

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

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

**Date:** August 19, 2020

**Subject:** North Carolina Proposed Clinical Coverage Policies Open for Public Comment, North Carolina Broadband Survey, North Carolina Social Emotional Learning Input Opportunities for Youth Ages 14-18, Value Based Purchasing Assessment Survey, National Core Indicators Staff Stability Survey, Trillium's Disaster Response Unit Update, Recruitment Opportunity Announcement, 2020 Perception of Care Survey Reminder, Important NC SNAP Reminders

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### **NORTH CAROLINA PROPOSED CLINICAL COVERAGE POLICIES OPEN FOR PUBLIC COMMENT**

NCGS §108A-54.2 requires that the Department of Health and Human Services consult with and seek the advice of the [North Carolina Physician Advisory Group](#) and other professional societies and organizations in developing new or amended Medicaid clinical coverage policies. The law requires the Department to publish proposed new and amended clinical coverage policies on the Department's website and accept oral and written comments. All consultations and comments are considered. The Department has delegated to the Division of Health Benefits Division Director the authority to make the final decisions regarding clinical coverage policies.

The following proposed new or amended Medicaid clinical coverage policies are available for review. Comments on proposed polices may be submitted by clicking the email link next to each proposed policy from the link below. The initial comment period for each proposed policy is 45 days. An additional 15-day comment period follows if a proposed policy is modified as a result of the initial comment period. If the adoption of a new or amended medical coverage policy is necessitated by an act of the General Assembly or a change in federal law, then the 45- and 15-day time periods shall instead be 30- and 10-day time periods.

#### **CLICK ON THIS LINK TO SHARE YOUR PUBLIC COMMENTS:**

 [Proposed Medicaid and NC Health Choice Policies](#)

#### **CLINICAL COVERAGE POLICIES OPEN FOR PUBLIC COMMENT INCLUDE:**

-  [8A, Enhanced Mental Health and Substance Abuse Services](#)
-  [8A-2, Facility - Based Crisis Management for Children and Adolescents](#)
-  [8C, Outpatient Behavioral Health Services](#)

- [8E, Intermediate Care Facilities for Individuals with Intellectual Disabilities](#)
- [8F, Research - Based Behavioral Health Treatment for ASD](#)
- [8G, Peer Support Services](#)
- [8J, Children's Developmental Services Agencies](#)
- [8A-6, Community Support Team](#)
- [8B, Inpatient Behavioral Health Services](#)
- [8L, Mental Health/ Substance Abuse Targeted Case Management](#)
- [8A-1, Assertive Community Treatment Program](#)
- [8P, North Carolina Innovations](#)

## **NORTH CAROLINA BROADBAND SURVEY**

The North Carolina Broadband Survey is designed to gather information on locations in the state without adequate internet access and speeds.

The information gathered from the survey will:

- 🌱 Provide clear data to guide investment of funds through the state's Growing Rural Economies with Access to Technology grant program
- 🌱 Inform research and policy recommendations
- 🌱 Support strategic targeting of additional funding streams

The survey is a collaboration between the N.C. Department of Information Technology's Broadband Infrastructure Office and the [Friday Institute for Education Innovation](#) at North Carolina State University.

### **TAKING THE SURVEY**

The survey takes about 5 minutes to complete and is available in both English and Spanish. Participants are encouraged to also take the optional internet speed test to connect survey data with broadband speed information.

### **FOR HOMES & BUSINESSES WITH INTERNET SERVICE**

For homes or businesses with internet service, [participants should take the survey online from the location being reported](#), ideally from a wired connection. This will allow the speed test and other survey data to be tied to the exact location.

### **FOR HOMES & BUSINESSES WITHOUT INTERNET SERVICE**

To report locations without internet service, participants can take the survey by phone. Residents without internet service but with phones capable of text messaging can text "internet" to 919-750-0553. Standard text messaging rates will apply.

### **CAN'T TEXT?**

Residents with landlines or cellphones that do not have texting capability may place a voice call to 919-750-0553. An interactive voice response system will guide them through a series of short questions to obtain the caller's address and register it in the database as having no internet capability at all.

## OTHER WAYS TO TAKE ACTION

Find out more about how you, your community group or your organization can help promote the North Carolina Broadband Survey by filling out the [Broadband Survey Community Action form](#). Someone will contact you with more information on how to help.

Or check out some [outreach materials](#) to help get you started.

## NC SOCIAL EMOTIONAL LEARNING STAKEHOLDER INPUT OPPORTUNITIES FOR YOUTH AGES 14-18

The NC Social and Emotional Learning Implementation Team is seeking feedback from **youth ages 14-18** to develop a vision for what social and emotional learning in schools across the state should look like. Your assistance is requested to circulate the attached memo to youth serving agencies/organizations.

Through this stakeholder input opportunity, youth are invited to participate in a virtual focus group with their peers to discuss their thoughts on:

- 🌱 What the most important skills students need to be career, college, or community ready?
- 🌱 How social and emotional skills impact students, teachers or other adults, schools, and communities.
- 🌱 How focusing on equity and social and emotional skills in school can impact schools long-term.; and
- 🌱 How adults can support youth to engage in a meaningful way to support student social and emotional learning in schools.

Focus group opportunities will be held on Monday, August 24 from 6-7 pm and on Tuesday, August 25 from 4-5 pm.

Interested participants only need to attend one session and can register for participation [here](#).

Youth should register to attend by COB on Wednesday, August 19. Those registering will receive additional information to access the focus group platform.

