To: All Providers

From: Cindy Ehlers, MS, LPC – Vice President of Clinical Operations

Date: Monday April 23, 2018

Subject: Perception of Care Survey Announcement, Gaps and Needs Survey, Credentialing Update, RFP Announcement, PHI Information Reminder, New Medicare Beneficiary Identifier, Trillium Health Resources-Integrated Care Training, Important NCTRACKS Information, Site Level Adjudication-Phase 2, New Contact Emails for Claims Department

IMPORTANT INFORMATION REGARDING THE 2018 PERCEPTION OF CARE SURVEYS:

Every year Trillium Health Resources and other MCOs across the state assist the North Carolina Department of Health and Human Services (DHHS) with a mandatory annual survey of members who receive Mental Health and/or Substance Use services. This survey is designed to assess member perceptions of the services they have received in the past year.

The survey results are sent to the Substance Abuse and Mental Health Services Administration (SAMHSA) for required reporting, who then publish the results by LME-MCO in an annual report. The survey results are not used by DHHS or LME-MCOs to monitor the performance of providers. Survey results are used to inform policy decision designed to improve the system.

Your assistance and participation is crucial to the success of this project.

If you provide MH and/or SU services to individuals of any age, you may be contacted soon to participate in the administration of this survey. Specific instructions will be provided by Trillium staff at that time. Trillium staff will schedule a time with you to coordinate administration of these surveys at your location.

Requirements for Member Participation in Survey:

- Must have mental health and/or substance use diagnosis
- Must be a Trillium member with a Trillium client ID number
- Can be State-funded OR Medicaid member

Once you receive the surveys, they will need to be completed in a timely manner as there is a very short administration period. Trillium staff will coordinate with you on how and when to get the completed surveys back to us for submission

Please follow all timelines and survey administration instructions provided by Trillium. If you are asked to participate in the administration of this survey and you have any questions, please feel free to contact Julie McCall or Krissy Vestal at 1-866-998-2597 or Krissy.Vestal@TrilliumNC.org and Julie.McCall@TrilliumNC.org.

Thank you in advance for your participation in this important survey! We look forward to working together with you to gather the important information that will reflect our joint efforts to help members in our area.

GAPS AND NEEDS SURVEY

Trillium will soon begin publicizing the Gaps and Needs Survey (formally titled the Network Adequacy and Assessment Analysis). The resulting Gaps & Needs Analysis Report is an annual study of our area and the people who live here. It also looks at where services are available and how people use them.

Ultimately, the analysis serves as a roadmap for determining future growth based on current capacity and identified needs. Please take some time to complete the survey to help Trillium plan for the future.

CREDENTIALING UPDATE:

Prior to submitting a Credentialing Application to Trillium Health Resources, all providers need to enroll in NCTRACKS and must be active in the Medicaid Health Plan.

If a provider is not enrolled and active in the Medicaid Health Plan and there is a submission of Credentialing Application(s), then it will be returned to the provider unprocessed and will result in a delay in a provider becoming credentialed with Trillium Health Resources.

Expired Credentialing: This is a reminder to our providers that any Network Providers (Agencies, Licensed Independent Practitioner (LIP)/LIP Groups) who do not return the **completed Re-Credentialing Packet prior to their expiration date** are required to cease billing for Medicaid-reimbursable services. In order to participate in Trillium Health Resources Provider Network, an agency, LIP, or LIP/Groups are required to maintain their credentials for their organization and/or staff. Failure to comply with this contractual requirement can result in, but is not limited to, loss of revenue, recoupment, suspended contract, and/or disruption in services for our members. For additional information on Trillium Health Resources Credentialing and Re-Credentialing, please go to www.TrilliumHealthResources.org, select "For Providers," and review the **Trillium Health Resources Provider Manual.**

COMING SOON: REQUEST FOR PROPOSALS FOR LICENSED INDEPENDENT PRACTITIONERS (INDIVIDUAL OR GROUP) JOIN OUR NETWORK

Trillium Health Resources will be posting a Request for Proposals (RFP) for Licensed Independent Practitioners (LIPs) in order to allow more individuals access to the quality care they need. Trillium Health Resources will be accepting applications for LIPs, including Individuals and Groups, to provide outpatient services to Medicaid beneficiaries.

Please note:

- Interested LIPs must be enrolled with NC Tracks in the Medicaid Health Plan to apply.
- Clinicians must be licensed in the State of NC.
- All applicants are required to be credentialed with Trillium prior to the delivery of services.
- Requests for Proposals will post in October 2018.

In order to increase access to care, providers within in the 25-county Trillium catchment area, as well as neighboring Out of Catchment counties including Halifax, Edgecombe, Wilson, Greene, Lenoir, Duplin, Sampson, and Bladen counties are eligible. Both in-network and out-of-network may apply. As Columbus County will join the Trillium catchment area on July 1, those providers who complete the necessary paperwork will be considered in catchment by the October date.

Trillium Health Resources will not award a contract on the basis of this notice or otherwise pay for information solicited by it.

PROVIDERS PHI INFORMATION REMINDER:

Provider agencies are responsible for safeguarding members' protected health information ("PHI"), especially when transmitting PHI electronically. Trillium Health Resources offers provider agencies the opportunity to create and securely send emails by accessing Zixmail in the Provider Portal on Trillium's website. Typing the word 'Zixsecure' in the subject line triggers Zixmail to encrypt the contents and attachments of the email. It does not, however, encrypt information in the subject line. No form of PHI should be visible in the subject line of an email (e.g. initials, names, record numbers).

