

**To:** All Providers of State and Medicaid Funded Services

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

**Date:** June 25, 2020

**Subject:** NCDHHS Supported Living Level 2 & 3: Virtual Stakeholders Engagement Meeting, NCSNAP Reminders, Reopening Plans

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### NCDHHS SUPPORTED LIVING LEVELS 2 & 3: VIRTUAL STAKEHOLDERS ENGAGEMENT MEETING

**DATE:** Friday, June 26th, 2020

**TIME:** 1-3 p.m.

**LOCATION:** Virtual Meeting

See more Information [HERE](#) or Register [HERE](#):

After registering, you will receive a confirmation email containing information about joining the webinar by phone and by web link.


If there are any questions, please contact [christina.a.trovato@dhhs.nc.gov](mailto:christina.a.trovato@dhhs.nc.gov)


### IMPORTANT NCSNAP REMINDERS

#### NC SNAP EXAMINER'S GUIDE

 [2017 NC Snap Examiner's Guide](#)


All persons served by the State's Developmental Disabilities (DD) System Require an NC SNAP:

 Assessments should be completed and submitted upon initial contact with the I/DD service system (Provider)

 Assessments should be updated annually and anytime a significant change has occurred in the individual's needs/level of support

NC SNAPs must be submitted via email or fax:

 Email: [NCsnap@trilliumnc.org](mailto:NCsnap@trilliumnc.org)

 Fax Number: 252-215-6874; 910-353-4954

Ensure NC SNAPs are filled out completely prior to submission:

- 🌱 Assessments missing pertinent information (Consumer ID Number, Type of Assessment, etc.) will be returned to the provider for correction
- 🌱 Individual's Case Number should be the member's Trillium Case/Record Number
- 🌱 Assessments may be completed "by hand" but should be written in clear/legible handwriting (please do not use cursive handwriting)
- 🌱 Members' social security numbers should not be recorded on NC SNAPs

Each page of the NC SNAP must be submitted for initial and annual assessments:

- 🌱 NC SNAP Summary Report & Supplemental Information forms may be sent in isolation for Discharge NC SNAPs only
- 🌱 Incomplete assessments will not be processed, and will be returned to the provider (via email)

Discharge NC SNAPs should be submitted as promptly as possible:

- 🌱 Please do not wait until the member is due for an annual NC SNAP update to submit discharge NC SNAP
- 🌱 If a member has changed providers, the new provider should be listed on the Summary Report & Supplemental Information page of the NC SNAP

NC SNAPs submitted via email must be sent securely:

- 🌱 Members' names/initials should not be listed within the subject line of the email (this is an electronic HIPPA violation)

The date of NC SNAP assessment should reflect the date that assessments are completed:

- 🌱 Assessments listing a future date cannot be entered into the database
- 🌱 Assessments containing a future date will be returned to the provider for correction

Past-due NC SNAP Notifications are sent out weekly:

- 🌱 Please respond to requests for updated NC SNAPs as promptly as possible
- 🌱 A Plan of Correction will be issued for providers that fail to submit assessments after the third request has been sent

Necessary corrections to a member's NC SNAP utilizing the following procedures:

- 🌱 Corrections should be made by the individual who completed the assessment
- 🌱 One single line shall be drawn through the error, making sure the original entry is still legible
- 🌱 The corrected information shall be recorded legibly above or near the original entry
- 🌱 An explanation as to the type of documentation error shall be included whenever the reason for the correction is unclear
- 🌱 Correction fluid or tape shall not be used for the correction of errors

## **REOPENING PLANS**

Please send Re-opening plans to the Network Auditing team at [NetworkMonitoring@TrilliumNC.org](mailto:NetworkMonitoring@TrilliumNC.org)

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Any questions about this Communication Bulletin may be sent to the following email: [NetworkManagement@TrilliumNC.org](mailto:NetworkManagement@TrilliumNC.org). These questions will be answered in a Q&A format and published on Trillium's website.