Network Communication Bulletin #066

To: All Innovations Waiver providers for Community Living and Supports

From: Cindy Ehlers, Executive Vice President

Date: **April 1, 2020**

Subject: Temporary Rate increase during COVID-19
(Procedure codes T2013TF and T2013 TF HQ)

---REVISION ---

Trillium is providing a temporary 5% rate enhancement on Community Living and Support service under the Innovations waiver that may require providers to pay overtime for staff when other staff cannot work due to COVID-19, OR due to paying direct care staff a higher rate for hazard pay during this event. This is the only service covered under this communication and the temporary rate change will not require a contract addendum.

Trillium is currently in the process of updating the contract rate and codes (adding the appropriate modifier) in contracts for the above service. The rates may be used between the dates of service of April 1, 2020 to June 30, 2020 and may be extended or lifted early by Trillium. Trillium may audit records for providers that bill these codes to assure compliance with the billing and to ensure these enhanced rates go to direct care staff. If the rate is not updated in your contract, you may consider billing the regular service and then replacing the claim once the code/rate are updated in your contract. This will allow you to maintain cash flow while we complete the necessary work in our system. Trillium expects the rates and code to be updated no later than April 10th, 2020.

We are continuing to work internally to address any concerns related to service delivery for our members, so please be patient as we work to address all populations.

If you have any questions regarding this communication, please email RATESFinance@trilliumnc.org.

Please email only as we are experiencing higher than normal call volume at this time. Please do NOT email asking for your exact rate as all of those are being worked on at this time and so we cannot provide that answer right now.