

To: All Providers

From: Khristine Brewington, VP of Network Management, MS, LPC, LCAS, CCS, CCJP

Date: February 14, 2020

Subject: Domestic Violence Provider Survey Request, Changes to Adding UAFL/AFL and Respite Home Sites for In-Network Contracted Providers, Diagnosis Edit Enhancements, RFP Updates/Open Enrollment, Disaster Planning, Provider Directory Updates, Electronic Visit Verification (EVV) Information, Victory Junction Information

DOMESTIC VIOLENCE PROVIDER SURVEY REQUEST

The Access to Health Care Subcommittee of the Commission is asking that MH, I/DD and SUD providers and their licensed professional staff who serve adults complete the brief surveys below by **Wednesday, February 19, 2020**.

The results of these surveys will help determine how we might best partner with the mental health community toward the common goal of serving victims/survivors of domestic and sexual violence statewide. Thank you for your participation in the survey.

PROVIDER AGENCY SURVEY

The **provider agency survey** questions are designed to address how trauma-informed care services and evidenced based practices are provided to victims/survivors of domestic and sexual violence and the relationship the agency has with their local domestic violence and sexual assault providers. It should take approximately **5-10 minutes** to complete the survey.

 [Provider Agency Survey](#)

Please use this link if the above link does not work:

 <https://surveymax.dhhs.state.nc.us/TakeSurvey.aspx?SurveyID=p2L14nIK>

LICENSED PROFESSIONAL SURVEY

The **survey for the agency's Licensed Professionals** will focus on training, delivery of services, clinical practices and engagement of victims/survivors of domestic and sexual violence. The Commission is asking that **each** of the licensed professionals providing services to this population complete the survey. Time frame for completion is approximately **10-15 minutes**.

The web link for the survey and if needed, the URL, is provided below.

 [Licensed Professional Survey](#)

Please use this link if the above link does not work:

 <https://surveymax.dhhs.state.nc.us/TakeSurvey.aspx?SurveyID=p2L14plK>






CHANGES TO ADDING UAFL/AFL AND RESPITE HOME SITES FOR IN-NETWORK CONTRACTED PROVIDERS

Trillium Health Resources prioritizes a member's needs by ensuring continuity of care and access to services. Effective March 1, 2020, in-network fully contracted providers will be directed to submit the "Add an AFL/Respite Site Form" when requesting to add an unlicensed AFL, licensed AFL, or overnight respite site to meet a member's need. Sites can be added when a member needs Innovations Residential Support services or B3 Individual Support services (when provided in an UAFL/AFL), or Respite services. This form will be posted to the Trillium webpage under Provider Documents and Forms. Community based services should be added to the agency billing site.

Trillium Network Management Team will continue to complete required site visits/walk-throughs for each unlicensed AFL and unlicensed overnight respite site, as well as verify completed HCBS assessments.

DIAGNOSIS EDIT ENHANCEMENTS

Effective March 26, 2019, to assist providers in identifying which diagnosis code is the reason a claim was denied, Trillium will be enhancing the denial reason descriptions associated with diagnosis code denials. The Remittance Advice (RA) denial reason codes and descriptions associated with this enhancement are:

-  Edit #1274 - Principal diagnosis code is not active and effective for the date(s) of service.
-  Edit #1275 - Admitting diagnosis code is not active and effective for the dates(s) of service.
-  Edit #1276 - Other diagnosis code is not active and effective for the dates(s) of service.
-  Edit #1277 - Patient Reason Dx is not active and effective for the dates(s) of service.
-  Edit #1278 - ECI is not active and effective for the dates(s) of service.

To avoid claim denials, please make sure all diagnosis codes are active and effective for the dates of service on the claim.

If you have any questions or concerns about the upcoming enhancement, please contact your Claims Specialist by calling 1-866-998-2597 or emailing Claims2@TrilliumNC.org.

RFP UPDATES / OPEN ENROLLMENT

Trillium has recently posted two RFP's: [RFP-Family Centered Treatment®](#) in all 26 counties; and [RFP-Facility-Based Crisis & Mental Health Services](#) for Brunswick County.

NEW RFI:

Statewide Provider Recruitment for Hurricane Shelter Response Team

- ▶ This Request for Information (RFI) will obtain information about providers statewide throughout North Carolina that are capable of providing a local shelter response to our 26 counties. Trillium is searching statewide for providers who are interested in working in shelters during natural disasters. Trillium is looking for information from the following providers who have experience in providing behavioral health and IDD/TBI services:
 - NC Certified Peer support specialist
 - Family Navigators for IDD/TBI
 - Qualified Professionals
 - Licensed practitioners (MD, Ph.D., LPA, LPC, LCAS, CCS, LCSW, LMFT etc.):

See the RFI here: <https://app.smartsheet.com/b/form/621861ac3dcb4efa836abf2831470b4b>

DISASTER PLANNING

We are fast approaching the prime season for hurricanes and flooding disasters. To prepare, we are sending out this reminder that disaster plans need to be reviewed and updated, staff trained/re-trained, and contingency and communication plans developed. **Please email a copy of your 2020 Disaster Plan to Krystin Ross at Krystin.Ross@TrilliumNC.org no later than April 30, 2020**, along with the name and contact number of your agency's responsible person(s) during a disaster on the cover page of your plan. **Failure to submit your Disaster Plan for 2020 by the deadline, April 30, 2020, may result in an audit and/or plan of correction.**



As many of you are aware, the Federal Center for Medicare and Medicaid Services (CMS) have posted guideline requirements for all entities that receive Medicaid funds and this applies to all of our Medicaid providers. For your reference, we have attached the Final Rule that will assist you in locating the requirements to the federal rules that apply to each of your situations.




