



To: All Providers
From: Amy Bryant, M. Ed., Network Director
Date: February 15, 2019
Subject: North Carolina State Funds Availability Reminder, Accreditation for Providers of Innovations Waiver Nursing Respite, Updated Employer of Record Handbook, NC TOPPS Reminders, Provider Monitoring Updates and Reminders

NORTH CAROLINA STATE FUNDS AVAILABILITY REMINDER

We would like to remind our providers that State funds are not an entitlement and are not available to individuals who do not have a North Carolina residential address or that have out-of-state Medicaid. In regards to State funding eligibility for those members who have third party insurance, please refer to [Clinical Communication #005](#). If you have any questions, please send an email to EnrollmentandEligibility@trilliumnc.org or call Trillium at 1-866-998-2597 and ask to speak to an Enrollment & Eligibility Specialist.

ACCREDITATION FOR PROVIDERS OF INNOVATIONS WAIVER NURSING RESPITE

Effective immediately, the Division of Health Benefits will recognize the Accreditation Commission for Health Care (ACHA) and Community Health Accreditation Partner (CHAP) as accepted accrediting bodies for [Innovations Waiver Nursing Respite](#).

UPDATED EMPLOYER OF RECORD HANDBOOK

The Employer of Record Handbook has been updated to clarify the requirements for Employee Qualifications and Crisis Provider Services. Employees who have criminal background checks that are positive for any convictions listed in Statute §108-C-4 cannot be hired as direct support staff. The details of Statute §108-C-4 have been added to the handbook. The care coordinator will be responsible for educating the employer about crisis services that are available to the member. The employer will work with the care coordinator and the support team to determine the most appropriate crisis plan and supports for the member to ensure health and safety. For more information, please reference the [Employer of Record Handbook](#) located on the NC Innovations page on Trillium Health Resources webpage.

NC TOPPS REMINDERS

All NC TOPPS requests and questions need to be emailed, using secure email, to NCTOPPS@TrilliumNC.org. This includes requests for transfers and corrections to member information in the NC TOPPS System. It is imperative that requests be sent to this email to ensure that the request is received and can be processed in a timely manner. Email requests sent to Trillium staff email addresses may be delayed as the staff member may be unavailable or out of the office.

All NC TOPPS requests for transfers must include a completed Release of Information, signed by the member or their guardian, and it must state that the information to be released is and/or includes NC TOPPS records. The email should be titled "NC TOPPS Transfer Request" in the subject line and the body of the email should include the member's name, record number, and date of birth. Also, include the name of the QP that the NC TOPPS should be transferred to and their office location if your agency has multiple sites.

Coming Soon a NC TOPPS Refresher Webinar

PROVIDER MONITORING UPDATES AND REMINDERS

Beginning with reviews scheduled for **March 11, 2019** and later, member files for provider monitoring will be required to be submitted **24 business hours** prior to your scheduled review date and start time. However, you will still receive your Sample Notification ten business days prior to when files will be due to allow plenty of time for gathering and submitting files. **The deadline for the submission of files is when the submission should be complete, *not* when submission should begin.**

We strongly encourage providers to begin submitting files as soon possible in order to resolve any technical issues that may arise in time for the review to begin as scheduled.

Trillium also provides monitoring checklists that detail what items are needed in the files. Please follow instructions carefully, use the checklists as a cover sheet for each file, and organize the items in files in the order that they are listed on the checklist. Also, please only include the items requested and only items that are current for the date range being reviewed. Submitting files in this manner will allow reviewers to complete your review in a more timely manner and reduce instances of confusion or items being overlooked. If you are unsure of something you should or should not submit, the lead for your review will be glad to answer any questions you may have.

QUARTERLY PROVIDER INCIDENT REPORT (FORM QM-11) REMINDER

Trillium Health Resources received an approval from DHHS to waive the reporting requirement for the Quarterly Provider Incident Report (Form QM-11). The waiver is approved for all contracted providers in the Trillium catchment area for the time period of February 25, 2016 through December 31, 2021. If there are any questions, please contact the Quality Management Department at QMInfo@TrilliumNC.org

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.

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.