

To: All Providers
From: Khristine Brewington, VP of Network Management, MS, LPC, LCAS, CCS, CCJP
Date: May 1, 2020
Subject: Temporary Rate Increase during COVID-19 Rate Enhancement Supported Employment (Innovations and B3 Services); New My Learning Campus Platform for Providers

TEMPORARY RATE INCREASE DURING COVID-19 RATE ENHANCEMENT SUPPORTED EMPLOYMENT 1-7 BEHAVIORAL HEALTH SCREENING PROGRAM

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.

Trillium is providing a rate increase of 15% for Supported Employment (Innovations and B3 Services). This increase will assist providers with compensating direct care staff for the risk they are experiencing by being out in the community supporting our members.

Trillium is currently in the process of updating rates and codes in contracts for these services, along with an amendment. The rates may be used between the time periods of May 1, 2020 to June 30, 2020 and may be extended or lifted early by Trillium if necessary. Codes for these 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. 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 two 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.

NEW MY LEARNING CAMPUS PLATFORM FOR PROVIDERS

Trillium Health Resources continuously works on improvements to the infrastructure and customer service we are able to offer to our network of providers. The public behavioral health and I/DD system is successful, because of the dedicated providers working in our communities. We want your partnership with Trillium to be just as successful. These past few weeks in particular have been especially demanding, and we hope we have helped some of these new procedures and flexibilities to be implemented for you as smoothly as possible

Trillium staff have been working on an enhanced training site for providers: **Provider.MyLearningCampus.org**. The *new site* is expected to launch on June 1. Provider staff with existing accounts in the current Provider Learning Portal will have access to the new site through their username (usually your email address), but will need to update passwords upon launch (a temporary new password will be provided at that time).

The new Provider.MyLearningCampus.org site will be linked from our website. All of the same features our providers are familiar with will be found on the new site: required online trainings, new trainings developed as needed, and registration for in person trainings. However, by migrating our online training site to an in-house system managed by Trillium, we will be able to have a faster turnaround time for developing content and trainings of value for our providers.

The current learning portal will be taken down on May 26 and will no longer be accessible. Upon launch of the new site, all previous progress, courses, and certificates will again be available. The new site, Provider.MyLearningCampus.org, will be available starting June 1.

We will send a few reminders in advance along with an email communication upon the successful migration and launch of the new site. The email will contain a short tip sheet with instructions on logging on to the site, the new layout, seeing your completed trainings, and more. At that time, all providers should remove any bookmarks they may have saved on their browser for the old learning portal.

Please note: Trillium has also launched a similar site that is targeted to our members. This site is simply called MyLearningCampus.org (no "Provider" at the start of the URL). The member-focused page is linked from the Trillium home page. The page for providers will be linked from the For Providers section of the website.

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.