

To: All Providers of State and Medicaid Funded Services

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

Date: September 18, 2020

Subject: Out of Network Provider Incentive Program, 2020 Provider Performance Reports, Temporary Rate Increases during COVID-19, Olmstead Listening Session Survey, Public Comment Period for the Occupational Regulation of Peer Support in North Carolina, Recruitment Opportunities, Credentialing Update, Trillium's Disaster Response Unit Update, Important NC TOPPS Reminders, Important NC SNAP Reminders

OUT OF NETWORK PROVIDER INCENTIVE PROGRAM

Trillium is committed to working together with a network of incredible health care providers to offer the right, individualized care for the people we serve. Fully contracted providers of Trillium have the opportunity to many benefits including being paid at 100% of Trillium's standard rate floor for all contracted services. The link to the standard rate table from the website is as follows:

[Trillium Standard Rate Table Link](#)

Effective November 1, 2020, all providers who are not fully contracted, but have a Single Case Agreement (SCA) for the following services:

- 🌱 Innovations Waiver Residential Supports
- 🌱 Innovations Waiver Respite
- 🌱 Research-Based Behavioral Health Treatment (RB-BHT services)
- 🌱 Residential Treatment Level III
- 🌱 B3 Respite
- 🌱 B3 Individual Support

Will receive 90 % of the standard Trillium floor rate.

The link to the Out-of-Network/SCA rate table from the website is as follows:

- 🌱 [Out of Network-Single Case Agreement Rate Table](#)

Please note that if you are currently in the process of being fully credentialed, that process must be completed by **November 1, 2020** in order to receive 100% of Trillium's standard floor rate for services. Information on contracting with Trillium can be found on the website and the link to that page is:

- 🌱 [Contracting with Trillium](#)



As a fully contracted provider in Trillium's provider network, you will benefit from a long and rewarding relationship as we work together to provide responsive treatment to the people we both serve.

For questions relating to this bulletin and the process of requesting to become a fully contracted provider, please contact Network Development via email at NetworkServicesSupport@TrilliumNC.org.

2020 PROVIDER PERFORMANCE REPORTS

During the month of August, Trillium shared quality related and provider-specific performance data called **Provider Performance Reports**.




Providers included in this project have a full contract with Trillium Health Resources and are grouped into two categories- "Agencies", and "LIPs/LIP Groups".

-  An agency is a provider that provides behavioral health services directly to members both in offices and/or in the community.
-  LIP/LIP Groups are independent practitioners who function individually or as a group with other independent practitioners.

Providers were grouped by the number of people they serve. Providers received a report of their data indicating how their numbers compared to other similar providers. Data from similar providers was averaged for the comparison portion and remained blinded. Independent and Group practices were grouped together under LIPs/LIP Groups.

The purpose of the **Provider Performance Report** is to offer providers a snapshot into how they are performing in certain areas compared to similar providers. This data **may be used for comparative purposes, as a way of** fostering a high quality provider network that engages in continuous quality improvement for the purpose of sustaining a high quality service delivery system.

Information shared included claims denials, treatment authorization denials, and accessibility data.

-  Claim denial information was presented as the number of submitted claims, the number of denied claims and the percentage of denied claims received in a given quarter. Reasons for claims denial was provided and each category reflected the total number and percentage of denied claims.
-  Authorization denials were presented as the number of submitted Treatment Authorization requests (TARs), the number of clinical denials and the percentage of clinical denials received in a quarter that were clinically denied, by quarter. Reasons for authorization denial were provided and each category reflected the total number and percentage of denied authorizations.
-  Accessibility information was presented as the number of Urgent, Emergent and Routine calls that were scheduled through Trillium Call Center Clinicians and the percentage of members seen within the required timeframe for a given quarter.

Reports are disseminated on an annual basis and contain one year's worth of data.

In addition to the Provider Performance Report, Trillium also shared data related to the 7 day follow-up super measure.

Trillium tracks adherence to the access to care standards for facilities that provide community-based inpatient hospital services, state psychiatric hospitals, state ADATC, detox, or facility based crisis services for mental health and substance abuse. The data shared was for individual's ages 3 through 64 who were admitted for treatment.

40% or more of these individuals are required to receive a follow-up visit within 1-7 days after discharge with a behavioral health practitioner.














Trillium shared this quality related data for informational purposes to assist with improving processes within an organization or agency.

