



Transforming Lives. Building Community Well-Being.

# Network Communication Bulletin #104

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

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**Date:** July 24, 2020

**Subject:** Volunteers Needed, Important Information Regarding the 2020 Perception of Care Surveys, Quality Improvement Project Reminder, Rate Enhancement Update, Roadmap2Ready, Important NCSNAP Reminders

## REMINDER:

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

## VOLUNTEERS NEEDED

### THERE IS NO "I" IN TEAM...BUT THERE IS A "U" IN VOLUNTEER!

Looking to get involved? Wanting to make an impact in the lives of members we serve?

Trillium is recruiting volunteers to support the work of our Human Rights Committee (HRC) and Global Quality Improvement Committee (GQIC).

HRC representatives unite to:
✓ Protect member rights
✓ Ensure quality in services
✓ Safeguard access to care
✓ Oversee procedure compliance

GQIC representatives unite to:
✓ Support our provider network
✓ Explore provider quality improvement efforts
✓ Advocate for best practices
✓ Perform blinded peer reviews

Membership consideration is open to all interested parties, including Psychiatrists and Psychiatric-Mental Health Nurse Practitioners.

To get involved with HRC, please fill out our online [application](#) for membership consideration.

To get involved with GQIC, please reach out to [QMInfo@TrilliumNC.org](mailto:QMInfo@TrilliumNC.org).

Together, we can support the well-being, potential, and quality of care for all Trillium members.

Get involved today!

## **IMPORTANT INFORMATION REGARDING THE 2020 PERCEPTION OF CARE SURVEYS**

Every year Trillium and other MCOs across the state assist the North Carolina Department of Health and Human Services (DHHS) with a mandatory annual survey of members who receive Mental Health (MH) and/or Substance Use (SU) services. This survey is designed to assess member perceptions of the services they have received in the past year.

The survey results are sent to the Substance Abuse and Mental Health Services Administration (SAMHSA) for required reporting, who then publish the results by LME-MCO in an annual report. The survey results are not used by DHHS or LME-MCOs to monitor the performance of providers. Survey results are used to inform policy decisions designed to improve the system.




### **Your assistance and participation is crucial to the success of this project**

If you provide MH and/or SU services to members of any age, you may be contacted soon to participate in the administration of this survey. Specific instructions will be provided by Trillium staff at that time.

In response to the COVID-19 emergency, survey administration options have been adapted and expanded this year to include use of distance technologies and paperless surveys. These changes are intended to safeguard members' and providers' health and safety, and to significantly reduce burden for participating providers who assist with survey administration.

Administration of the 2020 Perception of Care survey will occur in the month of August. Since there is a very short administration period, surveys must be completed in a timely manner.

### **Requirements for Member Participation in the Survey**

-  Must have mental health and/or substance use diagnosis
-  Must be a Trillium member, with a Trillium member ID number
-  Can be State-funded OR Medicaid-funded

Please follow all timelines and survey administration instructions provided by Trillium. If you are asked to participate in the administration of this survey and you have any questions, please feel free to contact Julie McCall at [Julie.McCall@TrilliumNC.org](mailto:Julie.McCall@TrilliumNC.org) or 866-998-2597.

Thank you in advance for your participation in this important survey! We look forward to working together with you to gather the important information that will reflect our joint efforts to help members in our area.

## **QUALITY IMPROVEMENT PROJECT REMINDER**

As written in Trillium's Provider Manual and published in [Network Communication Bulletin #044](#), Trillium no longer requires submission of three Quality Improvement Projects by July 30 of each year. Although these projects will no longer be submitted to Trillium, it is important to remember

Trillium may at any time contact a provider to request submission of current QIPs for review/feedback related to overall provider quality/service delivery improvement. Trillium continues to offer a blinded peer review through Trillium's provider led Global Quality Improvement Committee (GQIC). If interested in the peer review, a provider may contact Trillium's QM department at [QMinfo@trilliumnc.org](mailto:QMinfo@trilliumnc.org).

## RATE ENHANCEMENT UPDATE

Per Trillium's [Network Communication Bulletin # 095](#) ( about the temporary rate increases due to COVID-19 for the specific services as outlined in the bulletin), 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 of 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 do 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 # 78](#) for details.

## 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](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

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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.