If you have additional questions or need assistance, please contact Privacy.Officer@TrilliumNC.org.

NEW MEDICARE BENEFICIARY IDENTIFIER

The Centers for Medicare and Medicaid Services (CMS) will begin replacing the Medicare Health Insurance Claim Number (HICN) with a new Medicare Beneficiary Identifier (MBI) on April 1, 2018. CMS has communicated the expectation that the new MBI not be released to beneficiaries and other external parties until October 1, 2018 unless they are new beneficiaries or have received their new Medicare cards.

Because of this expectation, Trillium will not populate any MBIs in Provider Direct (PD) until October 1 2018. If you have any questions regarding this, please contact Trillium's Eligibility and Enrollment Staff at EnrollmentandEligibility@TrilliumNC.org.

INTEGRATED CARE EFFORTS = SUCCESSFUL OUTCOMES FOR MEMBER HEALTH

Part I Dates and Locations:
May 3 - Elizabeth City

May 10 - Wilmington

May 11 - Greenville

9:30am-4:00pm

*attendees only need to complete training on one date

Providing whole person, integrated care involves the coordination of many multi-dimensional activities by community agencies. One of the first steps in addressing whole person care is having knowledge about and understanding of the activities related to the eligibility and scope of funding options that a person and family may access. Accessing funding options can help address the social determinants of health for members. Members with behavioral health and intellectual/developmental disabilities rely on these services to assist them in accessing care.

Trillium is committed to providing training for our valued providers and community partners. It is vital that we share the roles and responsibilities we all play in the delivery of quality services and supports to meet the health outcomes for the individuals we all serve.

The goals of this training are:

- Provide an overview of the data about individuals with behavioral health and/or I/DD with accessing public assistance programs
- Outline the regulatory authorities, categories of aid, and policy direction of the Medicaid/Health Choice, Food and Nutrition Services (FNS), Low Income Home Energy Assistance Program (LIHEAP), and other public assistance services
- Explain the role of public assistance programs in meeting the goals of Medicaid Transformation, addressing social determinants of health, and clinical outcomes for individuals and families
- Outline the requirements of eligibility for the public assistance programs and the role provider agencies play in completing those activities
- Provide tools that enable provider agencies to actively participate in obtaining and retaining public assistance for individuals
- Outline challenges and solutions that community agencies and providers face in maintaining uninterrupted periods of eligibility
- Discuss the clinical and program implications of the disruption of eligibility for services

Later this fall, Trillium will offer a follow up "Part II" training that links maintaining eligibility with accomplishing value-based purchasing ("pay for performance") initiatives. Part II will cover outcomes and quality strategies identified in Medicaid Transformation by disability areas and specific services.

Demonstrating value to managed care companies who will manage the standard or tailored plans is a key element in sustainability for provider agencies. A robust provider network increases the ability to support healthier individuals and communities.

Application has been made for CEUs/Contact hours; attendees will be able to request hours after the training by completing an evaluation form.

For more information and to register, please click the link below:
http://act-llc.org/trilliumevents/
Limited number of seats, so reserve yours now!

IMPORTANT NCTRACKS INFORMATION:

NCTracks is the NC Department of Health and Human Services' Medicaid Management Information System. Trillium wants to encourage all providers to periodically review their contracted site information in Provider Direct and make sure that all NPI#s, address information, and Taxonomies are current and have correct linkage at NCTracks. To review your Taxonomy codes and linkages please visit the NCTracks website at www.nctracks.nc.gov. For a full list of Taxonomy codes visit www.nucc.org.

The information in Trillium's software platform must match what is in NCTracks. If it is determined that an NPI number, taxonomy, and address needs to be added to the Provider Contract in Trillium's software, or a service needs to be added to a site, please submit a ticket to the Network Department at NetworkServicesSupport@trilliumnc.org

If you receive notification from Network Services regarding a change needed in your NPI number, taxonomy, address or health plan, it will be your responsibility to make these corrections. Once the issue is resolved, please respond to Network Services.

If corrections are needed at NCTracks, please contact NCTracks at 1-800-688-6696 or NCTracksprovider@nctracks.com.

To view information in Provider Direct, follow the steps below:

1. Under the menu bar select the Admin Tab
2. Provider Management
    o   A list of all provider sites will appear
3. Select site to view all services approved to be bill under that site

SITE LEVEL ADJUDICATION – PHASE 2

Trillium will be implementing a second phase of the site level adjudication process. Implementation of this phase is projected for May 2018.

When billing claims, please make sure the correct NPI number and address, including zip+4, for the billing provider is submitted on the claim. The Service Facility Location (SFL) information is situational and should be submitted on the claim per billing guidelines.

Trillium recommends Provider Agencies to be proactive and review their services and site information and make any needed updates to ensure all services are contracted at the site level to avoid any unnecessary denials. Site information can be reviewed in Provider Direct by following the steps below:

- Under the menu bar select the Admin Tab
- Provider Management
    - A list of all provider sites will appear
- Select site to view all services approved to be bill under that site

Trillium also recommends that Provider Agencies reference NCTracks to ensure that those NPI's, addresses, and zip+4 are also added and updated at NCTracks. The information in Trillium's software platform must match what is in NCTracks. If it is determined that an NPI number, taxonomy, and address needs to be added to the Provider Contract in Trillium's software, or a service needs to be added to a site, please submit a ticket to the Network Department at NetworkServicesSupport@trilliumnc.org.

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If corrections are needed at NCTracks, please contact NCTracks at 1-800-688-6696 or NCTracksprovider@nctracks.com.

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.

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

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.