



To: All Providers
From: Khristine Brewington, VP of Network Management, MS, LPC, LCAS, CCS, CCJP
Date: August 23, 2019
Subject: Victory Junction Information, Medicaid Transformation Resource, Provider Direct Format Change for Screening Time on New Enrollments

Victory Junction will host Trillium families on October 11-13 and 25-27, and November 1-3, for three weekends of excitement and bonding, in a beautiful setting with medical personnel and trained staff onsite.

The application process is handled by Victory Junction and is [available here](#). Space is limited and applicants must be a child (under the age of 18) diagnosed with IDD and a member with Trillium.

🌱 See the flyer [HERE](#)

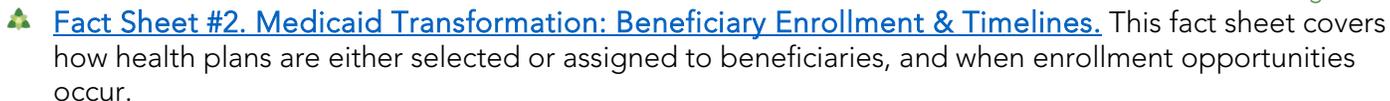
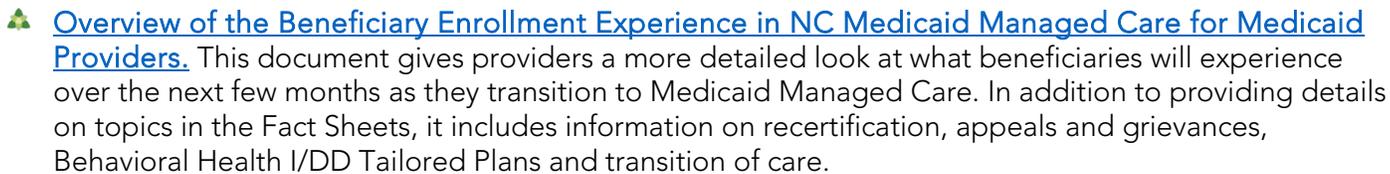
The flyer features the Trillium Health Resources logo on the left and the Victory Junction logo on the right. The Victory Junction logo includes a silhouette of a person in a wheelchair holding a checkered flag, with the text "VICTORY JUNCTION" and "Founded for kids in honor of Adam Petty". The main text in the center reads "OCTOBER 11-13 & 25-27, AND NOVEMBER 1-2" in red. Below this, there are three paragraphs of text describing the camp and the application process. On the right side of the flyer, there is a photograph of two young girls, one in a wheelchair and one standing next to her, both smiling. The background of the flyer is a bright blue sky with clouds and a green landscape with a stylized tree.

MEDICAID TRANSFORMATION RESOURCE FOR PROVIDERS

The Department of Health and Human Services (DHHS) recently launched an online "[Provider Playbook](#)" as part of its commitment to ensure providers have resources to help their Medicaid beneficiaries transition smoothly to Medicaid Managed Care. This new Provider Playbook is a collection of information and tools specifically tailored to providers.

The first resources include:

🌱 [Fact Sheet #1. Medicaid Transformation: Overview](#). This fact sheet describes what will change for Medicaid beneficiaries, what provider can expect with Medicaid Managed Care, and how they can partner with the Department to support beneficiaries during the transition.

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[Fact Sheet #2. Medicaid Transformation: Beneficiary Enrollment & Timelines.](#) This fact sheet covers how health plans are either selected or assigned to beneficiaries, and when enrollment opportunities occur.
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[Overview of the Beneficiary Enrollment Experience in NC Medicaid Managed Care for Medicaid Providers.](#) This document gives providers a more detailed look at what beneficiaries will experience over the next few months as they transition to Medicaid Managed Care. In addition to providing details on topics in the Fact Sheets, it includes information on recertification, appeals and grievances, Behavioral Health I/DD Tailored Plans and transition of care.

New resources will be added to the Provider Playbook as they become available. For technical issues identified during open enrollment, please email MedicaidSWAT@dhhs.nc.gov or call 919-527-7460.

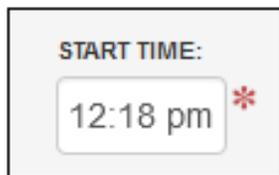
PROVIDER DIRECT FORMAT CHANGE FOR SCREENING TIME ON NEW ENROLLMENTS

Effective September 27, 2019, the Screening Start and End Times on the New Enrollment option in Provider Direct will change from reflecting 24-hour clock values (military time) to 12-hour clock values specified by AM/PM.

The change is designed to be intuitive, therefore, 24-hour clock values can still be entered, but the system will automatically convert to 12-hour clock values.

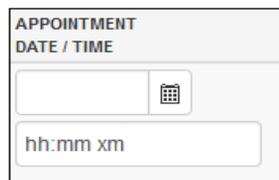
Below is a sample of how the Screening Date/Time fields will appear:

Demographics Tab:



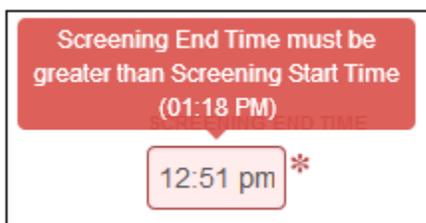
START TIME:
12:18 pm *

Appointment Tab:



APPOINTMENT
DATE / TIME
[Calendar icon]
hh:mm xm

A new error message will appear as below if the user enters a Screening End Time value that is earlier than the Screening Start Time value when the user attempts to save the New Enrollment.



Screening End Time must be
greater than Screening Start Time
(01:18 PM)
12:51 pm *

If you have any questions regarding this or on how to submit New Enrollments, please contact Trillium’s Eligibility and Enrollment Staff at EnrollmentandEligibility@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.