## VALUE BASED PURCHASING ASSESSMENT SURVEY

As part of assessing how to provide support through future changes, the Practice Management unit of Trillium Health Resources is inviting providers to complete a brief assessment on Value-Based Purchasing (VBP). The goal is to assess your agency's understanding of value-based purchasing models. This information will assist Trillium in positioning itself and its provider network to move beyond the traditional fee-for-service model. Trillium and the Practice Management unit hope to do this by creating innovative value-based arrangements that promote the Quadruple Aim of healthcare.

The VBP survey link emailed to providers will be available to complete from Tuesday, August 18, 2020 through Tuesday, September 1, 2020. As we continue to provide quality services during these unprecedented times, Trillium is continuing to look forward to how Medicaid transformation will

influence the delivery of services. Gaining insight from the provider network will help Trillium plan the path forward to promoting quality services!

To access the VBP Assessment, please click on the following link:

 <https://www.surveymonkey.com/r/VBPA2020>

If you have any questions regarding the assessment, please email the Practice Management unit at [PracticeManagement@trilliumnc.org](mailto:PracticeManagement@trilliumnc.org).

## **NATIONAL CORE INDICATORS STAFF STABILITY SURVEY-IDD PROVIDERS NEEDED!**

As of August 17, 2020, *only 15% of North Carolina's I/DD provider agencies* have participated in the NCI™ Staff Stability Survey. (ICFs are currently excluded from this survey.)

Using this survey, NC will gather essential data regarding the Direct Support Professional (DSP) workforce in NC. Providers who employ staff to provide habilitative and non-habilitative services through all funding sources (i.e. Medicaid, waiver, state-funded) are included in this survey. Please note that DHHS was only able to send the survey link to one designee within your agency. The original survey link was sent out by DHHS on January 22, 2020.

The most recent **National Core Indicators™ Staff Stability Survey** results were recently published, which includes NC data from calendar year 2018. DHHS is in the process of reviewing this information and compiling a document to be shared widely regarding how they are using and plan to further use this data. Provider feedback will be greatly appreciated regarding this document.

### **BELOW DETAILS ADDITIONAL INFORMATION FOR YOUR REFERENCE:**

The NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS) has decided to participate in this survey to examine statewide workforce data (such as **wages** and **turnover rates**) and to make improvements through policy and systems changes.

It is **vitaly important that DHHS hears from providers about issues affecting the DSP workforce**. This survey seeks information from I/DD providers of all settings who provide direct support to adults (18 and over) with intellectual/developmental disabilities. The survey responses are completely confidential; DMH/DD/SAS staff will not have access to the answers of individual providers.

Below are a few questions and answers that provide additional insight into this process:

### **HOW CAN YOU HELP?**

-  Our goal is to have 100% participation from all provider organizations in NC.
-  Because some providers work in states other than NC, ensure the data submitted in the survey is a true reflection of NC specific DSP staffing trends.

## WHAT INFORMATION WOULD BE HELPFUL TO START CONSIDERING NOW?

- 🌱 Develop a plan to gather data about DSP staffing during the period from January 1<sup>st</sup> to December 31<sup>st</sup>, 2019. The information requested by the survey includes DSP wages, numbers, benefits, turnover, services provided, etc.
  - Where can that information be found in your provider agency's databases or records?
  - Is there someone in particular who has the best access to this information?

## WHAT SHOULD YOU DO IF YOU HAVE QUESTIONS?

- 🌱 Direct questions to the Division of Mental Health, Developmental Disabilities and Substance Abuse Services at [NCISurvey@dhhs.gov](mailto:NCISurvey@dhhs.gov).

## WHAT WILL HAPPEN AFTER THE SURVEY CLOSES?

- 🌱 NCI will produce a national Staff Stability report with state specific data. This report will be publicly available.
- 🌱 DMH/DD/SAS will examine report results to determine system or policy changes that might be needed to increase DSP quality and stability in NC.

DMH/DD/SAS is excited to be a part of this wonderful opportunity to hear directly from providers about the DSP workforce. We know that DSP workforce related challenges such as high turnover and worker shortages are affecting several provider agencies, the individuals we serve and their families. It is our sincere hope that you will be able to provide as much information as possible so that we can have a true picture of DSP staffing trends across the state of NC.

If you have any additional questions, comments, or concerns, please feel free to reach out to LaToya Chancey at [NCISurvey@dhhs.nc.gov](mailto:NCISurvey@dhhs.nc.gov). Please use this email address to request access to the survey link if you need access.

## TRILLIUM'S DISASTER RESPONSE UNIT UPDATE

### **Roadmap2Ready** *Hurricane Preparedness Tip #1*

Governor Cooper declared August as Preparedness month and asks everyone to review their emergency plans and update their emergency supply kits. Check out the [ReadyNC website](#) to learn how to prepare for hurricane season during COVID-19 pandemic.



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 federal, state, county, and community

programs within our 26 county catchment area to identify gaps and needs related to inclusive disaster response.

Please inform Trillium of any service provision or operational changes as a result of a tropical storm or hurricane by completing the new **Changes to Provider Operations form**. This form is located on the [Community Crisis and Disaster Response webpage](#) under the "Provider" tab. Our goal is to stay up to date about changes to service provision and to assist with continuing to best serve members.

## **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.

## **2020 PERCEPTION OF CARE SURVEY REMINDER**

This is a friendly reminder that the survey administration period is from August 1- 31

If your agency has been asked to participate in the administration of this survey, Trillium asks that you please continue to be diligent with contacting members. Your assistance and participation is crucial to the success of this project.

Thank you in advance for partaking in this important survey!

## **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 HIPAA 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

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- 🌱 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.