



To: All Providers
 From: Cindy Ehlers, MS, LPC – Vice President of Clinical Operations
 Date: Friday July 20, 2018
 Subject: Important Residential Service Information, Expired Credentialing, NC TOPPS Info, RFP Announcement, New Medicare Beneficiary Identifier, Important NCTRACKS Information, Site Level Adjudication-Phase 2, Proposed Bulletin to LME-MCO (LS v Wos Instruction)

IMPORTANT UPDATE FOR AGENCIES THAT PROVIDE RESIDENTIAL SERVICES

Effective August 1, 2018

Trillium Health Resources will track all “Residential Openings” for all residential services. We have two Resource Coordinators who will manage the incoming Residential services opening updates that all of you will provide monthly to Residentialopenings@TrilliumNC.org by 12 noon on the first Monday of the month.

For Example:

All residential providers will send monthly updates to the following email on the attached [spreadsheet](#) to: Residentialopenings@TrilliumNC.org

Even if you have Zero beds, please still send the spreadsheet.

Provider Name	Provider Contact Name	Provider Contact Phone #	Provider Contact Email	House Name	Funding	City	COUNTY	MF	Both	Age range	Vacancy #	Type of Site	Other Important Information
ACME	Jane Doe	910-123-4567	Jane.Doe@acme.net	Friendship house	SSDI/SSI	Wilmington	New Hanover	Female	Adult		2	5600 A	most members in house are above 40 years old
ABC	John Doe	252-987-6544	John.Doe@abc.net	Jane house	HUD Funding	Greenville	Pitt	Male	Adult		0	5600 C	above 55

Why is this important for our providers, stakeholders, families and members?

1. Providers, DSS, and LME/MCO will not have to call agencies that have no bed openings and will have up to date information from the LME/MCO should you need to search for any type of residential option.
2. Residential Agencies will have quick access to referrals from the entire network, LME/MCO, and stakeholders.
3. This process will create efficiencies for our entire community for members of all ages who need a residential option.
4. Please remember that least restrictive environment is always the expected best practice.
5. Members who need residential services coming out of an ED visit or hospital will be able to have quick options available.

Trillium is requesting Residential Openings for: TFC, IAFT, Level II, Level III, and Level IV group home beds, UAFL, AFL, and 5600 group homes. This includes all ages and disability populations.

If you have any questions contact:

Darlene Webb
 Director of Complex Care
Darlene.Webb@TrilliumNC.org
 1-866-998-2597

Juanita Murphy
 I/DD Director
Juanita.Murphy@TrilliumNC.org
 1-866-998-259









EXPIRED CREDENTIALING:

This is a reminder to our providers that any Network Providers (Agencies or 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's 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. Trillium suggests that Network Providers utilize an internal auditing process that will keep track of Clinically Licensed Practitioner's credentialing expiration dates.

If a Network Provider's (Agencies or Licensed Independent Practitioner: LIP/LIP Group) Credentials expire and continue to bill services, Trillium Health Resources will seek recoupment during that time period. Network Providers are responsible for tracking their credentialing expiration dates.

NC TOPPS PROVIDER COMMUNICATION NEEDS

-  Updated FAQ, Superuser information, and Guidelines for 2018-2019 are available on the Trillium website <https://www.trilliumhealthresources.org/for-providers/north-carolina-treatment-outcome-and-program-performance-system>
-  Providers that are providing services that require a NC TOPPS interview should be submitting NC TOPPS once a member has their second visit. A list of NC TOPPS required services is listed on the Trillium website. <https://www.trilliumhealthresources.org/sites/default/files/docs/NC-TOPPS/Services%20that%20require%20NCTOPPS.pdf>
-  All providers that provide NC TOPPS required services must have a SuperUser registered with NC TOPPS. There are many functions that Provider Superusers can manage at the provider level please see NC-TOPPS Superuser Tools Guide on the Trillium website: <https://nctopps.ncdmh.net/Nctopps2/docs/july2018/NC-TOPPSSuperuserToolsGuideJuly18.pdf>
-  The Superuser request form is available on the Trillium website: <https://www.trilliumhealthresources.org/sites/default/files/docs/NC-TOPPS/Superuser%20Enrollment.pdf>
-  Please refer to the NC TOPPS FAQ Questions on the Trillium website for instructions on how to register a user for NC TOPPS and also for how to register a Superuser. <https://nctopps.ncdmh.net/Nctopps2/docs/NC-TOPPSFrequentlyAskedQuestionsJuly18.pdf>
-  Provider Superusers should be keeping a record of employees that are registered for NC TOPPS under their agency/practice. When employees leave the agency an update should be done on the NC TOPPS main website to remove the user from the agency/practice. Please see NC TOPPS Superuser Tools Guide for instruction on how to remove a user from your agency/practice. <https://nctopps.ncdmh.net/Nctopps2/docs/july2018/NC-TOPPSSuperuserToolsGuideJuly18.pdf>

