

To: All Providers

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

Date: May 8, 2020

Subject: SPECIAL BULLETIN COVID-19 #75: Telehealth and Virtual Patient Communications Clinical Policy Modifications - Behavioral Health Service Flexibilities & #76 Telehealth and Virtual Patient Communications Clinical Policy Modifications B(3) Services; New My Learning Campus Platform for Providers

SPECIAL BULLETIN COVID-19

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.

NC DHHS published notification of new telehealth flexibilities for both State Funded Services and (b)(3) services via the Bulletins outlined below. Special Bulletin COVID-19 #075 and #076 includes guidance on service delivery parameters, service codes/modifiers, and place of service for services impacted.

Special Bulletin #75: Telehealth and Virtual Patient Communications Clinical Policy Modifications - Behavioral Health Service Flexibilities – Innovations and TBI Waivers Appendix K and Developmental Disability State Funded Benefit Plans

- 🌱 The temporary changes are to services offered under the 1915 (c) and the child and adult Developmental Disability State Funded benefit plans.
- 🌱 The changes are retroactive to March 13, 2020, and will end the earlier of the cancellation of the North Carolina state of emergency declaration or when the policy modification is rescinded.
- 🌱 When the temporary modifications end, all prior service requirements will resume

AND

Special Bulletin #76: Telehealth and Virtual Patient Communications Clinical Policy Modifications - Behavioral Health Service Flexibilities – (b)(3) Services

- 🌱 These temporary changes are retroactive to March 10, 2020, and will end the earlier of the cancellation of the North Carolina state of emergency declaration or when the policy modification is rescinded.
- 🌱 When the temporary modifications end, all prior service requirements will resume.

Further highlights and clarification between Trillium's Network Communication Bulletins and NC DHHS Special COVID-19 Bulletin #075 and #076 are listed below:

- 🌱 Trillium continuously adds and updates full contracts which include adding the new codes with modifiers of GT CR or CR. State services will continue to require prior authorization due to the limited availability of state funds.
- 🌱 Currently, YM580 Day Supports is not in Trillium's Benefit Plan.
- 🌱 Trillium is not a TBI Waiver LME/MCO organization. In Trillium's Benefit Plan-T1015 represents Intensive-In-Home Supports and is a non-TBI Waiver related code.
- 🌱 GT CR is used when the service was provided via interactive two-way real-time audio-visual communication and CR is used when providing the service telephonically. These are both meant to allow for flexibilities during the COVID-19 emergency.
- 🌱 Trillium implemented some rate enhancements for codes with modifiers GT CR and CR prior to flexibilities added by NC DHHS. Therefore, it is likely that services with these modifiers may have different effective dates than the enhanced rate effective dates. We are continuing to make adjustments to our billing system and contracts to reflect the most updated information.
- 🌱 For Single Case Agreements (SCA) providers, information on temporary rate enhancement can be found in [Network Communication Bulletin #078](#) dated April 17, 2020.
- 🌱 Providers must ensure that services outlined in Special Bulletin COVID 19 #075 and #076 can be safely and effectively delivered using telehealth and/or telephonic modalities as outlined in the [service delivery modifier guidance grid](#).
- 🌱 Providers must consider an individual's behavioral, physical and cognitive abilities to participate in services provided using telehealth interventions.
- 🌱 The individual's safety must be carefully considered for the complexity of the services provided. In situations where caregivers or facilitators are necessary to assist with the delivery of telehealth services, their ability to assist and their safety should also be considered when the individual needs physical assistance.
- 🌱 Telehealth provision of NC Innovations waiver, NC Traumatic Brain Injury (TBI) waiver, and 1915(b)(3) NC Innovations services may only be used when it is clinically indicated for the individual, the individual needs only verbal cueing or prompting to complete tasks, and there are no other health and safety issues.
- 🌱 Delivery of services using telehealth or telephonic interventions must conform to professional standards including, but not limited to, ethical practice, scope of practice, and other relevant federal, state, and institutional policies and requirements including relevant Practice Acts and Licensing Board rules.

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. 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.