide clarification for providers around the prior authorization requirement found in Clinical Coverage Policy (CCP) 8B, Inpatient Behavioral Health Services when a third-party payer is primary.

Prior authorization is not required for Medicare Behavioral Health Services rendered to Medicare/Medicaid dual eligible beneficiaries or for individuals with a third party commercial plan because Medicaid is the payer of last resort. However, if a beneficiary has exhausted their lifetime psychiatric inpatient Medicare or third party commercial benefit, then Medicaid becomes the primary payer and the beneficiary is subject to the requirements of CCP 8B, Inpatient Behavioral Health Services.

When Medicaid becomes the primary payer, a primary payer authorization denial /exhaustion of benefits letter is submitted with the Medicaid Service Authorization Request (SAR) / Treatment Authorization Request (TAR).

Trillium Health Resources-Cultural Competency Training

Trillium Health Resources participates in the State of North Carolina's efforts to promote the delivery of services in a culturally competent manner to all members including those with limited English proficiency and diverse cultural and ethnic backgrounds. 42 CFR 438.206 (c) (2)

Trillium Health Resources' Cultural Competency Plan (CCP) was included in Network Communication Bulletin #022, and was sent to the provider network on February 22, 2018. In the CCP, Trillium Health Resources outlined goals and initiatives to address cultural competency of the provider network to meet the needs of the population served. One of the goals identified includes *providing cultural awareness/competency training for network providers at least once during the year.*

To this end, Trillium strives to ensure that our members have access to services provided by a culturally competent network of providers and Trillium staff. We encourage all providers to participate in the Cultural Competency Training that we offer.

Beginning May 1, 2018, Trillium will be adding the additional component of reviewing your agency's Cultural Competency Plan during your next Provider Monitoring Review.

A Cultural Competency Training was added to our Provider Learning Portal and is now available for all providers to view. For providers to access the Learning Portal, please complete the **Learning Portal Agreement Form**, located on our website under "For Providers" and then click "Documents and Forms." The completed form needs to be emailed to TrainingUnit@TrilliumNC.org. Once the form is received, Trillium will add the provider into the Learning Portal. If you have already completed this form, but perhaps forgotten your login information, you may email the Training Unit and they can assist in retrieving your information. Each person in your organization that you wish to view this

training will need their own separate login information and therefore will need to complete their own individual Learning Portal Agreement Form.

Trillium Claims Department Updates:

New contact emails for Claims Department

Effective May 1, 2018, Trillium will implement a new contact email for the Claims and Enrollment & Eligibility.

For inquiries or submission of the below items, please use the email claims2@trilliumnc.org.

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| 🌱 Claims Request Forms | 🌱 How to bill a claim |
| 🌱 Remittance Advise questions | 🌱 How to correct claim |
| 🌱 How to submit claims | 🌱 Any other claim inquiries or questions |
| 🌱 How to obtain and RA | |

For inquiries related to eligibility confirmation, adding or terminating Third Party Insurance or assistance completing New Enrollments or Clinical Updates in Provider Direct, please use EnrollmentandEligibility@TrilliumNC.org.

Please remember when submitting any Protected Health Information, it is your responsibility to ensure it is properly secured.

If your agency does not currently use an email encryption service, Trillium does offer our zixmail portal for emailing us securely. The instructions for registering an account with our zixmail are found on our website, under For Providers, Provider Documents and Forms. Please note, this will only secure the emails you compose within the zixmail website. It will not encrypt any emails sent directly from your agency's email client/website.

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.

A NOTE FROM TRILLIUM'S IT DEPARTMENT

In order to ensure the highest security standards, Zix will be implementing additional security upgrades to the secure email portal/ZixPort on **June 3, 2018**.

The security upgrades will only allow a message recipient to access their messages using browsers that support TLS 1.2 or higher. Older browsers that do not support TLS 1.2 cannot be used to access the secure email portal/ZixPort after this date. Most browsers already have implemented this security feature, but you may need to check that you have the most updated version on your computer.

This change is necessary to improve security and is also a requirement for those customers that need PCI compliance.

Zix will be following the industry lead by email providers such as Google and Microsoft. Because most browsers and email platforms such as Google, Outlook.com and Yahoo have supported TLS 1.2 for the last few years, end-users are unlikely to be affected by this change. However, any browsers that do not support TLS 1.2 will need to be updated.

After June 3rd 2018, users that attempt to access the secure email portal/ZixPort with a browser that does not support TLS 1.2 will get a "connection refused" message.

A comprehensive list of browsers that support TLS 1.2 is available here:

<https://www.ssllabs.com/ssltest/clients.html>

Please review the list above and make sure you are ready by June 3. If you update your browser and still run into issues after June 3, please email Zix Customer Support at support@zixcorp.com.

Trillium offers trainings for providers and also shares about educational events across the region. To learn more, visit our [Upcoming Events page](#).

Trillium occasionally announces open enrollment and RFPs for new and existing providers. Visit the [RFP | RFA | RFI | Opportunities page](#) for listings.