

To: All Providers of State and Medicaid Funded Services

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

Date: October 7, 2020

Subject: Temporary Rate Increase during COVID-19 Update, Provider Questionnaire Results, Recruitment Opportunities, Trillium's Disaster Response Unit Update, Important NC TOPPS Reminders, Important NC SNAP Reminders

TEMPORARY RATE INCREASES DURING COVID-19 UPDATE

Per Communication #119 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)

The rates are now available and providers may start submitting replacement claims. 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. To view the rates please go to <https://www.trilliumhealthresources.org/sites/default/files/docs/Billing-Codes-Rates/Trillium-COVID-19-Rate-Codes-Table-FY-19-21.pdf>

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.

PROVIDER QUESTIONNAIRE RESULTS (“HELP US CREATE A BETTER NETWORK EXPERIENCE FOR YOU”)

In effort to enhance the provider experience with the Network Management Department, a satisfaction questionnaire was distributed December 2019 to our provider network. Due to the COVID-19 pandemic, Network Management Department had to postpone the responses to this questionnaire to focus on the health and wellbeing of our members and maintaining support of our providers.

This bulletin serves as an update to give a brief overview of the results and how we are addressing provider feedback; ultimately to improve both the provider and member experience.

GENERAL THEMES:

- 🌱 35% response rate, which is more than twice the national average
- 🌱 Providers rated provider satisfaction/experience with Trillium Network Department 4.1 out of 5
- 🌱 Provider monitoring, network bulletin, and technical assistance described as being helpful and informative
- 🌱 Trillium Network Department Customer Service described as friendly, knowledgeable, prompt, and available

AREAS OF IMPROVEMENT AND ACTION ITEMS:

Network Service Ticket System: Based on score and comments listed within the survey results, Trillium Network Management Department:

- 🌱 Will initiate a new Provider Service Phone Line in the near future.
- 🌱 Developed a Decision Support Tool to assist Network Engagement staff members with locating the correct internal staff member to address the provider’s question, in a timely manner.
- 🌱 Revised and posted a Frequently Asked Questions (FAQ) on the Trillium website. The updated version has been organized by topic for better ease for providers.

Complaints and Grievance: Based on score and comments within the survey results, Trillium Network Management Department:

- 🌱 Assessed recent complaint letters sent to providers.
- 🌱 Re-trained staff to ensure the complaint letter has sufficient details for the provider to conduct a proper complaint investigation. We will ensure we are sharing complaint/grievance details reported to us.
- 🌱 Will modify the complaint letter to include statement of Trillium providing all the details reported to us.

New Provider Orientation: Based on comments from the survey for more thorough provider orientation, Trillium Network Management Department:

- 🌱 Revised the New Provider Orientation PowerPoint presentation on the Provider Learning Campus.
- 🌱 Updated the New Provider Welcome Packet.

Credentialing/Re-credentialing: Based on score and comments within survey results on credentialing/re-credentialing, Trillium Network Management Department:

- 🌱 Will provide details to applicants regarding incomplete application submissions to assist in successful application submission.
- 🌱 Will continue to track application processing time to ensure timely credentialing approvals.
- 🌱 Will consider requests for Provisional Credentialing when urgent service delivery needs exist.

Thank you for taking the time to respond to this questionnaire and for all you do in support of our members. Your input is extremely important to us. We are planning to send out follow-up questionnaire in January 2021, at providers' request for bi-annual questionnaire.

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](#)

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 30.



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

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.