Reports were sent to the contact on file for each provider. If there are specific requests as to the contact who should receive this information or questions about the Provider Performance Report or 7 day follow-up data, they can be emailed to Trillium's Quality Management Department at QMInfo@trilliumnc.org.

TEMPORARY RATE INCREASES DURING COVID-19

Trillium is providing a 20% retroactive rate enhancement from July 1, 2020 to December 31, 2020. The increase will be for these services that may require providers to pay overtime for staff when other staff cannot work due to COVID-19, OR due to paying direct care staff a higher rate for hazard pay during this event.

SPECIFIC SERVICES IMPACTED INCLUDE:

-  ADVP
-  Developmental Day
-  Peer Support
-  Community Support Team (CST)
-  Assertive Community Treatment Team (ACTT)
-  Intensive In-Home
-  Long Term Vocational Support
-  Mobile Crisis
-  Basic Benefit Outpatient Services
-  Personal Care
-  SAIOP and SACOT
-  Supported Employment
-  Psychiatric Inpatient Hospitalization (Medicaid ONLY)

Please allow up to two weeks for Trillium to update the rates in all applicable contracts. We will send out a Network Communication Bulletin once all codes and rates are updated in contracts so that replacement claims may be submitted. For providers to receive the rate enhancements, the codes will need to be billed with the CR modifier, with the exception being the Psychiatric Inpatient Hospitalization service, which will be increased using the usual billing code.

The rates may be used for dates of service from July 1, 2020 to December 31, 2020. Trillium may audit records for providers that bill these codes to assure compliance with the billing and to ensure these enhanced rates do go to direct care staff. In addition, the residential services that were enhanced due to COVID-19 will remain in place until further notice.

If you have any questions regarding this communication, please email RATESFinance@TrilliumNC.org. Please use email only, as we are experiencing higher than normal call volume at this time. Please do NOT email asking for your exact rates as all of those are being worked on at this time and so we cannot provide that answer right now.

OLMSTEAD PLANNING LISTENING SESSION SURVEY

In order to obtain input from stakeholders who were not able to participate in an Olmstead Planning Listening Session, the Technical Assistance Collaborative (TAC) has adapted the Listening Session polling questions into a survey. The survey asks about strengths, gaps, challenges, and ideas stakeholders have regarding services and supports for North Carolinians with disabilities, including children, youth, adults, and older adults. The results of the survey will help to inform TAC's analysis of the states' resources/services and the recommendations for the states' Olmstead Plan. Survey responses will be anonymous and data will be collected by TAC (via TAC's Survey Monkey account). The survey will be open for responses between September 8 and 22, 2020. Please click [HERE](#) to access the survey.

PUBLIC COMMENT PERIOD FOR THE OCCUPATIONAL REGULATION OF PEER SUPPORT IN NORTH CAROLINA

Greetings from the NC Peer Support Expert Commission,

The Commission is reaching out to let you know that a **public comment period is now underway regarding Recommendations for the occupational regulation of peer support in North Carolina**. To review the Recommendations and participate in the public comment, please visit <https://pss.unc.edu/pss-commission/about> by the closing date of **September 25, 2020**.

Background: In April 2020, the NC Peer Support Expert Commission (the "Commission") was convened to consider the regulation of individuals engaged in peer support practice and provide recommendations to the North Carolina Division of MH/DD/SAS. On July 1, 2020, the Commission delivered those recommendations (the "Recommendations"). The Recommendations provide a framework and detailed suggestions for regulation including, but not limited to, Medicaid or state funded peer support. The Recommendations resulted from a collaborative and consensus-based process focused on research and analysis of best practices and lessons learned.

Goal: The goal of the Recommendations is to bring North Carolina's occupational regulation of peer support practice into better alignment with established best practices. Best practices include peer-led oversight and preservation of the foundational values and ethics that reflect the community roots of

peer support. As a result, these Recommendations will impact the training, certification, recertification, and enforcement of ethical practice requirements for certified peer support specialists.

KEY FEATURES OF THE RECOMMENDATIONS INCLUDE:

- 🌱 Creation, powers, and duties of an independent certification oversight board
- 🌱 Board membership and selection
- 🌱 Procedures related to complaints, investigations, and disciplinary actions
- 🌱 Other matters, including reporting, use of fees, and protection of the occupational title

Please participate so that your perspective and voice are heard. Your input and the input of other individuals and organizations will be important in this process. Please share this with your network today and submit your input before the public comment period ends on September 25, 2020.

