

To: All Providers

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

Date: February 2, 2021

Subject: Value Based Purchasing Learning Series, NC DHHS Special Bulletin COVID-19 #153, NC DHHS COVID-19 Provider Call Information, Provider Feedback Requested on Clinical Coverage Policy 3.2 - WM Clinically Managed Residential Withdrawal Management, Trillium's Provider Satisfaction Survey Results Feedback, Motivational Interviewing Webinars, Disaster Planning, February Mental Health First Aid Training Opportunities, Traumatic Brain Injury Waiver Application Update

VALUE BASED PURCHASING LEARNING SERIES

Trillium Health Resources Practice Management Department has partnered with Mr. Ken Carr, OPEN MINDS Senior Associate to bring providers a four-part virtual learning series on Value-Based Purchasing. Mr. Carr is an industry expert with over 30 years of finance, technology, data analysis, and reporting experience in the health and human service field. This virtual learning series has been tailored to meet the unique provider composition within our region. Providers will gain knowledge of what Value-Based Purchasing is, and how it's applicable to their organization and the future of North Carolina Medicaid.

PLEASE JOIN US, REGISTRATION IS NOW OPEN

The sessions are limited to the first 1,000 enrollees. It is preferred that providers attend all four sessions consecutively, however it is not required. A recording will be available at a later date if you missed a session.

 **Wednesday Feb. 24, 2021 (10AM – 11:15AM):**

The Drivers Shaping the Movement to a Value-Based Contracting Business Model Key Competitors & Potential Partners

 [Register Here](#)

 **Wednesday Mar. 24, 2021 (10AM – 11:15AM):**

Are You Ready for Value-Based Reimbursement? An Executive Guide for Assessing Readiness in a Value-Based Market

 [Register Here](#)

 **Wednesday Apr. 21, 2021 (10AM – 11:15AM):**

Bridging the Gap From Data to Data-Driven Performance

 [Register Here](#)

 **Wednesday May 26, 2021 (10AM – 11:15AM):**

Developing New VBP Services that Increase Quality & *Decrease Service Costs*

 [Register Here](#)

NC DHHS SPECIAL BULLETIN COVID-19 #153

In response to the Federal Department of Health and Human Services' extension of the Federal COVID-19 Public Health Emergency, NC Medicaid is extending COVID-19 clinical coverage policies through March 31, 2021.

FEDERAL PUBLIC HEALTH EMERGENCY DECLARATION

The current expiration date for the federal Public Health Emergency is April 21, 2021. The federal government may continue to extend the Public Health Emergency at its discretion. Please refer to the federal [Public Health Emergency website](#) for more information and updates.

TEMPORARY CLINICAL POLICY PROVISIONS

Consistent with [Special Bulletin COVID-19 #139](#), many of the Clinical Policy Provisions, such as the telehealth provisions enacted to support COVID-19 response which do not require new federal authorities, are in the process of becoming permanent policy and DHB is seeking federal authority where appropriate. For permanent policy changes to the Medicaid program, DHB will post changes publicly. All stakeholders are encouraged to provide feedback.

The table below clarifies when certain COVID-19-related federal authorities will end relative to the end of the Federal Public Health Emergency. DHB will notify providers through special bulletins of any termination of temporary policies if the Public Health Emergency is not extended. Please use the table below to review expiration of temporary provisions.

Source of Federal Authority	Expiration of Federal Authority DHB has the authority to end prior to the end of federal expiration date
COVID-19 1115 Waiver	Expires at the end of the Public Health Emergency + 60 days
1135 Waivers	Expires at the end of the Public Health Emergency
Medicaid Disaster SPAs	Expires at the end of the Public Health Emergency
CHIP Disaster SPA	Expires the latter of the end of the Public Health Emergency or the state-declared emergency
Concurrence Letter	Expires at the end of the Public Health Emergency
Appendix Ks [applicable to 1915(c) waivers]	Expires six months after the Public Health Emergency ends

 [Special Bulletin Covid-19 #153: Temporary Provider Rate Increases and Clinical Policy Changes Extended](#)

NC DHHS COVID-19 PROVIDER CALL INFORMATION

Date: Thursday, February 4, 2021 | Time: 3:00 p.m.

PARTICIPANT LOG-IN INFORMATION

Please register for COVID-19 Provider Call:

 [Register HERE](#)

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

 [Closed Caption HERE](#)

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](#)

 [COVID19 Executive Orders](#)

 [Policy and Guidance updates](#)

 [Vaccine information and updates](#)

PROVIDER FEEDBACK REQUESTED ON CLINICAL COVERAGE POLICY 3.2- WM CLINICALLY MANAGED RESIDENTIAL WITHDRAWAL MANAGEMENT

DHB is requesting providers to review the draft policy slides and send feedback directly to Stacey Smith at Stacy.smith@dhhs.nc.gov, no later than close of business on Friday, February 12th.

Additionally, DHB would like to share a link to the ASAM Criteria training <https://bhs.unc.edu/asam/dashboard>. Cost is \$90 for the live virtual training, and \$75 for the eTraining series. It also has information on how to receive an ASAM Criteria manual for the cost of shipping (\$15.50).

 [Information Presentation](#)

 [Draft Clinical Coverage](#)

TRILLIUM'S PROVIDER SATISFACTION SURVEY RESULTS FEEDBACK

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 serves as an update (from that December 2019 survey) 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 that questionnaire and for all you do in support of our members. Your input is extremely important to us. We are planning to send out a follow-up questionnaire on or around February 15, 2021, to gauge how we are measuring up with the action items we have implemented from your previous feedback. Again, thank you for all that you do!