Our contract with providers requires that you have an adequate disaster planning and training process in place within your organization. While it is our desire that no one has to contend with all that a hurricane or flood brings, the reality is that eastern North Carolina has dealt with its fair share of these kinds of disasters in the past. Living in this part of North Carolina, we know that the best way to cope when a disaster strikes is preparation. Please connect with your local emergency management services, know your local resources, and stay connected with Trillium in the event of an emergency.

<https://www.govinfo.gov/content/pkg/FR-2016-08-19/pdf/FR-2016-08-19.pdf>

OPEN ENROLLMENT- RECRUITING NEW PROVIDERS!!!

Trillium is hosting an open enrollment for the following services for both in and out of network providers. Eligible counties will be removed as vacancies are filled. Please refer to the Trillium webpage to apply: [Join our Network - Open Enrollment](#)

-  Substance Abuse Intensive Outpatient Program (SAIOP)
-  Substance Abuse Comprehensive Outpatient (SACOT)

-  Opioid Treatment Program (OTP)
-  Substance Abuse Medically Monitored Community Residential Treatment
-  Substance Abuse Non-Medical Community Residential Treatment

If you are interested, please go to the [RFP | RFA | RFI | Opportunities](#) page to learn more about each opportunity, including applicable counties, and how to apply.

PROVIDER DIRECTORY UPDATES

We continue to strive to improve our Provider Directory and we need your assistance. If you or your agency's information needs to be updated or is changed in our Provider Directory, please complete a Provider Directory form and send the form to our new email address:

TrilliumProviderDirectory@TrilliumNC.org.

It is the responsibility of the provider to check their information in our Provider Directory to ensure the information is accurate and current.

ELECTRONIC VISIT VERIFICATION (EVV) INFORMATION

As required by Section 12006 of the 21st Century Cures Act, the North Carolina Department of Health and Human Services (DHHS) will implement an Electronic Visit Verification (EVV) system for Personal Care Services (PCS) by January 2019 and for Home Health Care Services (HHS) by January 2023.

WHAT IS EVV?

EVV is a method used to verify visit activity for services delivered as part of home- and community-based service programs. EVV offers a measure of accountability to help ensure that individuals who are authorized to receive services in fact receive them.

If you are a provider, please complete this quick [survey about EVV](#).

ANNOUNCEMENTS

November 27, 2019

EVV Good Faith Effort Exemption

On November 21, 2019, the Centers for Medicare and Medicaid Services (CMS) granted approval of North Carolina's EVV good faith effort exemption request. Approval of the Good Faith Effort Exemption allows NC Medicaid until January 1, 2021, to be fully compliant with implementation of EVV per the 21st Century Cures Act (Cures Act). NC Medicaid is planning to resume Stakeholder Engagement and a list of meeting dates and engagement opportunities will be available on this webpage. Stay tuned.

October 28, 2019**EW Good Faith Effort Exemption**

Question: Will NC request a Good Faith Effort Exemption to delay EVV implementation through January 1, 2021?

Answer: Yes, NC submitted a Good Faith Effort Exemption Request to CMS on October 23, 2019. Stakeholder Meetings will resume once we receive a response from CMS.

Outcomes-based Certification for EVV Systems

On October 24, 2019, CMS released an Information Bulletin describing refinements made to the existing certification process as they apply to EVV systems used for all Medicaid personal care services and home health services requiring an in-home visit by a provider. The Cures Act authorized enhanced federal financial participation for EVV systems, which are therefore subject to the federal regulations 42 CFR § 433.112(b) —Mechanized Claims and Processing Information Retrieval Systems. For more information visit:

<https://www.medicaid.gov/federal-policy-guidance/downloads/cib102419.pdf>.

August 29, 2019**EW Good Faith Effort Exemption**

NC Medicaid is in the process of developing our request for a Good Faith Effort Exemption from CMS. Approval of the Good Faith Effort Exemption allows states to delay implementation of EVV through January 1, 2021. Medicaid will update the EVV website with the CMS response once received. NC intends to implement EVV (State Plan PCS and Waiver PCS) for both Medicaid FFS (Medicaid Direct) and Managed Care, at one time.

As we prepare for implementation and develop a tentative timeline, we will consider the possibility of initiating a voluntary EVV pilot program prior to Go-Live. Medicaid will reconvene the previous EVV Stakeholder group once the Good Faith Effort Exemption has been submitted to CMS. The target date for submission is late September. If you have additional questions regarding EVV, please email Medicaid.EVV@dhhs.nc.gov.

For more information on the Good Faith Effort Exemption Request Process, view [EVV Update: Requests from States for Good Faith Effort Exemptions](#).

VICTORY JUNCTION INFORMATION

Victory Junction will host Trillium families on March 6-8, April 3-5, and April 24-26, 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 I/DD and a member with Trillium.

🌱 See the flyer [HERE](#)

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.