

To: All Providers of State and Medicaid Funded Services
From: Kristine Brewington, VP of Network Management, MS, LCMHC, LCAS, CCS, CCJP
Date: September 1, 2020
Subject: Joint NC DMHDDSAS and DHB COVID-19 Update for NC Providers, Protecting Our Children: COVID-19's Impact on Early Childhood and ACEs, Value Based Purchasing Assessment Survey, Trillium's Disaster Response Unit Update, Recruitment Opportunity Announcement, Important NC SNAP Reminders

JOINT NC DMHDDSAS AND DHB (NC MEDICAID) COVID-19 UPDATE FOR NC PROVIDERS

Thursday, September 3, 2020
3:00 p.m.

PARTICIPANT LOG-IN INFORMATION

Please register for COVID-19 Provider Call - 9/3/2020 on Sep 3, 2020 3:00 PM EDT at:
<https://attendee.gotowebinar.com/register/4285791181180728590>

After registering, you will receive a confirmation email containing information about joining the webinar.


Closed Captioning

<https://www.captionedtext.com/client/event.aspx?EventID=4571063&Customer...>

Please feel free to share with other providers in your network or catchment area

During this call, panelists will present policy updates from DMHDDSAS and DHB representatives followed by an open Q&A session. In addition to DMHDDSAS and DHB subject matter experts we will also have a representative from DHSR on the call to answer questions you might have. In consideration of the limited time we have on the call, we ask that you review the guidance links (below) on the DHHS website and FAQs on the NC Medicaid site to see if an answer to your question has already been provided. These calls will be held monthly on the first Thursday of each month.

As things continue to change and move quickly during the COVID-19 pandemic, please continue to stay abreast of emerging issues, guidance, and policies by visiting:

 Broad information and updates:

- ▶ <https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina>

🌱 Policy and Guidance updates:

- ▶ <https://www.ncdhhs.gov/covid-19-guidance>

🌱 COVID19 Executive Orders:

- ▶ <https://www.ncdhhs.gov/divisions/public-health/covid19/executive-orders>

PROTECTING OUR CHILDREN: COVID-19'S IMPACT ON EARLY CHILDHOOD AND ACES

Date: September 10, 2020

Time: 1pm-2pm

Registration Link: <https://www.nihcm.org/event-registration>



While children are not at high risk for contracting COVID-19, the pandemic has disrupted their lives and exacerbated challenges to children's health and well-being. Children's poverty rates could increase by 53% during the pandemic. The economic consequences include increased food insecurity and housing instability. Additionally, school closures are putting kids at risk for toxic stress, with 1 in 3 public school students lacking adequate access to the resources necessary for remote learning. The short- and long-term impact of this constantly evolving situation is not evenly distributed and may have massive consequences for the most vulnerable children. This webinar will bring together experts to provide information and guidance on early childhood development, adverse childhood experiences (ACEs) and COVID-19's impact on children.

Speakers will discuss:

- 🌱 The importance of early childhood experiences in lifelong health and how adversity affects both the developing brain and other physiological systems
- 🌱 What ACEs initiatives are doing to respond to COVID-19 and the opportunities and challenges the pandemic has produced for professionals in the field
- 🌱 Lessons from a health plan's investment in programming that addresses ACEs, including education on ACEs for teachers, policy makers and health care professionals

Speakers

- 🌱 Jack Shonkoff, MD: Director of the Center on the Developing Child at Harvard University
- 🌱 Jane Stevens: Founder and Publisher of ACEs Connection
- 🌱 Paul Hollie: Head of Premera's Social Impact Program

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 #2

September is National Preparedness Month and [Ready.gov](https://www.ready.gov) wants you to know that Disasters Don't Wait, Make Your Plan Today. Ready.gov provides information about making a plan based on recommendations from the Centers for Disease Control.



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 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 when a storm is approaching. 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.

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.