

To: All Providers of State and Medicaid Funded Services

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

Date: August 31, 2020

Subject: Addition of Child Behavioral Health Respite Benefit with Increased Rate, Increase In Developmental Therapy and Personal Assistance Rates, Change in Eligibility Criteria for Personal Assistance And Increase In State Rates For Respite Along With Increase In Hours, UNC TEACCH Autism Speaks Series: From Research To Practice, DHHS: DMHDDSAS Child Resources/Toolkit For Parents, Special Bulletin COVID-19 #126: New Deadline For Medicaid Providers Applying For Federal Relief Funds, Value Based Purchasing Assessment Survey, Trillium's Disaster Response Unit Update, Recruitment Opportunity Announcement, 2020 Perception of Care Survey Update, Important NC SNAP Reminders

ADDITION OF CHILD BEHAVIORAL HEALTH RESPITE BENEFIT WITH INCREASED RATE, INCREASE IN DEVELOPMENTAL THERAPY AND PERSONAL ASSISTANCE RATES, CHANGE IN ELIGIBILITY CRITERIA FOR PERSONAL ASSISTANCE AND INCREASE IN STATE RATES FOR RESPITE ALONG WITH INCREASE IN HOURS

ADDITION OF CHILD BEHAVIORAL HEALTH RESPITE TO PROVIDERS THAT SERVE CHILD MENTAL HEALTH POPULATIONS WITH DAY TREATMENT OR INTENSIVE IN-HOME

Trillium Health Resources continues to offer state approved alternatives and flexibilities to enhance the member experience during the Covid-19 pandemic. Our members are successful receiving services using effective modalities, which are less restrictive in nature.

Accordingly, effective September 1, 2020 Trillium will be adding a temporary 10% rate increase for individual respite, YP010 HH and H0045 HH U4 for up to 40 hours per month to providers serving a child member through Day Treatment or Intensive In-Home Services. The increase is set to expire June 30, 2021. Please note, this respite addition pertains only to child mental health members who are experiencing challenging behaviors while engaging in Day Treatment and Intensive In-Home services. This child individual respite will be offered as a "No Prior Authorization" to facilitate this services for families and help avoid a placement outside of the family home; therefore, this respite addition will not be utilized for out-of-home placement providers.

Provider contracts will be updated accordingly to reflect applicable codes. Updated communication will be provided when contract additions are complete.

INCREASE IN DEVELOPMENTAL THERAPY, PERSONAL ASSISTANCE RATE, AND RESPITE RATES

Providers will also receive a 15% increase in Developmental Therapy rates and a 15% increase in Personal Assistance rates retroactive to July 1, 2020.

Eligible members for Personal Assistance will include members with both state and Medicaid insurance plans.

Providers of state respite YPO10 will receive a 10% increase in rate and an increase in number of hours allowed per month of up to 60 hours.

UNC TEACCH AUTISM SPEAKS SERIES: FROM RESEARCH TO PRACTICE



The UNC TEACCH Autism Speaker Series provides the most up-to-date information on current topics in autism education, intervention, and diagnosis being researched and implemented at UNC. Content will be shared in three, two-hour virtual sessions, each highlighting UNC advancements in research and community practice from cells to services across the lifespan. **Continuing Education Credits are available.**

🌱 See all details [HERE](#)

🌱 For the speakers profile click [HERE](#)

DHHS-DMHDDSAS UPDATE

With school now underway, many working parents are facing the added stress of finding a safe place for their children during the day that can also support their remote learning. The good news is that there is ample licensed child care available across the state, and we are making it as easy as possible for families to find it. In partnership with Child Care Resources and Referral, the NC Department of

Health and Human Services created a free hotline to connect families to licensed care for their school-age children. Families can call the hotline at 1-888-600-1685.

Help families know that they have options by:

- 🌱 [Sharing our Child Care Hotline flyer \(English, Spanish\)](#) with your networks and employees
- 🌱 [Sharing our Parent Toolkit on What To Know When Looking for School-Age Child Care](#)
- 🌱 [Posting on social media using our toolkit](#)
- 🌱 [Including information in your newsletters, presentations, and other communication vehicles](#)

Thank you for supporting North Carolina's children and families during these challenging times.

SPECIAL BULLETIN COVID-19 #126: NEW DEADLINE FOR MEDICAID PROVIDERS APPLYING FOR FEDERAL RELIEF FUNDS

The Centers for Medicare & Medicaid Services (CMS) announced the deadline for Medicaid/CHIP providers to submit their financial data to apply for federal provider relief funds has been **extended to Sept. 13, 2020**. Providers that have not yet submitted their applications are encouraged to apply.

North Carolina providers that participate in Medicaid may be eligible to receive federal relief as a result of lost revenue or new expenses relating to the COVID-19 public health emergency.

Eligible providers will receive at least 2% of reported annual gross revenue from patient care. North Carolina providers may qualify and are encouraged to apply if they participate in Medicaid or NC Health Choice. Providers who received payments from the Provider Relief Fund previously or had a change in ownership are now eligible to receive payments.

RESOURCES

- 🌱 [Apply for the Provider Relief Fund](#)
- 🌱 [Instructions for applications](#)
- 🌱 [HHS CARES Act Provider Relief Fund](#)
- 🌱 [More information about eligibility can be found here](#)

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.

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.

**Roadmap
2 Ready**






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 UPDATE

The survey administration period for Perception of Care Survey has been extended to September 14th (original date was today, August 31st).

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 to participate in the survey.

We are specifically asking that providers focus on administering Child/Family surveys for the remainder of the survey administration period, however, all surveys are welcome.

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
- ♻️ 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
- 🌱 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.