



Network Communication Bulletin #034

To: All Providers
From: Amy Bryant, M.Ed., Network Director
Date: October 31, 2018
Subject: Provider Satisfaction Survey, NC HealthConnex Readiness Survey, Update to Provider Contract Template, Expired Credentialing, Is It Time for Your Re-Verification Application? Protected Health Information, Current RFP Opportunity

PROVIDER SATISFACTION SURVEY

On an annual basis, the Provider Satisfaction Survey is conducted by the Division of Health Benefits (formerly the Division of Medical Assistance). The survey will be sent soon to all providers participating in the 1915(b)(c) Medicaid Waiver program. Survey results will help determine how well MCOs across the state are meeting providers' expectations and needs, and to assess provider perceptions of their respective MCOs. Provider satisfaction is extremely important to Trillium.

NC HEALTHCONNEX READINESS SURVEY

The Readiness Survey is to assess current provider status in regards to Electronic Health Records (EHRs) concerning the State mandate that providers be connected to HealthConnex. If you have not completed this survey, it will be available until November 1, 2018. The information requested in this survey will enable Trillium to evaluate the readiness of providers to connect to the North Carolina HealthConnex system. Your feedback is needed.

- [NC HealthConnex Readiness Survey](#)

UPDATE TO PROVIDER CONTRACT TEMPLATE

The Contract issued by Trillium Health Resources has been updated and will become effective on December 1, 2018. This update includes language added to Article I. Section 13(h)(i). Please review this update carefully. If you have any questions please to contact the Contracts Department at Contracts@TrilliumNC.org. You may view the updated Contract at any time by visiting our [website](#) or by clicking [HERE](#).

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 credentials expire and services are continually billed, Trillium will seek recoupment during that time period. Network Providers are responsible for tracking their credentialing expiration dates.

Trillium values our providers and offers training and guidance from the start of this partnership. As part of that training, we supply the Trillium Provider Manual and Network Communication Bulletins. Providers must review both after they contract with Trillium. Page 27 of the manual details the requirements of re-credentialing.

In addition, we have reminded providers recently in Network Communication Bulletins #29, #30, #31, and #32.

While we understand your disappointment with the recoupment, we have listed this expectation in multiple locations and must ensure Trillium remains in compliance to only process payments to credentialed providers.

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 completing a Managed Change Request (MCR) Forms with a copy of renewed license and submit form to NCTracks (www.nctracks.nc.gov). Also, please send a copy of the renewed license to Credentialing@TrilliumNC.org. Expired licenses in NCTracks and Provider Direct can affect claims and result in denial(s).

Practitioners who are Provisionally Licensed Psychologists and Licensed Psychological Associates are required to have a supervision contract. A copy of this contract must be sent to Trillium Health Resources (Credentialing@TrilliumNC.org) during the time of initial and re-credentialing. This clinical supervision contract is maintained in the practitioner's credentialing file.

For all other questions, concerns, comments, and requests, please send inquiries to the Network Service Ticket System email address: NetworkServicesSupport@TrilliumNC.org

IS IT TIME FOR YOUR RE-VERIFICATION APPLICATION?

It has already been five years since the implementation of NCTracks, which means there are many providers who will need to complete re-verification over the next few months. If you have not received a re-verification notification in your Message Center inbox yet, you may be seeing it soon. To find your re-verification date, go to the Division of Health Benefit's (DHB) list of the providers who are due for re-verification in 2018 under 'Recredentialing' on the [DHB Provider Enrollment webpage](#).

Be sure to check your email and [NCTracks Provider Portal](#) for reminders on useful resources and tips for completing your application. To learn more, visit the [Re-verification/Re-credentialing FAQs page](#) today.

PROTECTED HEALTH INFORMATION

Protected Health Information should be submitted to Trillium in a secure manner. When sending an email or entering a ticket in the system, please remember the following:

- 🌱 Do not include PHI in subject lines of tickets or emails
- 🌱 Use a secure method of communication, such as "Zixmail." Instructions for Zixmail can be found on our website or by clicking the following link: [Zixmail Instructions](#)
- 🌱 Take Five to Check Five: When uploading documents to send to Trillium, take five seconds to check things such as Consumer Name, DOB, Medicaid Number and Record Number to ensure these match with the information on Provider Direct. Also, ensure you are uploading the correct Document and File Name to the system. This will help eliminate incorrect information being submitted.

If for any reason you receive information inadvertently or insecurely, please notify Trillium through [EthicsPoint](#). For additional information or questions, please contact MedicalRecords@TrilliumNC.org.

CURRENT RFP OPPORTUNITY

Trillium offers trainings for providers and 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.

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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.