

To: All Providers

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

Date: March 13, 2020

Subject: Information and Guidance on COVID-19, 2020 Gaps and Needs Assessment, Opportunity for Evidence-Based Learning Collaborative-MATCH, Provider Direct UB04 Claim Form FL70a Patient Reason for Visit Enhancement, Changes to Adding a Therapeutic Foster Care/Intensive Alternative Family Services Site, Diagnosis Edit Enhancements, **Disaster Planning-Immediate Action Required by All Providers**, Provider Directory Updates, RFP and RFI Updates, Open Enrollment, Victory Junction

INFORMATION AND GUIDANCE ON COVID-19

Trillium Health Resources continues to monitor the spread of the new Coronavirus Disease (COVID-19) with guidance provided by the [Center for Disease Control and Prevention \(CDC\)](#) and North Carolina Department of Health and Human Service (DHHS) ([Coronavirus Disease 2019 \(COVID-19\) Response in North Carolina](#)). We are committed to providing education to our members and network providers, as well as the general public. Based on CDC and NC DHHS recommendations, our goal is to provide education on preventive steps to help maintain the safety and well-being our communities. We strongly encourage you to review our site [here](#) and the information below for accurate and up-to date-information on the COVID-19.

NORTH CAROLINA EMERGENCY MANAGEMENT GUIDANCE ON CONSIDERATIONS OF PEOPLE WITH DISABILITIES AND OTHER ACCESS AND FUNCTIONAL NEEDS FOR COVID-19

On March 6, 2020 the state released a document on ensuring considerations of people with access and functional needs during the COVID-19 outbreak. The document is intended to assist and provide guidance for emergency planners, whether in emergency management, public health, or agencies and organizations that serve people with disabilities. Read it [HERE](#).

COVID-19 GUIDANCE FOR OPIOID TREATMENT PROGRAMS

Substance Abuse and Mental Health Services Administration (SAMHSA) provides COVID-19 guidance for opioid treatment programs. See the suggested course to assure the best possible safety of patients and providers [HERE](#).

2020 GAPS AND NEEDS ASSESSMENT

(Also known as the Network Adequacy and Accessibility Assessment)

The Gaps and Needs Assessment is an annual study of our area and the people who live here as well as where services are available and how people use them.

Gaps and Needs surveys are a vital part of how we collect data in an effort to make improvements. The survey administration period has begun and will go through the end of April. The survey is easy to complete and most people can finish in about 15 minutes or less.

Paper and Spanish copies will be available. If you need to complete a paper copy, contact Trillium's Call Center at 1-866-998-2597.

Surveys are available for either members and families, or any other stakeholder (including staff, agencies, providers, and the public). When completing the survey online, be sure to select the correct version (choose Member and Families or Stakeholders).

If you have questions about the survey, please call Trillium's Administrative and Business Line at 1-866-998-2597. Please do not call the 24-hour Access to Care Line if you have questions about the survey.

Survey questions come from the North Carolina's Department of Health and Human Services (NCDHHS) office, with input provided by our Consumer & Family Advisory Committee (CFAC) board members.

EXAMPLES OF TOPICS COVERED ON THE SURVEY:

What service needs do you have that are not being met?

In what county do you receive services?

Have you ever experienced stigma (shame or embarrassment) as a result of your diagnosis?

Complete Trillium's Gaps and Needs Survey (English):

 [Gaps & Needs web-page](#)

Thank you for your participation in this important survey!

OPPORTUNITY FOR EVIDENCE-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.¹ 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.²

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.^{3, 4, 5} 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.¹ 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 are now open.

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

🌱 **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 open

🌱 **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 lackman@unc.edu and Amy Doyle at 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 or a Trillium Claims Specialist at 1-866-998-2597 or Claims2@TrilliumNC.org.

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, 2020, 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.

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. 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 the deadline of 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.

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

REQUEST FOR PROPOSAL (RFP)

Trillium recently posted two new RFPs:

-  [Family Centered Treatment® \(FCT\)](#) in all 26 counties; and
-  [Facility Based Crisis and Mental Health Services](#) for Brunswick County.

REQUEST FOR INFORMATION (RFI)

[Statewide Provider Recruitment for Hurricane Shelter Response Team](#)

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



[Behavioral Health Urgent Care \(BHUC\): Tier III and Tier IV](#)

- ▶ Trillium is identifying mission-driven providers interested in the development of Behavioral Health Urgent Care (BHUC) sites within Trillium's 26 county catchment area, divided into the following regions:
 - Columbus/Brunswick/New Hanover/Pender
 - Onslow/Carteret
 - Craven/Pamlico/Jones
 - Pitt
 - Nash
 - Beaufort/Hyde/Tyrell/Washington/Martin
 - Dare/Currituck
 - Northhampton/Hertford/Bertie/Gates
 - Chowan/Perquimans/Pasquotank/Camden

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: [Join Our Network](#)

-  [Involuntary Commitment \(IVC\) Examiners](#)
-  [Psychologists and Licensed Psychological Associates](#)

VICTORY JUNCTION INFORMATION

Victory Junction will host Trillium families on April 3-5, and April 24-26, for two 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](#)

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.