

**To:** All Providers

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

**Date:** March 2, 2020

**Subject:** Opportunity for Evidenced Based Learning Collaborative-MATCH, Provider Direct UB04 Claim Form FL70a Patient Reason for Visit Enhancement, New Practice Management Unit, Changes to Adding a Therapeutic Foster Care/Intensive Alternative Family Services Site, Diagnosis Edit Enhancements, Disaster Planning-Immediate Action Required, Provider Directory Updates, RFP and RFI Updates/Open Enrollment, Victory Junction, Domestic Violence Provider Survey Request

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### **OPPORTUNITY FOR EVIDENCED-BASED LEARNING COLLABORATIVE: MATCH**

#### **ABOUT MATCH:**

The Division of Mental Health/Developmental Disabilities/Substance Abuse Services (DMHDDSAS) is committed to increasing access to effective behavioral services for North Carolina's children and families. DMHDDSAS is working with Judge Baker Children's Center (JBCC), an affiliate of Harvard Medical School and purveyor of evidence-based practices, to implement the **Modular Approach to Therapy for Children with Anxiety, Depression, Trauma, or Conduct Problems (MATCH-ADTC or commonly referred to as MATCH)** in North Carolina. We see MATCH as an excellent model for children and adolescents who will receive outpatient services in the Tailored Plan as these children will have more complex needs as well as increasing the effectiveness of outpatient therapy in the Standard Plans.

MATCH is an evidence-based outpatient psychotherapy intervention for children and adolescents ages 6-15 that targets the most common presenting behavioral concerns and can be utilized with nearly 80% of children served in typical community-based settings.<sup>1</sup> The principles of MATCH can also be used with older adolescents.

The MATCH protocol is composed of 33 modules with specific treatment procedures derived from evidence-based practices, developed to specifically address many of the issues that impede the widespread implementation of evidence-based practices. MATCH includes a detailed decision tree that allows clinicians the flexibility to move between different treatment modules.

Core components of the MATCH model include the collection and use of outcome data in regular and ongoing progress monitoring to inform clinical decision-making and track symptom reduction over the course of treatment. Research has demonstrated that providing feedback to clinicians is effective and has a direct positive impact on client outcomes.<sup>2</sup>

In research trials that investigate the degree to which MATCH compares to usual care, MATCH demonstrates greater clinical improvement, shorter treatment duration, and decreased use of psychotropic medications.<sup>3, 4, 5</sup> Analysis of treatment duration in one state showed that the use of MATCH led to a highly significant 37% reduction in the number of treatment sessions required compared to usual care.<sup>1</sup> This resulted in substantial cost savings per treatment episode, and enhanced access to care by shortening waiting lists.

## LEARNING COLLABORATIVE OPPORTUNITY

To support the spread of MATCH in North Carolina, DMHDDSAS will be sponsoring a MATCH Learning Collaborative starting in August 2020. Applications will be available in May.

DMHDDSAS will focus on providers who serve a high volume of children and families across North Carolina. In addition, providers who are a training site for graduate students will be given special consideration. The Judge Baker Children's Center MATCH Learning Collaborative not only trains clinicians and supports senior leaders to implement MATCH in their agencies, it also trains supervisors to teach MATCH within their own agency. For this Learning Collaborative, DMHDDSAS and Judge Baker have arranged to train **all 32 participants as MATCH trainers/supervisors**. MATCH trained supervisors will be provided all the materials to continue to train and coach MATCH to fidelity within their agencies. For this reason, the selection of the participants is critical to the successful spread of MATCH in North Carolina.

Judge Baker's MATCH Learning Collaborative will focus on adult learning principles, shared responsibility, organizational change, cross-site collaboration, interaction, and continuous quality improvement. Data will be used at all levels of an organization to inform practice - from client assessment, to implementation, organizational change and quality improvement, data is integral to the process.

Judge Baker Children's Center will offer two webinars to review the evidence behind the effectiveness of MATCH, the structure and support offered by the Learning Collaborative, and the expectations for the participants. That way, interested providers can best prepare their applications for the Learning Collaborative. The location of the training and learning sessions will be determined by the geography of the selected providers.

DMHDDSAS will promote the use of cost-based reimbursements for evidence-based practices in discussions with Local Management Entities – Managed Care Organizations (LME-MCOs) and the Standard Plan Prepaid Health Plans (PHPs) to support your agency's investment in this model and training.

## KEY DATES

 **Monday, March 9 | 3:00-4:00 p.m.:**

- ▶ Webinar with Judge Baker's Children's Center:

<https://judgebaker.zoom.us/j/6172784256>

🌱 Tuesday, April 14 | 11:00 a.m.-Noon:

- ▶ Webinar with Judge Baker's Children's Center:

<https://judgebaker.zoom.us/j/6172784256>

🌱 Monday, May 11: Applications are released

🌱 Wednesday, July 1: Applications are due

🌱 Monday, August 17 – Thursday, August 20: Judge Baker team visits provider agencies

Thank you for considering this opportunity. Please address any questions to Lisa Lackmann at [llackman@unc.edu](mailto:llackman@unc.edu) and Amy Doyle at [adoyle@jbcc.harvard.edu](mailto:adoyle@jbcc.harvard.edu).