RFP ANNOUNCEMENT

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.
- 🌱 RFP will post in October 2018.

In order to increase access to care, providers within in the 26-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 providers may apply.

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

NEW MEDICARE BENEFICIARY IDENTIFIER

The Centers for Medicare and Medicaid Services (CMS) replaced the Medicare Health Insurance Claim Number (HICN) with a new Medicare Beneficiary Identifier (MBI) on April 1, 2018.

CMS 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 MBI's in Provider Direct (PD) until October 1 2018. If you have any questions regarding this, please contact Trillium's Eligibility and Enrollment Staff.

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 need 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

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 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.

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.

LS v Wos INSTRUCTION

In November 2017, DHHS received a notice of noncompliance from plaintiffs' counsel with respect to the *LS v. Wos* Settlement Agreement. The department has reviewed the information provided by plaintiffs' counsel and has agreed to take certain corrective actions as outlined below.

All LME/MCOs must promptly implement the following requirements and follow up regularly to assure compliance:

1. The current clinical policy could be interpreted to suggest that the level of Residential Supports and Supported Living is dictated by the Supports Intensity Scale (SIS) score. This is incorrect.

The level of Residential Supports or Supportive Living requested in the plan of care or approved by Utilization Management (UM) must be based on medical necessity in each participant's individual case. The SIS Level is only one piece of evidence that may be considered. The SIS score may be considered as a guideline only and should not be the sole piece of evidence in determining the level of these services.

- 🌱 The clinical policy will be revised at waiver renewal to clarify this issue, but all LME/MCOs must implement this change immediately.
- 🌱 Any verbal or written information (e.g. training materials, information on your website, bulletins, or instructions) which have been provided to staff, providers, or families stating or suggesting that the SIS score unilaterally determines the level of these two services must be promptly revised.

- ♻️ If services are approved for less than the maximum authorization period based on an expectation that the individual's needs will change during the plan year, the LME/MCO must provide written notice of the adverse benefit determination based upon this limited authorization of the service, and this notice must include the specific reason services are expected to be needed only for a limited time and advise the individual of his or her right to appeal the limited authorization. To the extent any LME/MCO has provided information, verbally or in writing, to staff, providers, or participants which suggests otherwise, this misinformation must be promptly corrected.
6. If a request for services exceeds the assigned budget, but is within the policy/waiver limits, is denied or partially denied, initially or at reconsideration, the notice itself (not just enclosed forms or instructions) must clearly state that services will be approved on appeal if they are medically necessary in that case. To the extent any LME/MCO has provided information, verbally or in writing, to staff, providers, or participants which suggests otherwise, this misinformation must be promptly corrected.
 7. Each LME/MCO must promptly provide all Innovations waiver providers with a copy of this bulletin. DHHS will be conducting training on the contents of this bulletin and each LME/MCO must require its relevant staff and/or managers to participate in that training.
 - ♻️ Each LME/MCO must promptly train any relevant staff who did not attend the DHHS-offered training on the contents of this bulletin.
 - ♻️ LME/MCOs are expected to train staff at regular intervals for both new and existing staff members.
 8. DHHS will be sending a notice within the next 30 days to all Innovations Waiver participants to explain and clarify the obligations of the LME/MCOs and the rights of the participants addressed throughout this bulletin. As always, regardless of the *LS. v. Wos* Settlement Agreement, if a participant's family or provider contacts his or her care coordinator to request an increase in services, the care coordinator must meet with the family (and provider, if requested) as promptly as possible, and must assure the request for increased services is submitted to UR as promptly as possible following the contact.

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 3 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.