Please visit <https://pss.unc.edu/pss-commission/about> where you can submit your comments, as well as view the Recommendations, find context on occupational regulation in NC and best practices related to peer support, and view the Commission member list.

Thank you for taking the time to learn about and participate in this process.

Best regards,

The NC Peer Support Expert Commission

RECRUITMENT OPPORTUNITIES

RFP: CO-RESPONDER DEMONSTRATION PILOTS

For Brunswick, Carteret, Columbus, Craven, Dare, Nash, New Hanover, Onslow, Pasquotank, Pender, and Pitt counties.

Trillium Health Resources is developing Co-Responder demonstration pilots to provide access to BH/IDD professionals when Law Enforcement agencies, Departments of Social Services, or local Districts of the Division of Juvenile Justice are responding to a person with suspected mental health, addiction issue, intellectual and/or developmental disabilities, or traumatic brain injury.

- 🌱 [RFP - Co-Responder Demonstration Pilots](#)

Actions Dates

Question & Answer (Q&A) Results

If you have questions about the RFP, please email them by COB on September 30, 2020, to Cindy Ehlers at Cindy.Ehlers@TrilliumNC.org. Please include in the subject line "Questions for Co-Responder RFA."

Please do not call to ask questions.

Answers to questions will be posted by October 15, 2020, on the Trillium website.

Proposal Submission Deadline

Please submit the completed Application Form and all requested attachments by December 15, 2020, at 5:00 p.m. to Cindy Ehlers at Cindy.Ehlers@TrilliumNC.org. All dates are tentative.

Please visit our RFP page for the form and more information:

 [Request Opportunities](#)





REQUEST FOR PROPOSAL: OPIOID TREATMENT PROGRAM (OTP) FOR PITT COUNTY

Trillium has recently posted an RFP for Opioid Treatment Program (OTP) for Pitt County. This RFP is only open to current, in-network providers of OTP at this time. Questions can be submitted through September 21, 2020, and the application deadline is October 5, 2020. You can find the RFP here:

 [Trillium RFP Outpatient Opioid Treatment](#)

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.

CREDENTIALING UPDATE

Effective October 1, 2020, Trillium Health Resources will no longer extend deadlines for provider and practitioner re-credentialing. Providers and practitioners should plan to meet their established three-year re-credentialing deadlines.

TRILLIUM'S DISASTER RESPONSE UNIT UPDATE

Roadmap2Ready Hurricane Preparedness Tip #2

September is National Preparedness Month and [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.

IMPORTANT NC TOPPS REMINDERS

Every NC TOPPS provider site account must have at least one Superuser. (It is highly recommended each site have 2 Superusers for backup purposes.)

- 🌱 [Superuser Request Form](#) can be found on Trillium's website and should be submitted to the NC TOPPS Help Desk, nctopps@ncsu.edu.

NEW SITE REQUESTS

- 🌱 New site requests will only be approved for Trillium contracted sites; if a site is not in your Trillium contract, the site request will be denied.
- 🌱 Wait until you receive the email from Trillium's Contracting Unit that the site and codes have been added before you request an NC TOPPS site addition in the system
- 🌱 Once the site has been approved, contact the NC TOPPS Help Desk, nctopps@ncsu.edu, to establish a Superuser

APPROVING NEW USERS AT PROVIDER AGENCIES

- 🌱 Agency Superusers are responsible for approving and deleting users on the agency account. (Trillium staff have no way of knowing when agencies hire or terminate staff.)

NC TOPPS submissions are required for adults and children ages six years and above who are receiving publicly-funded services for mental health and/or substance use disorders. A list of qualifying service codes can be found on the Trillium website on the [NC TOPPS Services page](#).

- 🌱 All updates should be completed online through the [NC TOPPS Database](#).
- 🌱 Initial updates must be completed at the first visit but no later than the second visit. **Trillium highly recommends providers complete the Initial update during the first visit.**
- 🌱 Updates must be completed at initial visit, 3 months, 6 months, annual, 18 months, and Bi-annually after the initial submission. Updates can be done up to 2 weeks prior to or after the initial submission date.