In addition, providers can complete MATCH training through the Safe Schools Healthy Kids NC online portal. This free, online platform was developed by Trillium to offer tip sheets and trainings for school personnel, parents, children, and the general public. You can [visit the website here](#) to complete the training.

## **PROVIDER DIRECT UB04 CLAIM FORM FL70A PATIENT REASON FOR VISIT ENHANCEMENT**

Effective April 30, 2020, in compliance with UB04 Billing Guidelines, Trillium will implement an enhancement to FL70a on the UB04 claims form in Provider Direct.

The validation will require that the Patient Reason for Visit be populated in FL70a for all claims when:

- 🌱 Type of Bill is 013x, 078x and 085x
- 🌱 FL14 Priority Type of Admission is reported as 1, 2 or 5
- 🌱 Revenue Codes 045x, 0516, 0526 or 0762 are reported on the claim

If you have any questions about this upcoming change, please contact Trillium's IT Department at [PDsupport@TrilliumNC.org](mailto:PDsupport@TrilliumNC.org) or a Trillium Claims Specialist at 1-866-998-2597 or [Claims2@TrilliumNC.org](mailto:Claims2@TrilliumNC.org).

## **NEW PRACTICE MANAGEMENT UNIT**

Trillium Health Resources is modernizing the future of healthcare by challenging the status quo. We are going beyond basic healthcare and creating innovative programs that benefit each member and the communities where they live. Our organization is built around driving better outcomes for our members by revolutionizing how to provide care through cutting edge services and supports.

Trillium's Network Management Department is responsible for the development and maintenance of our Provider Network, designed to meet the needs of our members while ensuring choice and best practices in services. Trillium has added a Practice Management Unit that is responsible for leading Trillium's development of performance and value based payment strategies.

Our Practice Management team develops and leads innovative strategies to increase the use of value based purchasing arrangements that will assist the organization in providing quality, effective, personalized, whole-person care to the members we serve.

Our Practice Management consultants work directly with our Network of Providers to lead performance improvement projects, identify performance measures, track member outcomes and enhance service delivery. The Practice Management team assists in the development and growth of our provider network, recruitment and retention of high-performing providers, training, and education. We work with providers to identify priority areas and domains needed by providers to participate in alternative payment arrangements in the delivery of care, across all populations that Trillium serves.

The development and implementation of practice management strategies and initiatives improves the experience of care, improves the health of our members and reduces per capita costs of health care. It allows Trillium Health to transition to care delivery and payment arrangements that align quality and cost incentives. Practice management strategies allow us to manage, organize and streamline care delivery and coordination of care.






### **CHANGES TO ADDING A THERAPEUTIC FOSTER CARE/ INTENSIVE ALTERNATIVE FAMILY SERVICES SITE**

As of March 1, 2020, the Therapeutic Foster Care/Intensive Alternative Family Treatment Site Addition Form is revised. This form will be posted on Trillium's website under [Provider Documents and Forms](#). **Please begin to use the revised form.**

### **DIAGNOSIS EDIT ENHANCEMENTS**

Effective March 26, 2019, Trillium will be enhancing the denial reason descriptions associated with diagnosis code denials to assist providers in identifying which diagnosis code is the reason a claim was denied.

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 diagnosis 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](mailto:Claims2@TrilliumNC.org).

### **DISASTER PLANNING- IMMEDIATE ACTION REQUIRED BY ALL PROVIDERS**

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 no later than April 30, 2020 to Krystin Ross at [Krystin.Ross@trilliumnc.org](mailto:Krystin.Ross@trilliumnc.org). Please include 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 2020 Disaster Plan by April 30 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>

## **PROVIDER DIRECTORY UPDATES**

We continue to improve our Provider Directory and 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 Change Form](#) and send the form to our new email address: [TrilliumProviderDirectory@TrilliumNC.org](mailto:TrilliumProviderDirectory@TrilliumNC.org).

It is the provider's responsibility to check information in our Provider Directory to ensure the listing is accurate and current.

## **RFP AND RFI UPDATES/OPEN ENROLLMENT**

### **RFP AND RFI UPDATES**

Trillium recently posted two new Request for Proposals (RFPs): **Family Centered Treatment® (FCT) in all 26 counties**; and **Facility Based Crisis (FBC) for Brunswick County**.

Trillium is searching statewide for providers who are interested in working in shelters during natural disasters. This Request for Information (RFI) will obtain information about providers statewide through North Carolina that are capable of providing a local shelter to our 26 counties.

#### **Statewide Provider Recruitment for Hurricane Shelter Response Team**






- ▶ 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>

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

## OPEN ENROLLMENT: RECRUITING NEW PROVIDERS!

Trillium is hosting an open enrollment for the following services, for **both in-network and out-of-network providers**. Eligible counties will be removed as vacancies are filled. Please visit Trillium's website to apply: [RFP/RFA/RFI Opportunities](#)

-  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

## 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 under the age of 18, diagnosed with I/DD and a Trillium member.

-  See the flyer [HERE](#)

## 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 **Friday, March 6, 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.** It should take approximately **10-15 minutes** to complete the survey.

 [Licensed Professional Survey](#)

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

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

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Any questions about this Communication Bulletin may be sent to the following email:

[NetworkManagement@TrilliumNC.org](mailto: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.