



Transforming Lives. Building Community Well-Being.

Network Communication Bulletin #103

To: All Providers of State and Medicaid Funded Services

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

Date: July 17, 2020

Subject: Rate Enhancement Update, NC Board of Licensed Mental Health Counselors Name Change (SB 537), Roadmap2Ready, Important NCSNAP Reminders

REMINDER:

PLEASE SEND ANY RE-OPENING PLANS TO NETWORKMONITORING@TRILLIUMNC.ORG.

RATE ENHANCEMENT UPDATE

Per Trillium's [Network Communication Bulletin # 095](#) (Temporary rate increases during COVID-19) the codes plus modifier and rates have now been updated in all applicable contracts. 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 were increased using the usual billing code). The rates may be used for dates of service from March 1, 2020 to June 30, 2020. If claims were entered prior to contracts being updated, replacement claims will need to be entered in order to receive the rate enhancements. Trillium may audit records for providers that bill these codes to assure compliance with the billing and to ensure these enhanced rates go to direct care staff.

As a reminder, effective **August 1, 2020**, Basic Benefit Outpatient Services, Supported Employment, ACTT, and CST (VBP arrangements) will revert back to Trillium's standard floor rate.

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 # 078](#) for details.

NC BOARD OF LICENSED MENTAL HEALTH COUNSELORS NAME CHANGE (SB 537)

Senate Bill 537 passed in the NC Senate and House and was signed into law by NC Governor Roy Cooper on November 6, 2019. This new law does the following: a) changes the Board and license names, b) gives the Board the ability to enter into reciprocity agreements with individual states, and c) gives the Board the authority to establish an impaired professionals program.

This law went into effect on January 1, 2020. Currently, the Board is changing web addresses, e-mails, and all accounts with the former name NCBLPC, to the new name NCBLCMHC. The new website will be live soon.

Please review the updated names in the chart below:

PAST NAME	CURRENT NAME
NC Board of Licensed Professional Counselors (NCBLPC)_	NC Board of Licensed Clinical Mental Health Counselors (NCBLCMHC)
Licensed Professional Counselor Associate (LPCA)	Licensed Clinical Mental Health Counselor Associate (LCMHCA)
Licensed Professional Counselor (LPC)	Licensed Clinical Mental Health Counselor (LCMHC)
Licensed Professional Counselor Supervisor (LPCS)	Licensed Clinical Mental Health Counselor Supervisor (LCMHCS)

Licensees are asked to complete name changes to include your new license name on documents (i.e. professional disclosure statement, business cards, etc.), in social media profiles, including LinkedIn, Facebook, and other websites, as well as any other official business by June 30, 2020. Please be sure to upload your new professional disclosure statement with no other changes than the name.

To change your name with Trillium, please submit a [Provider Change Form](#) and e-mail the form to: TrilliumProviderDirectory@TrilliumNC.org, no later than June 30, 2020.

For more information or to get assistance:

- 🌱 View the letter [here](#). or access it in your online portal
- 🌱 Read the winter 2019 edition of the Board Insider [here](#)
- 🌱 View the ratified bill [here](#)
- 🌱 Contact NCBLCMHC at LCMHCinfo@ncblcmhc.org or call 844-622-3572 or 336-217-6007.

ROADMAP2READY

Trillium Health Resources is focused on preparing members and provider agencies for Hurricane Season during the COVID-19 pandemic. Disasters can happen anytime, but proactive measures can help reduce their impact. To help develop your disaster plan for hurricanes, please refer to our new webpage [here](#).



Our **Roadmap2Ready** campaign was developed by our Community Crisis and Disaster Response team with the intention of connecting members and providers to reliable resources that assist with preparing for a hurricane. Our team collaborates with state, county, and community programs within our 26 county catchment area to identify gaps and needs related to inclusive disaster response.

IMPORTANT NCSNAP REMINDERS

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
- 🌱 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

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.