- 🌱 Episode Completion Submissions must be completed when a member completes or terminates services.
- 🌱 If a member states they are transferring to a new provider and you have not been contacted to by the new providers within 2 weeks to release and share information, complete an Episode Completion.
- 🌱 NC TOPPS submissions **are not required** for Health Choice members and Medicare-only members.
- 🌱 NC TOPPS submissions **are not required** for members that are only receiving: Unmanaged outpatient therapy and/or medication management, Crisis Services, Inpatient hospitalization psychiatric services, IDD services and supports.

Unable to Access Member's NC TOPPS Record?

1. Check Name Format
 - 🌱 NC TOPPS requires First Initial of the first name and the first 3 initials of the last name
2. Check Trillium Record Number
 - 🌱 NC TOPPS uses the Trillium record number and must be 6 digits, if Trillium record number is less than 6 digits try a zero at the beginning.
3. Check the CNDS Number
 - 🌱 The CNDS number should be the same as the member's Medicaid number.
4. If you are still unable to access the record, send a secure email to: NCTOPPS@TrilliumNC.org
 - 🌱 Include: Member's name, Trillium Record Number, and Date of Birth. State that you are unable to access member's record.
 - 🌱 If you get a message that the member has an open episode with another provider, see below for NC TOPPS Transfer Procedure.

NC TOPPS TRANSFER PROCEDURE

1. For dual service members, check the hierarchy of services to determine which provider is responsible for the NC TOPPS. The service hierarchy can be found in Section II, Provider Agency Responsibilities, in the NC TOPPS Guidelines.
2. Submit request via zixmail to: NCTOPPS@TrilliumNC.org
3. Include in the body of the email:
 - a. Member's name, Trillium record number, date of birth
 - b. Name and address of the provider location will member will be served
 - c. Name of QP/Clinician that will be responsible for the NC TOPPS
4. Attach a copy of a Release of Information signed by the member or their legal guardian.

NC TOPPS INITIALS REPORT

- 🌱 Sent weekly includes 3 months of newly authorized members for NC TOPPS services based on claims report (Includes 3 months due to claims lag) ***If you have not billed a new NC TOPPS authorized service you will not receive a report***
- 🌱 The report is a provider tool to ensure that members that should have an NC TOPPS record have one
- 🌱 No response back to the NC TOPPS staff is required, unless you are unable to access the member's record or need to request a transfer, or did not complete the initial because the member did not follow up with a second visit ***(A claims check will be done to ensure that the member did not have a second visit)***
- 🌱 A random sample of members from the weekly Initial reports will be reviewed each quarter to ensure compliance. If your agency is found to be out of compliance; action will be taken including technical assistance or a Plan of Correction.

NC TOPPS UPDATES NEEDED REPORT

- 🌱 Sent twice per month at the middle of the month and the end of the month.
- 🌱 The report is a provider tool to remind providers of updates that are coming due within 2 weeks or are currently due. **(Provider Superusers can also run this report for their agency)**
- 🌱 No response back to the LME is required unless the update is at least one day past due
 - a. Provider should respond back to the NC TOPPS staff, NCTOPPS@TrilliumNC.org, with the date the NC TOPPS was completed for members past due 1-14 days within 3 days of receiving the report.
- 🌱 A quarterly Updates Needed report will be checked at the end of each quarter to ensure compliance. If your agency is found to be out of compliance, action will be taken including technical assistance or a Plan of Correction.

When & How to contact the NC TOPPS Helpdesk

- 🌱 Questions about adding new users to your provider account
- 🌱 Setting up a Superuser account
- 🌱 Technical Issues within the NC TOPPS system including not able to access your user account
- 🌱 NC TOPPS Help Desk: nctopps@ncsu.edu

NC TOPPS CONTACT INFORMATION

- 🌱 Main Email for anything regarding NC TOPPS: NCTOPPS@TrilliumNC.org
- 🌱 NC TOPPS Contact: Stephanie Wilson, Network Coordinator, 1-866-998-2597
- 🌱 NC TOPPS Guidelines, Forms, FAQs and other Documents are available on the Trillium website

Please use zixmail for all secure email contact regarding NC TOPPS; [Trillium Zixmail Account Information](#).

If you feel your agency needs a refresher on NC TOPPS usage please contact NCTOPPS@TrilliumNC.org.

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

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- 🌱 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.