

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

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**Date:** November 13, 2020

**Subject:** Global Quality Improvement Committee, NC Medicaid Launches Website for Beneficiaries to Learn More about Medicaid Managed Care, NC CTP Spring 2021 Learning Collaborative Applications Are Now Open, Trillium's Disaster Response Unit Update, Provider Monitoring Reminder, Important NC TOPPS Reminders, Important NC SNAP Reminders

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### GLOBAL QUALITY IMPROVEMENT COMMITTEE (GQIC)









We are here for you! The Trillium Global Quality Improvement Committee (GQIC) serves as a fair impartial committee comprised of contracted practitioners and providers **representing the Trillium Provider Network**. Using an open forum, the GQIC discusses and explores opportunities for improvement related to **Quality Improvement issues** among the provider network, such as member experience data. The goal of the committee is to work to assure the best possible network which achieves and maintains best practices that in turn helps members reach their goals. Another activity of the GQIC is blinded peer reviews of network providers' Quality Improvement Projects, when requested. If you have an interest in assisting Trillium with accomplishing these goals, are interested in volunteering to **serve on the GQIC**, or if you have a **concern to discuss**, need for quality related training, or **any quality related questions**, please contact us at [QMinfo@trilliumnc.org](mailto:QMinfo@trilliumnc.org)

You can find more information about GQIC here: <https://www.trilliumhealthresources.org/about-us/committees/>.

Or on the Learning Campus module: <https://staff.mylearningcampus.org/>

### NC MEDICAID LAUNCHES WEBSITE FOR BENEFICIARIES TO LEARN MORE ABOUT MEDICAID MANAGED CARE



- 🌱 DHHS has [announced](#) the launch of NC Medicaid's managed care enrollment website, [www.ncmedicaidplans.gov](http://www.ncmedicaidplans.gov)
- 🌱 Medicaid Managed Care open enrollment will begin March 15, 2021 and will continue through May 14, 2021.

-  The purpose of the enrollment website is to help Medicaid beneficiaries learn more about Medicaid Managed Care.
  -  The enrollment website provides [information](#) about who will have to choose a health plan, who will stay in the traditional Medicaid program (NC Medicaid Direct) and who can choose between the two.
  -  In addition basic medical/BH benefits will be listed along with an FAQ.
-  Medicaid beneficiaries will be able to choose from five health plans — WellCare, United HealthCare, Healthy Blue, AmeriHealth Caritas and Carolina Complete Health (serving [regions](#) 3, 4 and 5). The State reiterates the requirements for those who are part of a federally recognized tribe.
-  The State speaks to the fact that there are “a small number” of people who will stay enrolled with NC Medicaid Direct (the LME/MCOs)
-  Features that will be added to the Medicaid Managed Care enrollment website in January 2021 include:
  -  A Medicaid and NC Health Choice Provider and Health Plan Lookup Tool members can use to find and select the best primary care provider for their families.
  -  A Choice Guide members can use to view health plans and select those with the best features for their needs.

Link to the complete article: <https://medicaid.ncdhhs.gov/blog/2020/11/09/nc-medicaid-launches-website-beneficiaries-learn-more-about-medicaid-managed-care>

## **NC CTP SPRING 2021 LEARNING COLLABORATIVE APPLICATIONS ARE NOW OPEN!**

The NC Child Treatment Program is happy to announce that the following Spring 2021 Learning Collaborative Applications are now open:

-  Child-Parent Psychotherapy (CPP)
-  Trauma-Focused Cognitive Behavioral Therapy (TF-CBT)

Please click on the links below to access the applications and information guides. You can also go to our website to find the applications using the button below.

[\*\*NC CHILD TREATMENT PROGRAM WEBSITE\*\*](#)



## Child-Parent Psychotherapy (CPP)

Cohort 7

Starting March 2021

[CLICK HERE TO APPLY](#)

[INFO GUIDE](#)

## Trauma-Focused Cognitive Behavioral Therapy



Cohort 25

Starting April 2021

[CLICK HERE TO APPLY](#)

[INFO GUIDE](#)

### TRILLIUM'S DISASTER RESPONSE UNIT UPDATE

#### ***Roadmap2Ready Hurricane Preparedness Tip #5***

North Carolina Emergency Officials want you to know that shelters will look different this year due to COVID-19. Check out the [ReadyNC website](#) to learn how to prepare for hurricane season during COVID-19 pandemic and what to add to your hurricane kits. Also, learn more about the steps to follow when including pets and service animals in your emergency plan [here](#).

**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 state, county, and community programs within our 26 county catchment area to identify gaps and needs related to inclusive disaster response.

### PROVIDER MONITORING REMINDER

IMPORTANT REMINDER to Providers to maintain compliance with required staff trainings at all times. We have identified staff trainings as an out of compliance trend recently on provider monitoring reviews. The minimum trainings required for ALL staff who work with members (prior to beginning work with members and updated as indicated) are as follows:

### Per 10A NCAC 27G .0202

- (1) general organizational orientation
- (2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B
- (3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan (client specific training- should include review of service/treatment plan/PCP/ISP prior to work with member(s) and updated when needs change and/or the plan is updated)
- (4) training in infectious diseases and bloodborne pathogens (to be updated annually per 29 CFR 1910.1030)

### Per 10A NCAC 27G .0209

Medication Administration- IF administering medications (trained by a registered nurse, pharmacist or other legally qualified person)

### Per 10A NCAC 27E .0107

*Alternatives to Restrictive Interventions (in a curriculum approved by the Division of MH/DD/SAS) (to be updated annually)*




*\*\*\*In addition to the above, providers should refer to the Clinical Coverage Policy/ies (CCP) or Service Definition/s (State funded, B3, etc.) governing the services provided for additional trainings required for specific services. For example, per CCP 8P, Innovations provider staff also must complete CPR/First Aid training by Red Cross, the American Heart Association, or their equivalent.\*\*\**

## **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](mailto: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](mailto: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](mailto: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 zicemail to: [NCTOPPS@TrilliumNC.org](mailto: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](mailto: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](mailto:nctopps@ncsu.edu)

## NC TOPPS CONTACT INFORMATION

- 🌱 Main Email for anything regarding NC TOPPS: [NCTOPPS@TrilliumNC.org](mailto: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](mailto: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](mailto: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)

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**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](mailto:NetworkManagement@TrilliumNC.org). These questions will be answered in a Q&A format and published on Trillium's website.