

**To:** All Providers  
**From:** Cindy Ehlers, Executive Vice President  
**Date:** August 21, 2020  
**Subject:** Reopening all adult Day Service, Mental Health and/or Substance Use Outpatient Group Services

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### **REOPENING ALL ADULT DAY SERVICE, MENTAL HEALTH AND/OR SUBSTANCE USE OUTPATIENT GROUP SERVICES**

Trillium works with the North Carolina Department of Health and Human Services (NC DHHS) on service specific guidance in response to the COVID-19 pandemic. The North Carolina Division of Health Benefits (DHB) coordinated with the Center for Medicare and Medicaid Services (CMS) and requested waivers that support flexibility in service delivery that both protects the public and ensures our most vulnerable citizens

As of August 24, 2020, Providers will no longer be required to submit a Re-opening Plan for Day Services for adults, Mental Health and/or Substance Use Outpatient or Group enhanced services.

Providers should seek further guidance by reviewing NCDHHS Behavioral Health/IDD Day Program and Facility-Based Crisis Guidance (<https://covid19.ncdhhs.gov/guidance#behavioral-health>) document, and DMH and DHB COVID-19 Provider Call question and answer session held on August 6, 2020.

Trillium takes the health and wellbeing of our members seriously and has high expectations that providers will conduct services using precautionary efforts to ensure our member's health remains top priority. Members shall be educated on the increased risk of contracting COVID-19 when services are delivered face-to-face and provided different options for service delivery. Providers shall continue to operate their businesses by adhering to CDC and NCDHHS guidelines.

Trillium continues to offer state approved alternatives and flexibilities. Providers who choose to go back to business as usual operations in congregate settings and group treatment services must bill the appropriate standard service codes without crisis modifiers and deliver services in accordance with the clinical coverage policies for Medicaid and State services. We expect providers to deliver services to members that are the least restrictive level of care for all populations. We have learned that our members can be successful receiving services using different modalities that are effective and less restrictive for them. We remain concerned about providers that mandate participation in services like SAIOP or SACOT in order for a member to receive Methadone especially during this pandemic when traditional outpatient treatment is adequate to meet the member's needs.

We expect providers in our network to adopt practices that afford members informed consent about the various treatment modalities that give members an adequate treatment and level of support while also protecting their health and well-being with a whole person approach. We know that the coronavirus has a whole person impact that is sometimes very serious and can include death for those members who have co-morbid health conditions. We also know that these conditions increase their risk in congregate settings like adult day programs and group treatment services.

Trillium is grateful to those providers that submitted and received approval of re-opening plans in accordance with Trillium's requirements. These high quality providers will be eligible for stabilization payments to cover expenses associated with those high quality practices. Trillium will work directly with those providers.

As providers move back to more traditional service delivery methods, Trillium will resume our traditional monitoring approaches. We had modified our monitoring in line with alternative service delivery models, but for traditional service delivery we will also take a more "business as usual" approach.

Any questions about this Communication Bulletin may be sent to the following email:

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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.

Trillium offers trainings for providers and also shares about educational events across the region. To learn more, visit our [Upcoming Events page](#). Trillium occasionally announces open enrollment and RFPs for new and existing providers. Visit the [RFP | RFA | RFI | Opportunities page](#) for listings.

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