

To: All Providers of State and Medicaid Funded Services
From: Khristine Brewington, VP of Network Management, MS, LCMHC, LCAS, CCS, CCJP
Date: August 4, 2020
Subject: Roadmap2Safety, NCDHHS RFA to Support Communities Being Hard Hit, Volunteers Needed, 2020 Perception of Care Survey Information, Important NCSNAP Reminders

REMINDER:

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

ROADMAP2SAFETY

TRILLIUM REQUESTING INFORMATION RELATED TO STORM IMPACTS

Trillium has launched our Emergency Operations procedure. Please visit our [new Roadmap2Safety webpage](#) for Community Crisis and Disaster Response for up-to-date information.

While Trillium staff are not considered first responders, we do assist providers and members once the immediate danger has passed.

Trillium's Call Center will remain active during Emergency Operations but ONLY for the 24-Hour Access to Care Line (1-877-685-2415). Please do not use the Administrative and Business Line and instead use staff emails. In all areas, 911 should be used for TRUE PHYSICAL HEALTH EMERGENCIES.

Trillium staff are not first responders and will not be able to physically attend to emergencies in the community.

If you experience any impacts from the storm (staff shortages, loss of power, etc.) please use the button below to share those details with Trillium. This form will also be linked under the "Providers" tab of the Disaster Response page linked above.

[If you experience any changes to your operational abilities over the next several days, please use this link to share this information with Trillium.](#)



NCDHHS ANNOUNCES TWO REQUEST FOR APPLICATIONS TO SUPPORT COMMUNITIES BEING HARD HIT BY COVID-19

COMMUNITY ENGAGEMENT GRANTS

NCDHHS issued a Request for Applications for community engagement grants to organizations to assist our efforts in prevention and controlling the spread of COVID-19 in the African American community.

North Carolina continues to see a sustained increase in its confirmed cases of COVID-19 among the general population, and a disproportionately high percentage of cases statewide are among historically marginalized populations. Our state's African American residents are 21% of the North Carolina population, but represent 24% of the cases and 32% of the deaths where race and ethnicity are known. Health disparities among African Americans in North Carolina are historic and persistent. African Americans are disproportionately at risk for more severe illness from COVID-19 including chronic kidney disease, obesity; serious heart conditions, such as heart failure, coronary artery disease, or cardiomyopathies; sickle cell disease, Type 2 diabetes mellitus, asthma, cerebrovascular disease, hypertension, HIV, liver disease, and smoking.

The African American Community Engagement grants will be used to fund organizations to build awareness and support for DHHS prevention, testing, contact tracing, and isolation supports initiatives in regions of the state disproportionately impacted by COVID-19.

Applications are due by August 14. The Request for Applications will be online at <https://www.ncminorityhealth.org/#whatsnew>.

COVID-19 SUPPORT SERVICE PROGRAM

NCDHHS is seeking regional partner organizations to administer an innovative new program to support individuals in targeted counties who need supports like food and transportation to successfully quarantine or isolate due to COVID-19.

In the Isolation Supports program, people in target counties who are directed to quarantine or isolate due to COVID-19 may apply to receive one or more of five social supports to help them do so: nutrition assistance such as home-delivered meals or groceries; a relief payment to offset temporary loss of income or ability to look for work; transportation; medication delivery; and COVID-related supplies such as a mask or cleaning supplies.

DHHS is releasing this RFA today in order to select regional partners who will administer the program in their area, including directly providing or contracting with local organizations that can collectively provide the full array of support services, handling invoicing, reimbursement, and reporting functions related to the delivery of support services, and working closely with local health care professionals who will be referring and coordinating services. DHHS is prioritizing areas of the state with high per capita

COVID-19 case rates for this program, with final target counties selected based on the applications received. This program is temporary and is expected to run until late 2020.

Applications are due by August 7. Download the [Request for Applications](#).

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 for 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.

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 Health Resources 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 provider 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 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.

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 3rd request has been sent

Necessary Corrections to a Members' 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.