

To: All Providers of State and Medicaid Funded Services
From: Khristine Brewington, VP of Network Management, MS, LCMHC, LCAS, CCS, CCJP
Date: June 11, 2020
Subject: Special Bulletin COVID-19 #98: COVID-19 Knowledge Center, Finance update

SPECIAL BULLETIN COVID-19 #98: COVID-19 KNOWLEDGE CENTER NOW AVAILABLE: A CONVENIENT WAY FOR PROVIDERS TO FIND INFORMATION

Medicaid and NC Health Choice providers now have a single source to find answers to questions about COVID-19. The [COVID-19 Knowledge Center](#) is an online resource collection of Medicaid and behavioral health COVID-19 information, including answers to questions received in the COVID-19 mailbox, during webinars and from other sources. The Knowledge Center also includes resource documents such as COVID-19 Special Medicaid Bulletins.

To use this new tool:

1. Go to [COVID-19 Knowledge Center](#)
2. Type a topic or key words into the search bar or select the Bulletin or FAQs category.

The Bulletins category will search all Special Bulletins specific to COVID-19 for the topic of your choice.

FAQs are listed in categories from questions based on popular topics such as telehealth services, pharmacy, rate flexibilities, approved services, terminology definitions and staffing adjustments. The Knowledge Center will return all related entries, or you can search from the most-viewed or top-rated articles that may fit your topic.

The Knowledge Center is continually being updated as new information becomes available. If a search does not retrieve entries to fully answer a question, providers can email questions to the [COVID-19 mailbox](#).

In addition to the Knowledge Center, providers can continue to refer to the [COVID-19 Guidance and Resources page](#) on the Medicaid website.

Contact

Medicaid.COVID19@dhhs.nc.gov or Medicaid Contact Center: 888-245-0179

FINANCE UPDATE:

In order to support our Network Providers during COVID-19 and time of uncertainty, Trillium provided several rate enhancements for specific services that were financially impacted. We are requesting providers who received a rate enhancement to please complete this short survey. The survey's results will be thoroughly reviewed, analyzed, and will help determine our next steps in evaluating the sustainability of our Network. Trillium is requesting for the agency's designee or representative to complete the survey; **only one survey per agency needs to be submitted**. We appreciate your agency's participation in this important survey. **The deadline for completion is June 26, 2020.**

 Link: <https://app.smartsheet.com/b/form/d49c7d156eca4ab98d12ddbd3c352740>

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.