

To: All Providers of State and Medicaid Funded Services

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

Date: August 12, 2020

Subject: Services For School Age Members, Trillium's Disaster Response Unit Update, North Carolina Olmstead Plan Listening Sessions, New Incident Reporting Training for Providers, Recruitment Opportunity Announcement, Provider Training2020 Perception of Care Survey Information, Important NCSNAP Reminders

REMINDER:

Please send any Re-Opening Plans to NetworkMonitoring@TrilliumNC.org.

SERVICES FOR SCHOOL AGE MEMBERS

We acknowledge that many providers are asking to be able to support school age members. Trillium is awaiting guidance from DHHS on services during the school day so far the policy has not been approved to offer any flexibility. We will be sure to send out additional information as it becomes available.

Please send any questions regarding this statement to the IWCOVIDResponse@TrilliumNC.org email address.

TRILLIUM'S DISASTER RESPONSE UNIT

Trillium Health Resources is focused on preparing members and provider agencies for Hurricane Season during the COVID-19 pandemic. Three campaigns were developed to provide information and assistance before, during, and after a hurricane: **Roadmap2Ready**, **Roadmap2Safety** and **Roadmap2Resilience** (Click the image to zoom). Disasters can happen anytime, but proactive measures can help reduce their impact. To help develop your disaster plan for hurricanes, please refer to the [Community Crisis and Disaster Response webpage](#).



Please inform Trillium of any service provision or operational changes as a result of a tropical storm or hurricane. The new [Changes to Provider Operations form](#) is available on the [Community Crisis and Disaster Response webpage](#) under the provider tab. Our goal is to ensure member's needs are being met during this critical time.

NORTH CAROLINA OLMSTEAD PLAN LISTENING SESSIONS WITH OLMSTEAD PLAN STAKEHOLDER ADVISORY (OPSA) CO-CONVENERS

The North Carolina Department of Health and Human Services (NCDHHS) has entered into a contract with the Technical Assistance Collaborative, Inc. (TAC) to provide technical assistance and consultation services for the development of NCDHHS's Olmstead Plan. Olmstead Plans are named after the 1999 U. S. Supreme Court decision, *Olmstead v. L. C.*, in which the U. S. Supreme Court ruled that states should reduce unnecessary segregation of persons with disabilities and ensure that people receive services in the most integrated setting appropriate to their needs.

TAC is conducting an assessment of the systems in North Carolina that serve and support individuals with disabilities.

- 🌱 The assessment will seek to identify the strengths of, as well as the gaps in, services and supports for individuals with disabilities and any barriers that exist in accessing services and supports. It is important that we hear about the desires and service needs for individuals with disabilities to live in the community from the broad base of involved stakeholders, to inform North Carolina's Olmstead Plan. The Listening Sessions are intended to provide an opportunity for broad-based, statewide.
- 🌱 Attached, please find the current schedule of proposed Listening Sessions. Co-conveners, joining the TAC for the Listening Sessions, are members of the Olmstead Plan Stakeholder Advisory (OPSA).
- 🌱 NCDHHS will update the schedule in the event that additional sessions are announced. The sessions will be conducted virtually, using a Zoom meeting platform.
- 🌱 Participation for each session will be limited to no more than 100 persons; therefore, registration will be required.

Please view link [here](#) for the full list of dates, times, and login and registration information. Please note that some sessions may have taken place in the past.

NEW! INCIDENT REPORTING TRAINING FOR PROVIDERS

An updated Incident Reporting Training for providers has been posted to Trillium's My Learning Campus. This is a great training for new staff or staff looking to refresh their knowledge. Training certificates are available upon online completion.

The training delivers a condensed summary of information regarding incident reporting. By the end of the training, your staff will be able to:

- 🌱 Identify the purpose of incident reporting

- 🌱 Define incidents
- 🌱 Recognize when an incident report is required
- 🌱 Navigate the Incident Response Improvement System (IRIS)
- 🌱 Understand reporting guidelines

As a reminder, all Level II and Level III incidents must be submitted in IRIS within 72 hours of learning of the incident.

To all of our network providers, THANK YOU for continuing to adhere to IRIS reporting timelines!

Please contact IncidentReporting@TrilliumNC.org for any incident related questions.

RECRUITMENT OPPORTUNITY ANNOUNCEMENT

REQUEST FOR PROPOSAL: LEVEL III RESIDENTIAL SERVICE

Trillium identified a need for Level III Residential Service homes. We are recruiting one site per county listed for each specified target population below:

- 🌱 Males age 14-18 who are involved with the Department of Juvenile Justice (DJJ) in New Hanover, Pitt, Onslow, and Brunswick counties.
- 🌱 Females age 14-18 who are involved with the Department of Juvenile Justice (DJJ) in Jones, Onslow, and Pender counties.
- 🌱 Males age 10-14 who are involved with the Department of Social Services (DSS) in New Hanover, Pitt and Onslow counties.
- 🌱 Females age 10-14 who are involved with the Department of Social Services (DSS) in New Hanover and Pitt counties.

The Request for Proposal has been posted on Trillium's [RFP webpage](#). Deadline to apply is September 30, 2020.

PROVIDER TRAINING

USING TELEHEALTH TO BRIDGE SOCIAL DISTANCING DURING THE COVID-19 PANDEMIC

During these times of social distancing associated with the COVID-19 pandemic, we need to make sure that our communities have access to mental health and addiction services. We also need to prepare for a surge in mental health and substance use disorder patients that will occur both during the pandemic and in its aftermath.

- 🌱 More information and registration [HERE](#)

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.