



Network Communication Bulletin #028

To: All Providers
From: Cindy Ehlers, MS, LPC – Vice President of Clinical Operations
Date: Monday May 14, 2018
Subject: EHR Funding Program for Behavioral/IDD Provider Community, Tool for Measurement of ACTT (TMACT) Evaluations and IPS-SE Fidelity Evaluations, Perception of Care Survey Announcement, RFP Announcement, New Medicare Beneficiary Identifier, Trillium Health Resources-Integrated Care Training, Important NCTRACKS Information, Site Level Adjudication-Phase 2 UPDATE, New Contact Emails for Claims Department, Provider Council Vacancies

EHR FUNDING PROGRAM FOR BEHAVIORAL/IDD PROVIDER COMMUNITY: LIMITED FUNDS, APPLICATIONS ACCEPTED MAY1-31

The North Carolina Department of Health and Human Services, the NC Health Information Exchange Authority (NC HIEA), the Division of Medical Assistance (DMA) and the NC Office of Rural Health (ORH) are launching a program to assist behavioral health, mental health, and intellectual development and disability practices with purchasing Electronic Health Record (EHR) technology and establishing connectivity to the state-designated health information exchange, NC HealthConnex.

Who is Eligible?

This program is designed to support health care practices that:

- i. are Medicaid-enrolled outpatient practices that have an active NPI number in NCTracks;
- ii. provide behavioral health, mental health, or intellectual and developmental disorder services (See taxonomy list);
- iii. attest that they have not received funding for EHR adoption or meaningful use;
- iv. attest that they do not have electronic health record technology or attest that they do have a practice management system as of January 1, 2018, that could be upgraded to an electronic health record;
- v. for calendar year 2017, had behavioral health, mental health, or intellectual and developmental disorder services providers make up 75% of their affiliated health care providers based on NC TRACKS data.

Note: The NC HIEA strongly recommends that providers choose a vendor from among the list of those that are already engaged in the NC HealthConnex connection process to ensure that they meet the technical requirements for connectivity

How To Apply?

Practices that meet the above criteria are eligible to submit an application via the Office of Rural Health (link below).

Applications are being accepted on a first-come, first-served basis between May 1-31, 2018.

What is NC HealthConnex?

North Carolina's state-designated health information exchange, NC HealthConnex, was created in 2015 by the North Carolina General Assembly to help bridge the gap between disparate systems and health care networks to support whole patient care. With four million unique patient records and growing, NC HealthConnex is working to connect the state's health care providers to deliver a holistic view of a patient's record.

State law (NCSL 2015-241 as amended by NCSL 2017-57) requires that all health care providers who receive any state funds for the provision of health care services (e.g. Medicaid, NC Health Choice, State Health Plan, etc.) connect and submit patient demographic and clinical data to NC HealthConnex by certain dates in 2018 and 2019 in order to continue to receive payment for services provided. The following outlines the specific deadlines for connection:

- 🌱 Hospitals as defined by G.S. 131E-176(3), physicians licensed to practice under Article 1 of Chapter 90 of the General Statutes, physician assistants as defined in 21 NCAC 32S .0201, and nurse practitioners as defined in 21 NCAC 36 .0801 who provide Medicaid services and who have an electronic health record system shall connect by June 1, 2018.
- 🌱 All other providers of Medicaid and state-funded services shall connect by June 1, 2019.
- 🌱 Prepaid Health Plans (PHPs), as defined in S.L. 2015-245, will be required to connect to the HIE per their contracts with the NC Division of Health Benefits (DHB). PHPs are required to submit encounter and claims data by the commencement of the contract with NC DHB.
- 🌱 LME/MCOs are required to submit claims and encounter data by June 1, 2020.

For detailed information on the EHR Funding Program click [here](#) or visit the [Office of Rural Health](#) website to apply.

For more information on NC HealthConnex visit NCHealthConnex.gov, send email to hiea@nc.gov, or call 919-754-6912.

TOOL FOR MEASUREMENT OF ACTT (TMACT) EVALUATIONS AND IPS-SE FIDELITY EVALUATIONS

Effective July 1, 2018, all LME-MCOs will begin receiving full fidelity evaluation reports for both ACT and IPS-SE. Additionally, LME-MCOs will receive all evaluation reports completed on teams in their provider network prior to July 1, 2018.

It is critical for LME-MCOs to have access to full reports to identify and develop quality improvement initiatives that support their network in improving the services they provide. It will also provide an opportunity for LME-MCOs to review their internal processes and procedures surrounding authorization, referral, oversight, and monitoring and how they can have a positive or negative impact on the quality of their provider network.

DMH/DD/SAS will be coordinating with the UNC Institute for Best Practices to provide training and technical assistance to the LME-MCOs regarding interpretations of full evaluations, as well as how to use them as a tool to strengthen their network.

PERCEPTION OF CARE SURVEY ANNOUNCEMENT

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 Julie.McCall@TrilliumNC.org or Krissy.Vestal@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.

CURRENT AND UPCOMING RFI/RFP OPPORTUNITIES

Trillium was awarded an allocation to send 10 providers through the NADD certification at no cost to the provider. There is still time to respond and the deadline is May 31. Please [view the RFI here](#) for more information.

Coming Soon: Request for Proposals for Licensed Independent Practitioners (Individual or Group) Join Our Network

Trillium Health Resources will soon post 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 accept 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 the 25-county Trillium catchment area, as well as neighboring out-of-catchment counties including Halifax, Edgecombe, Wilson, Greene, Lenoir, Duplin, Sampson, Bladen, and Columbus* counties are eligible. Both in-network and out-of-network may apply.

Trillium Health Resources will not award a contract on the basis of this notice, or otherwise pay for information solicited by it. *Note: Columbus County will become part of the Trillium catchment area on July 1, 2018.

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 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 IDD 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 numbers, 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:

- 🌱 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

2018 Concord/Annual Provider Help Center

May 25, 2018 1 - 3:30pm

Cabarrus County Cooperative,
715 Cabarrus Ave West, Concord NC

Providers can bring individual claim, enrollment and other issues directly to an NCTracks team member for assistance resolving those issues.

SITE LEVEL ADJUDICATION – PHASE 2 - UPDATE

Trillium has postponed the implementation of the second phase of the site level adjudication process. Implementation of this phase is now projected for July 1, 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 NPIs, 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.

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.

NEW CONTACT EMAILS FOR CLAIMS DEPARTMENT

Effective May 1, 2018, Trillium implemented 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.

PROVIDER COUNCIL VACANCIES

We have vacancies on our Provider Council in the following areas. If you are interested in serving on the council, please complete the [Provider Council Membership Nomination Form](#) and send to Glenn Simpson (*President of the Provider Council*) at glenn.simpson@vidanthhealth.com or Ann Singleton (*Secretary of the Provider Council*) at Ann.Singleton@TrilliumNC.org. Nominees will be voted on by the Provider Council.

Criteria:

Mental Health (1)

Substance Use (1)

Licensed Independent Practitioners (2)

Provider Location in Trillium Catchment area:

Northern Region

Northern Region

Northern Region and Southern Region

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.