



Transforming Lives. Building Community Well-Being.

Network Communication Bulletin #078

To: Providers with Single Case Agreements (SCA)
From: Kristine Brewington
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Date: April 17, 2020
Subject: Temporary Rate Increase during COVID-19 Rate Enhancement for SCA Providers

Trillium is working with the North Carolina Department of Health and Human Services (NC DHHS) on service specific guidance in response to the COVID-19 pandemic. The North Carolina Division of Health Benefits (DHB) coordinated with the Center for Medicare and Medicaid Services (CMS) and requested waivers that support flexibility in service delivery that both protects the public and ensures our most vulnerable citizens are able to continue receive support for their Behavioral I/DD needs.

This guidance is not retroactive; it goes in to effect April 20, 2020 until June 30, 2020 and may be extended if necessary. This guidance applies to providers with Single Case Agreements with Trillium. Trillium may require at some future point replacement claims to add modifiers to service codes used for billing during this event; however, until that time providers should bill the existing codes until addendums are complete for the new rates.

Trillium is providing a 10-30% rate enhancement on services 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. Specific services and funding sources impacted include:

SINGLE CASE AGREEMENT FOR STATE FUNDS FOR:

- 🌱 Group Living
- 🌱 Facility Based Crisis
- 🌱 Supervised Living

SINGLE CASE AGREEMENTS FOR MEDICAID FUNDS FOR:

- 🌱 CLFS (all levels)
- 🌱 Facility Based Crisis
- 🌱 IAFT
- 🌱 ICF
- 🌱 Residential Level III/IV
- 🌱 Residential Treatment Level II Single Family
- 🌱 PRTF

SINGLE CASE AGREEMENT FOR MEDICAID INNOVATIONS WAIVER:

- 🌱 Residential Supports
- 🌱 Supported Living
- 🌱 Community Living and Supports

B3 MEDICAID SERVICES:

- 🌱 B3 Innovations Waiver Residential Services
- 🌱 B3 Community Living and Supports

Trillium is currently in the process of updating rates and codes in Single case agreements for the above services, along with an amendment. The rates may be used between the time periods of April 20, 2020 to June 30, 2020 and may be extended or lifted early by Trillium if necessary. Codes for the above services will be added to contracts with a CR modifier. 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 rates and contract amendments are not received by your agency in time to impact cash flow, you may consider billing the regular service and then replacing the claim once the code/rate are updated in your contract. Please note that it may take up to three weeks to load all applicable contracts.

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 rates as all of those are being worked on at this time and so we cannot provide that answer right now.