



To: All Providers
 From: Amy Bryant, M.Ed., Network Director
 Date: Thursday August 9, 2018
 Subject: Updated Spreadsheet for Residential Service Information, RFP Announcement, New Medicare Beneficiary Identifier, Appeals Training Module in the Provider Learning Portal, Provider Network Annual Training Needs Assessment, Important NCTRACTS Information, Project ECHO

IMPORTANT UPDATE FOR AGENCIES THAT PROVIDE RESIDENTIAL SERVICES

Please see the updated spreadsheet below

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 no beds, please still send the spreadsheet.

Provider Name	Provider Contact Name	Provider Contact Phone #	Provider Contact Email	House Name	Funding	City	COUNTY	M/F	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 time of residential option.
2. Residential agencies will have quick access to referrals from the entire network, LME/MCO, and stakeholders.
3. Members throughout the Trillium community who need a residential option, regardless of age, will be able to follow a much more efficient process to access services
4. Members who need residential services coming out of an ED visit or hospital will be able to have quick options available.
5. The least restrictive environment is always the expected best practice.

Trillium is requesting residential openings for the following: TFC, IAFT, Level II-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.

Credentialing/Re-Credentialing inquiries can be emailed to Credentialing@TrilliumNC.org. For all other questions, concerns, comments and requests, please send inquiries to the Network Service Ticket System email address: NetworkServicesSupport@TrilliumNC.org.

It is important that Network Providers keep their licensures current in NCTRACKS. When a Network Provider renews licensure(s), please update the license(s) in NCTRACKS by completed a NCTRACKS Managed Change Request (MCR) Forms and submit. Expired licenses in NCTRACKS can affect claims and result in denial(s).

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

CURRENT RFP OPPORTUNITY





Psychotherapy for Children & Adolescents in Therapeutic Foster Care

The primary purpose of the RFP is to invite Licensed Independent Practitioners, Groups and/or Provider Agencies who can provide ongoing psychotherapy for children placed in a Therapeutic Foster Care (TFC). Please view [RFP here](#) for more information.

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) 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 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.

APPEALS TRAINING MODULE IN THE PROVIDER LEARNING PORTAL

There is now a Member Oriented Appeals Module available. The purpose of the training is to explain how members file a request for reconsideration and to describe the steps of a member's request for reconsideration and appeal. Upon completion of the training the viewer should have increased knowledge of how a member should file a "reconsideration" request with Trillium and be able to describe the different due process levels available to a member in NC as part of an appeal. It is specific to Medicaid services, not state funded [services](#).

PROVIDER NETWORK ANNUAL TRAINING NEEDS ASSESSMENT

Your input is so valuable to us! Please take a few minutes to complete the **Provider Network Training Needs Assessment** so we can help meet your training needs. [Take our survey by clicking here.](#)

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

PROJECT ECHO



What is Project ECHO Autism?

Project ECHO Is an online learning and guided practice model that is revolutionizing professional health education. The program links clinicians practicing in local communities (“spokes”) with specialist care teams (“hubs”). It is hosted in a teleconsultation format involving a mix of didactic presentations and in-depth case consultations.

Autism effects one out of every 57 children in the state of North Carolina. Referrals to specialty clinics often involve travel and long waitlists for families. We want to support local mental health providers to improve their knowledge and confidence in providing evidence-based strategies and treatment to individuals with ASD.

Who is Eligible to Participate and What is the Cost?

Mental health providers in Eastern North Carolina who offer treatment to individuals with an autism spectrum disorder of any age, and who would like to develop their expertise in providing treatment to this population.

The cost to participate is FREE! Continuing Education Credits (including Category A for licensed psychologists) will also be provided free of charge.

How do I sign up?

Send an email to teacch_echomh@med.unc.edu to sign up! We will also be offering free online informational sessions on **August 13 and August 20 at 12PM**. A list of all provider sites will appear

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.