Trillium HEALTH RESOURCES
Transforming Lives. Building Community Well-Being.

# Network Communication Bulletin #122

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

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

**Date:** September 29, 2020

**Subject**: Small Business Funding Project, GRPA Core Client Outcomes Measures for Discretionary Services Programs, Invoicing and Reimbursement Guidelines, Credentialing Update, Recruitment Opportunities, Trillium's Disaster Response Unit Update, Important NC TOPPS Reminders, Important NC SNAP Reminders

## SMALL BUSINESS FUNDING PROJECT

Trillium is offering financial assistance to eligible members interested in starting a small business or supporting their current business. After careful application review, approved member applications can receive between $100 and $5,000 in service of a specific good, product, or service for the success of their small business.

If you know a member interested in starting a small business or current small business owner, please encourage them to apply. Funding is limited, so be sure to let members know to submit their application in as soon as possible. Find more information, eligibility requirements, and the application at Small Business Funding Project beginning **October 1.**

## GPRA CORE CLIENT OUTCOME MEASURES FOR DISCRETIONARY SERVICES PROGRAMS

All providers receiving State Opioid Response (SOR) funding are required to complete the Government Performance and Results Act (GPRA) Core Client Outcome Measures for Discretionary Services Programs tool as required by Substance Abuse and Mental Health Services Administration (SAMHSA).

Any individual receiving new substance use specific treatment service and who is eligible for the Adult Substance Opioid Use Disorder (ASOUD) Benefit Plan is required to be assessed using this tool. Additional information will be available within the next several weeks, but here are the highlights:

- The GPRA only applied to new clients; i.e., anyone admitted (or readmitted) as of October 1, 2019.
- Any person who receives services funded by the SOR grant must be administered the GPRA. This included unit cost reimbursement (UCR) and non-UCR, treatment and recovery supports.

- The GPRA is administered at intake (baseline), six months, and discharge.
- The six-month interview can be conducted anywhere during the client's fifth, sixth, or seventh month of treatment.
- The GPRA questions cannot be changed and must be asked verbatim, or as written. A staff person must administer the GPRA face-to-face.

Note: Due to the impact of COVID-19, SAMHSA encourages the use of telemedicine and telehealth, therefore providers may collect the required data telephonically or electronically. This applies to intake as well as data collected at other points such as follow-up, reassessment, or discharge. More information about COVID-related questions can be found here.

Programs are responsible for creating a client ID for this tool (this should be Trillium Health Resources assigned CI number) – names and other demographic information are not recorded, but programs must keep track of these client IDs to submit the six-month and discharge interviews. Social security numbers, date of birth, etc., should not be used for the client ID.

Funds are set aside to reimburse providers for the administration of the GPRA at $50 per administration.

DMH/DD/SAS is working with FEI Systems to make available a web based tool that will allow providers, accessing State Opioid Response (SOR) funds, to directly enter the Government Performance and Results Act (GPRA), which will be uploaded to SAMHSA's SPARS (SAMHSA's Performance Accountability and Reporting System) website automatically.

In order for providers to gain access to the FEI Systems tool, DMH/DD/SAS will need providers to create a profile for their agency, each office location and for the staff members that will be responsible for entering the GPRA. Please use the template provided here and email profile information to Eamonn McAteer, SOR Assistant Project Director at eamonn.mcateer@dhhs.nc.gov

To create these profiles we will need the following information:

- Agency name
- Office address
- Office telephone number
- Name and email address for the staff that will enter the GPRA

Providers with **more than one office** will need to provide this information for **each location**.

FEI Systems tool is the only method providers have for submitting new Intake GPRAs and the corresponding follow-up and discharge. Once providers enter data into FEI Systems, providers will be alerted to errors and asked to correct those errors before proceeding. FEI Systems will automatically upload GPRA data to SAMHSA's SPARS system, and FEI Systems will provide tracking for 6-month follow-up. Note: If you have submitted a paper version of the GPRA before September 1, 2020, you will need to submit a paper version for discharge and six-month follow-up. Paper GPRAs should be sent directly to sor.gpras@dhhs.nc.gov.

## THE ASOUD CRITERIA ARE OUTLINED BELOW:

Adults who are ages 18 and older with a primary opioid use disorder covered under ASOUD in the Benefit Plan Diagnosis Array AND who would benefit from assessment, initiation, engagement, treatment, continuity of treatment services, and/or supports for relapse prevention and recovery stability, AND who meet one of the following criteria: the individual is new to opioid treatment or the individual is not currently in treatment for Opioid Use Disorder.

The GPRA Assessment Tool can be found at here, along with the instruction guide, and FAQ.

## INVOICING AND REIMBURSEMENT GUIDELINES

Provider shall accurately complete and submit the Trillium TYSR Reporting Form, itemized TYSR Individual Expense Verification form, and the Emergency Housing Funds Form, for the prior month's expenditures by the **10th of each month**, to Trillium Health Resources, Attention: TCLI Accounts Payable (TCLIAP@TrilliumNC.org) at 1019 W H Smith Boulevard, Greenville, NC 27834 .

a. **Provider shall submit copies of all receipts signed by the Tenancy Component Service (ACTT, CST, and/or TMS) designated staff member and the individual served, attached to the TYSR Individual Expense Verification Form.**
   (1) Only when appropriate, use the COVID-19 statement below for the individual's signature: "Due to the COVID-19 restrictions, the State agrees that a verbal, telephone approval on DATE and TIME will serve as valid approval for TYSR and EHF, until further notice."

b. **Each invoice shall have an attestation/certification statement that states the following: "I hereby attest or certify that the costs reported for reimbursement represent allowable costs which have been expended according to the terms of the Contract and such cost are documented in our accounting records." This statement shall be signed and dated by an authorized representative of Provider.**

c. Payment shall be made within thirty (30) days after receipt to Trillium's office of a complete, accurate, and approved invoice.

**Please see the Attachment for Important Additional Guidance**

Attachments include:

- Trillium TYSR Reporting Form
- TYSR Individual Expense Verification form
- Emergency Housing Funds form
- Apartment Attestation Form
- Utilities Attestation Form
- Certification/Attestation Statement

# CREDENTIALING UPDATE

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

# RECRUITMENT OPPORTUNITIES

## RFP: Co-Responder Demonstration Pilots

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

## 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:

- RFP-Opioid Treatment Program

## 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.

## TRILLIUM'S DISASTER RESPONSE UNIT UPDATE


### *Roadmap2Ready Hurricane Preparedness Tip #3*

*Face coverings/masks, hand sanitizer, sanitizing wipes are a few of the items to add to your hurricane kit this year. To learn more or watch American Sign Language videos refer to the ReadyNC.org website. The Ready.gov website has a webpage dedicated to building disaster kits and making a plan for individuals with disabilities during a disaster. Hurricane season is from June 1 to November 30th.*

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. The new Changes to Provider Operations form is available on the Community Crisis and Disaster Response webpage under the provider tab. Our goal is to ensure member's needs are being met during this critical time.

## 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
   a. NC TOPPS requires First Initial of the first name and the first 3 initials of the last name
2. Check Trillium Record Number
   b. 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
   c. 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
   d. Include: Member's name, Trillium Record Number, and Date of Birth. State that you are unable to access member's record.
   e. 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 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

**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. These questions will be answered in a Q&A format and published on Trillium's website.