

To: All Providers

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

Date: February 15, 2021

Subject: Trillium's Provider Seal Program, ICD-10 Diagnosis Required on New Enrollments and Client Updates , 2021 Rural Disaster Mental Health Summit, 2021 Master Class Series in Integrated Dual Disorder Treatment (IDDD) for ACT, Pilot Program to Ensure Communication Access in Health Care Settings for Deaf, Deaf-Blind and Hard of Hearing NC Medicaid Beneficiaries, Value Based Purchasing Learning Series, Motivational Interviewing Webinars, Disaster Planning, March Mental Health First Aid Training Opportunities

TRILLIUM'S PROVIDER SEAL PROGRAM



Trillium invites you to complete an application to join our Valued Providers Seal Program as a way for us to give recognition that your agency/practice has earned. Trillium is proud to offer seals for Contracted, Comprehensive Behavioral Health, Large Agency, Evidenced-Based Treatment, Comprehensive I/DD and Integrated Care Providers. Apply today by clicking here: [Provider Seal Application](#)

For more information, please visit the [Valued Providers Seal Program](#) web page or email us at SealProgram@TrilliumNC.org

ICD-10 DIAGNOSIS REQUIRED ON NEW ENROLLMENTS AND CLIENT UPDATES

Effective 03/31/2021, only ICD-10 Diagnoses will be allowed on New Enrollments and Client Updates submitted through the Provider Direct Portal.

If you have any questions regarding this change, please contact Trillium's Eligibility & Enrollment Staff at EnrollmentandEligibility@TrilliumNC.org.

2021 RURAL DISASTER MENTAL HEALTH SUMMIT

We are pleased to invite you to the *2021 Rural Disaster Mental Health Summit* (RDMH) hosted by the “Don’t Wait-Communicate: Disaster Mental Health Preparation and Response in Rural Schools and Communities” team in partnership with Eastern Area Health Education Center and East Carolina University’s Rural Education Institute.

The *RDMH Summit* offers a **no-cost** professional development training to rural school personnel, behavioral health personnel, and community stakeholders across the southeastern United States who work and live in areas frequently impacted by natural disasters. The RDMH Summit aims to improve the ability of attendees to identify and address the early indication of traumatic stress and other symptoms related to disasters and foster collaborative home, school, and rural community resource networks.

The *RDMH Summit* is a virtual full-day training scheduled for March 26th from 8:30 AM to 4:00 PM EST. Below you will find a link to the brochure detailing the agenda, registration instructions, and information about continuing education credits. Also attached is a brochure containing instructions about creating a MyAHEC account, which is necessary to receive the *RDMH Summit’s* Zoom link AND to receive continuing education credit for attending the program. Each participant who registers for and attends the *RDMH Summit* will receive a ‘Project Don’t Wait’ Therapeutic Tools package!

Feel free to contact the Project Don’t Wait team at Projectdontwait@ecu.edu for any questions.

- [How to create a MyAHEC account](#)
- [Information and Registration](#)

Terry Crowe

Project Don’t Wait Coordinator

252-702-6192

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2021 MASTER CLASS SERIES IN INTEGRATED DUAL DISORDER TREATMENT (IDDT) FOR ACT

Presented by Case Western Reserve University

Center for Evidence Based Practices

Sponsored by NC DHHS & Coordinated by the UNC Institute for Best Practices

PREPARATORY SERIES

This 5 part-series covers the following:

- 1.** COD Overview Training
- 2.** Stage-wise Treatment Basics
- 3.** Recovery Oriented COD Programming & Harm Reduction/Interventions to Promote Health
- 4.** Motivating Behavior Change, a precursor to Motivational Interviewing
- 5.** AOD Interventions for Individuals w/ SPMI

This series is offered twice:

 **Tuesdays with IDDT**

February 16, 23 | March 2, 9, 16

Time: 9:30-12:30pm

 [Registration](#)

 **Thursdays (mostly!) with IDDT**

February 18, 25 | March 4, 11, Wed. 17

Time: 9:30-12:30pm

 [Registration](#)

NOTABLE TOPICS WEBINARS

Family Services

Despite the misconceptions regarding family involvement in treatment that are held by many clinicians and programs, many consumers with co-occurring substance abuse and mental health disorders have regular contact with their relatives, or with non-biologically related individuals whom the consumer considers to be “family”. When we consider that consumers tend to have limited social networks, families often know little about dual disorders and may unintentionally enable consumers to use alcohol and other drugs, and clinicians routinely underestimate the impact of family inclusion in treatment, it becomes essential for effective programs to offer a planful and stage-based approach to family interventions. NBCC CE Hours given for full attendance only.