MOTIVATIONAL INTERVIEWING WEBINARS

MOTIVATIONAL INTERVIEWING AND COVID19 VACCINE HESITANCY

ZOOM meeting:

February 18th, 12:00-1:30pm: Join a 90-minute conversation about using Motivational Interviewing adherent principles and skills to address COVID vaccine hesitancy. No CE hours offered.

🌱 [Invite link](#)

Passcode: 478102

PRE-RECORDED WEBINARS – ON DEMAND ACCESS

Motivational Interviewing and COVID vaccine hesitancy

This very brief (13 minutes!) webinar helps clinicians who work with individuals in community mental (and physical) health settings think about how to have discussions about receiving the COVID 19 vaccine. Two handouts are attached: PDF of slides and a two-page cheat sheet. No CE hours provided

🌱 [Access Here](#)

Motivational Interviewing and COVID Vaccine Hesitancy

This brief (33 minutes!) webinar helps clinicians who work with individuals in community mental (and physical) health settings think about how to have discussions about receiving the COVID 19 vaccine. This 33-minute webinar can be a good starting point for a team discussion or group supervision/cross-training. Two handouts are attached: PDF of slides and a two-page cheat sheet. No CE hours provided

🌱 [Access here](#)

Motivational Interviewing skills to Address Ambivalence about Staying at home and practicing Physical Distancing

A 30-minute Primer on using Motivational Interviewing skills to address ambivalence about staying at home and being physically distant when out. Watch and remind yourself about using core MI skills such as empathy, elicit/provide/elicit (ask/tell/ask), developing reasons and confidence to help those you serve weather this Covid-19 Pandemic as safely and securely as possible. Also helpful for your work with family and friends who may be challenged by these expectations to stay at home. No CE hours provided

🌱 [Access here](#)

DISASTER PLANNING

We are fast approaching the prime season for hurricanes and flooding disasters. To prepare, we are sending out this reminder that disaster plans need to be reviewed and updated, staff trained/re-trained, and contingency and communication plans developed.

This year you will go to a link to share your 2021 Disaster Plan and important contact information. This requested information includes:

- 🌱 Contact information for your designated “Disaster Point of Contact”
- 🌱 Corporate site address and facility phone number
- 🌱 Any residential sites currently in your contract (address, phone numbers)

Please note, you will need to enter each site as a separate submission. Disaster plans must be submitted through the following link: [2021 Disaster Plan Submission](#)

Disaster Plans are due ***no later than May 1, 2021***. If no updates are needed to your 2021 Disaster Plan, you ***MUST*** still resubmit the plan with a new cover page displaying the current year and disaster contact info. Failure to submit your Disaster Plan for 2021 by the deadline (May 1, 2021), may result in an audit and/or plan of correction.

As many of you are aware, the Federal Center for Medicare and Medicaid Services (CMS) have posted guideline requirements for all entities that receive Medicaid funds and this applies to all of our Medicaid providers. For your reference, we have attached the Final Rule that will assist you in locating the requirements to the federal rules that apply to each of your situations.

Our contract with providers requires that you have an adequate disaster planning and training process in place within your organization. While it is our desire that no one has to contend with all that a hurricane or flood brings, the reality is that eastern North Carolina has dealt with its fair share of these kinds of disasters in the past. Living in this part of North Carolina, we know that the best way to cope when a disaster strikes is preparation. Please connect with your local emergency management services, know your local resources, and stay connected with Trillium in the event of an emergency.

- 🌱 [Final Rule](#)

FEBRUARY 2021 COMMUNITY MENTAL HEALTH FIRST AID (MHFA) TRAININGS FOR NC RESIDENTS

Mental Health First Aid teaches you how to identify, understand and respond to signs of mental illnesses and substance use disorders. These trainings will give you the skills you need to reach out and provide initial support to someone who may be developing a mental health or substance use challenge and help connect them to appropriate care.

Youth Mental health First Aid (YMHFA) and Adult Mental Health First Aid (AMHFA) will be held virtually and participants are required to complete a 2-hour self-pace study prior to attending the instructor-led training.

**Adult MHFA February 23, 2021
(8:30am-2:30pm)**

**Youth MHFA February 24, 2021
(8:30am-2:30pm)**

***Registration Deadline is February 11, 2021**

Although there is no cost to you, this course is valued at \$25 per person. If you must cancel your registration, please do so within 48 hours of the instructor led course. Failure to cancel within the recommended timeframe may result in a 30-day waiting period to reschedule the training.

Please contact Wylanda Jones via email at Wylanda.Jones@TrilliumNC.org or Carlos Mirodipini at Carlos.Mirodipini@TrilliumNC.org. You may also contact them via phone at 1-866-998-2597.

 [Here more information and registration](#)

TRAUMATIC BRAIN INJURY WAIVER APPLICATION UPDATE

A draft application for § 1915 (c) Home and Community-Based Services (HCBS) Traumatic Brain Injury Waiver is posted for a 30-day public comment period. The public comment period is from January 27-February 26, 2021. The currently approved TBI Waiver with an effective date of May 1, 2018 will continue to operate at the levels that are previously approved. You are encouraged to review and provide feedback.

You can find the renewal application posted here: <https://medicaid.ncdhhs.gov/meetings-notices/medicaid-state-plan-public-notices>

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.