

To: All Providers
From: Khristine Brewington
VP of Network Management, MS, LCMHC, LCAS, CCS, CCJP
Date: June 24, 2020
Subject: Temporary Rate Increases during COVID-19







TEMPORARY RATE INCREASES DURING 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.






Trillium is providing a 10-15% retroactive rate enhancement from March 1, 2020 to June 30, 2020 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:

B3 SERVICES (10%):

-  Day Supports
-  Natural Supports
-  Respite
-  Community Networking
-  Specialized Consultative Service
-  Community Guide

INNOVATIONS SERVICES (12%):

-  Community Guide
-  Crisis Services
-  Respite
-  Day Supports
-  Home and Community Supports
-  Specialized Consultative Service

ASSERTIVE COMMUNITY TREATMENT TEAM(ACTT) (10%) MEDICAID ONLY:

For providers who have not previously received a rate enhancement for this service

PSYCHIATRIC INPATIENT HOSPITALIZATION (15%) – MEDICAID ONLY

Effective 7/1/20, Psychiatric Inpatient Hospitalization rates will receive an increase of 5% above the rate that was in contracts prior to COVID-19

Trillium is currently in the process of updating rates and codes (adding the appropriate modifier) in contracts for the above services. Please allow up to two weeks for Trillium to update the rates in all applicable contracts. We will send out a Network Communication Bulletin once all codes and rates are updated in contracts so that replacement claims may be submitted. For providers to receive the rate enhancements, the codes will need to be billed with the CR modifier, with the exception being the Inpatient Hospitalization codes, which will be increased using the usual billing code.

The rates may be used for dates of service from March 1, 2020 to June 30, 2020. Trillium may audit records for providers that bill these codes to assure compliance with the billing and to ensure these enhanced rates to go direct care staff. In addition, the following services that were enhanced due to COVID-19 will remain in place through July 31, 2020: Basic Benefit Outpatient Services, Supported Employment, ACTT and CST (VBP arrangements). On August 1, 2020 the above service rates will revert back to Trillium's standard floor rate.

RESIDENTIAL SERVICES:

For residential services that were enhanced due to COVID-19, all terms and conditions remain in place until further notice. Please reference Urgent Notification "Rate Enhancement on Services" and Network Communication Bulletin # 78 for details:

 [Urgent Notification from March 23,2020](#)

 [078 Network Communication Bulletin](#)

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.