This one-session webinar is repeated to encourage access:

 **March 23rd (Tuesday) 9:30-12:30**

 [Register](#)

 **March 24th (Wednesday) 9:30-12:30pm**

 [Register](#)

Getting Unstuck: DIY Guide to Clinical case reviews

This session will address common themes to explore for treatment teams that feel “stuck” with a particular client or clinical scenario and draws heavily from a consultative checklist employed by the presenter when working with organizations, treatment teams and clinicians who have sought out assistance with situations wherein they have described themselves as “stuck”. NBCC CE Hours given for full attendance only.

This one-session webinar is repeated to encourage access:

 **March 30th (Tuesday) 9:30-12:30pm**

 [Register](#)

 **March 31st (Wednesday) 9:30-12:30pm**

 [Register](#)

IDDT PROGRAM LEADER TRAINING: AOD COMPETENCIES FOR SPMI PROGRAMS (ACT TEAM LEADERS, ACT PROGRAM AND CLINICAL SUPERVISORS ONLY)**

This four-part training event is designed for program and team leaders who are involved in the process of implementing a high fidelity IDDT team, and offers resources, tools, and ideas for how to succeed in this endeavor. As part of this interactive process, program/team leaders will engage in problem solving and action-planning scenarios by organization based small groups that will facilitate the structure and process of IDDT implementation.

Participants will be able to:

- 🌱 List which IDDT model components require additional action in their organizational setting.
- 🌱 Analyze their agency service delivery design and develop proposed quality improvements that they can bring back to their IDDT teams.
- 🌱 Apply “lessons learned” from the implementation of successful IDDT programs into their approaches for future IDDT consulting and training.
- 🌱 Discuss the IDDT Fidelity scales and considerations for their application with successful IDDT teams.
- 🌱 Appraise resource materials that can be incorporated into their roles as Program Leaders and Service-Team Leaders to facilitate improved fidelity to the IDDT model.

NBCC CE hours will be given for full attendance only. Cumulative certificates of attendance (NO CE) will be issued.

- 🌱 Offered April 6, 13, 20, 27 (Tuesdays) | 9:30-12:30pm

🕒 [Register](#)

**** NOTE:** This series is offered once, and participants must have attended at least 4 of the 5 Preparatory Series Webinars to be eligible to attend.

EXECUTIVE AGENCY LEADERSHIP IDDT CONSULTATIONS

Two IDDT program consultation sessions offered to agency executive leadership. These consultations are 90 minutes in length and can assist agency executive leadership in creating an IDDT program which operates at higher fidelity to the IDDT model.

- 🌱 **May 7 (Friday) 12:00-1:30pm**

🕒 [Register](#)

- 🌱 **June 4 (Friday) 12:00-1:30pm**

🕒 [Register](#)

ACT TEAM LEADER, PROGRAM & CLINICAL MANAGEMENT -IDDT CONSULTATIONS

Six IDDT program consultation sessions offered to ACT, Program, and Clinical leadership. These consultations are 90 minutes in length and can assist ACT leadership in creating an IDDT program which operates at higher fidelity to the IDDT model. Cumulative certificates of attendance (No CE) will be issued.

- 🌱 **April 30, May 21, 28 June 11, 18, 25 (Fridays) 12:00- 1:30pm**

[Register](#)

PILOT PROGRAM TO ENSURE COMMUNICATION ACCESS IN HEALTH CARE SETTINGS FOR DEAF, DEAF-BLIND AND HARD OF HEARING NC MEDICAID BENEFICIARIES

NCDHHS has launched a pilot program targeted to improve equal communication access for Medicaid and NC Health Choice Deaf, Deaf-Blind and Hard of Hearing beneficiaries in health care settings with NC Medicaid providers.

The goal of the program is to:

- 🌱 Improve the frequency of important health care visits
- 🌱 Reduce incidences of misdiagnoses and confusion about instructions
- 🌱 Improve follow-up care and the overall health outcomes of Deaf, Deaf-Blind and Hard of Hearing beneficiaries.

Medicaid providers needing assistance with scheduling and payment for interpreting services for Medicaid and NC Health Choice Deaf, Deaf-Blind and Hard of Hearing beneficiaries may contact the individual listed below:

Lee Williamson, DSDHH Communications Access Manager
919-527-6951

DSDHH.Medicaid.CommAccess@dhhs.nc.gov

This is the link to the full release: <https://medicaid.ncdhhs.gov/blog/2021/01/26/pilot-program-ensure-communication-access-health-care-settings-deaf-deaf-blind-and>

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.

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](#)

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](#)

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](#)

MARCH 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 March 29, 2021

(8:30am-2:30pm)

Youth MHFA March 31, 2021

(8:30am-2:30pm)

***Registration Deadline is March 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](#)

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.