

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

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

**Date:** August 24, 2020

**Subject:** Attending NPI and Taxonomy Enhancements, Listening Session for Child Residential and Therapeutic Foster Care Providers, Value-Based Purchasing Assessment Survey, Trillium's Disaster Response Unit Update, Recruitment Opportunity Announcement, 2020 Perception of Care Survey Reminder, Important NC SNAP Reminders

### ATTENDING NPI AND TAXONOMY ENHANCEMENTS

Effective September 24, 2020, Trillium will be enhancing our Attending NPI edits to support claim processing accuracy and reduce the number of denials received by providers. In addition, this enhancement may also reduce provider recoupments along with provider time and resources in claim denial research and follow-up related to missing provider associations.

The Remittance Advice (RA) reason codes and descriptions that you may see associated with this enhancement are:

Reason Code	Claim Status	Reason Code Description
#1281	Pend	Pended for Attending provider NPI does not exist or is not active.
#1284	Deny	Attending provider NPI does not exist or is not active.
#1282	Pend	Pended for Attending provider NPI is not associated with the Billing Provider selected on claim.
#1283	Deny	Attending provider NPI is not associated with the Billing Provider selected on claim.

An additional enhancement to also assist in decreasing denials and ensuring association between the Attending Provider and Taxonomy will be in an upcoming release. A communication with the implementation date for this enhancement will be published at a later date.

Another way to reduce claim denials is to (1) verify the Attending NPI is enrolled in NCTracks, (2) verify the Attending NPI is Active in NCTracks with a current Medicaid Health Plan and appropriate taxonomies, (3) verify the Attending NPI is associated with the Billing NPI in NCTracks and (4) verify the Attending NPI and Taxonomy codes have been associated to the Billing NPI with Trillium.

 To add or associate an Attending NPI or Taxonomy code, please reach out to Trillium's Network Department at [NetworkServicesSupport@TrilliumNC.org](mailto:NetworkServicesSupport@TrilliumNC.org) or, by completing the [Trillium-Add-Licensed-Practitioner](#).

If corrections are needed at NCTracks, please contact NCTracks at 1-800-688-6696 or [NCTracksprovider@nctracks.com](mailto:NCTracksprovider@nctracks.com).

If you have any questions or concerns about the upcoming improvements, please contact your Claims Specialist by calling 866-998-2597 or emailing [Claims2@TrilliumNC.org](mailto:Claims2@TrilliumNC.org).

## **LISTENING SESSION FOR CHILD RESIDENTIAL AND THERAPEUTIC FOSTER CARE PROVIDERS**

All seven LME-MCOs and DMHDSAs want to hear and learn from our child residential providers. What are your challenges and successes in admitting and discharging youth during COVID-19?

**September 3, 2020**

**3:00 - 4:30 p.m.**

**<https://zoom.us/j/7780636210>**

**Dial In: (646) 876-9923**

**Meeting ID: 778 063 6210**

As COVID-19 lingers and school is offered in ways that create increased pressure on families and providers, what do you need to continue to safely admit and discharge youth to your programs and therapeutic foster care homes? What are the barriers and opportunities to discharge youth from PRTFs and Level IIIs directly to families and community services? How does this change when children are in the custody of social services?

We look forward to learning from you and addressing your concerns together. Thank you for all you do to support our children and their families especially during this stressful time of the pandemic.

## **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 VBP 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 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).

## **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 insolation 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

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**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
- 🌱 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.