



Transforming Lives. Building Community Well-Being.

Network Communication Bulletin #146

To: All Providers

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

Date: March 15, 2021

Subject: Move Your Way Campaign, Recruitment Opportunity: for Research-Based-Behavioral Health Treatment (RB-BHT) for Autism Spectrum Disorder, NC Medicaid Help Center Now Available: A Convenient Way for Providers to Find Information, Transition of Care Policy for Prepaid Health Plans under the Standard Plan Option Released, Advanced Medical Home Provider Manual 2.0 Released, DHHS Covid-19 Vaccine Information Update, American Society of Addiction Medicine (ASAM) Requirements for the Comprehensive Clinical Assessment (CCA) and Diagnostic Assessment (DA): Training Clarification, Attending NPI and Taxonomy Enhancements, Trillium Experience of Care and Health Outcomes (ECHO®) Survey Feedback and Opportunities for Improvement, Victory Junction Family Retreat Weekends, Valued Providers SEAL Program, ICD-10 Diagnosis Required on New Enrollments and Client Updates, Value Based Purchasing Learning Series, Disaster Planning, April 2021 Community Mental Health First Aid (MHFA) Trainings for NC Residents, Study finds that Individuals with an Intellectual Disability are among Greatest COVID-19 Risk Factors, Provider Training Needs Assessment, Medicaid Transformation Resources, Upcoming Informational Session for Therapeutic Foster Care Agencies

MOVE YOUR WAY CAMPAIGN

Trillium Health Resources joined the Move Your Way campaign sponsored by the Office of Disease Prevention and Health Promotion at U.S. Department of Health and Human Services. It's important to exercise and keep moving despite the pandemic to stay healthy. There are multiple benefits, both physical and mental, when you are active even just for five minutes. Ultimately, Trillium's goal is to increase inclusive community options for exercise to the members we support as soon as it is safe to do so. Trillium is in contact with providers of day programs to help members with increasing their physical activity. Providers will submit information to Trillium by the close of business every Friday. The Move Your Way Weekly Report can be found [here](#).



ATTENTION CURRENT RECRUITMENT OPPORTUNITY

Trillium is recruiting for Research-Based-Behavioral Health Treatment (RB-BHT) for Autism Spectrum Disorder. Providers that are already qualified to provide RB-BHT services and Providers that can demonstrate they are able to meet the service requirements within 60 days of contract award are eligible to apply. In order to increase access to care, both in-network and out-of-network Practitioners and Providers may apply. Recruitment is open in all counties within the Trillium catchment area.



24-Hour Access to Care Line - 877.685.2415
 Business & Administrative Matters - 866.998.2597

TrilliumHealthResources.org



To apply please click the link [Provider Recruitment Opportunities](#), which can also be found on the Trillium website.

NC MEDICAID HELP CENTER NOW AVAILABLE: A CONVENIENT WAY FOR PROVIDERS TO FIND INFORMATION

In addition to the NC Medicaid Provider webpage, Medicaid and NC Health Choice providers now have a supplemental resource to research their questions and submit inquiries. The NC Medicaid Help Center is an online source of information about Managed Care, COVID-19 and Medicaid and behavioral health services, and is also used to view answers to questions from the NC Medicaid Help Center mailbox, webinars and other sources. Formerly referenced as the “SWAT Command Center,” the NC Medicaid Help Center also includes resource documents such as standard and COVID-19 Medicaid Bulletins. To use this new tool:

1. Go to [NC Medicaid Help Center](#)
2. Type a topic or key words into the search bar; or,
3. Select a topic from the available list of Categories

The Bulletins category will search all Medicaid Bulletins for the topic of your choice.

FAQs are listed in categories from questions based on popular topics such as COVID-19, telehealth services, health plan enrollment, provider reimbursement, etc. Based on the entry or selection, the Help Center will return all related information. Providers may also select a topic from the Most-Viewed or Top-Rated articles section as available to find answers. The Help Center is continually updated as new information becomes available.

If, after using the NC Medicaid Help Center, the inquiry remains unresolved, use the below table to direct the question appropriately:

Question Type	Timeframe	Resource / Phone Number
Provider Enrollment in Medicaid or North Carolina Health Choice	Current Process – Ongoing – Future	NCTracks Call Center at 800-688-6696. To update your information, please log into NCTracks (https://www.nctracks.nc.gov) provider portal to verify your information and submit a MCR or contact the GDIT Call Center.
Provider Contracting Inquiries	Current – Ongoing – Future	Health Plans – Contact Info here: Health Plan Contacts and Resources
Provider to PHP Contracting Concerns or Complaints	Current – Ongoing	Provider Ombudsman Email: Medicaid.ProviderOmbudsman@dhhs.nc.gov Phone: 919-527-6666

Question Type	Timeframe	Resource / Phone Number
Prior Authorizations	Before July 1, 2021	NCTracks Call Center at 800-688-6696 or log into NCTracks (https://www.nctracks.nc.gov) provider portal to update your information, submit a claim, review claims status, request a prior authorization or submit a question.
Prior Authorizations	Post July 1, 2021	Health Plans – Contact Info here: Health Plan Contacts and Resources
Recipient Eligibility, Claims Processing, Billing Questions	Before to July 1, 2021	NCTracks Call Center at 800-688-6696 or log into NCTracks (https://www.nctracks.nc.gov [nctracks.nc.gov]) provider portal to update your information, submit a claim, review claims status, request a prior authorization or submit a question.
Recipient Eligibility, Claims Processing, Billing Questions	Post July 1, 2021	Medicaid Direct NCTracks Call Center at 800-688-6696 Standard Plan Health Plans – Contact Info here: Health Plan Contacts and Resources
What does the Medicaid Contact Center Help providers do?	N/A	The Medicaid Contact Center is dedicated to assisting with inquiries regarding enrollment, claim status, recipient eligibility and other information needed by providers to support their service to NC DHHS recipients.

TRANSITION OF CARE POLICY FOR PREPAID HEALTH PLANS UNDER THE STANDARD PLAN OPTION RELEASED

Consistent with federal requirements and NC Medicaid's vision to ensure continuity of care for beneficiaries transitioning between prepaid health plans (PHPs) or service delivery systems, NC Medicaid has released the [NC Department of Health and Human Services Transition of Care Policy](#) (the TOC Policy) The draft policy was released for public comment in February 2020 and the final policy was published on Feb. 25, 2021.

Transition of care (TOC) is the process of assisting a beneficiary through the transition between health plans or between service/payment delivery systems. While NC Medicaid continues to align TOC expectations across all applicable entities, the TOC Policy applies specifically to PHPs under the NC Medicaid Standard Plan option. The TOC Policy aligns and supplements the requirements established in [Request for Proposal 30-190029-DHB](#) and subsequent amendments.

NC Medicaid will host a webinar overview of the TOC Policy on Thursday, March 11, 2021 from 12 noon to 1 p. m. [Please pre-register](#) for the webinar.

If you have questions or comments about the TOC Policy, please email Medicaid.NCEngagement@dhhs.nc.gov.

ADVANCED MEDICAL HOME PROVIDER MANUAL 2.0 RELEASED

The Department released the [Advanced Medical Home \(AMH\) Provider Manual 2.0](#) February 2021. This version reflects program expectations as well as recent program modifications and changes that impact provider contracts. It replaces the prior version issued Dec. 12, 2019. Additional guidance and program information is available on the [Advanced Medical Home webpage](#).

DHHS COVID-19 VACCINE INFORMATION UPDATE

The North Carolina Department of Health and Human Services announced several updates regarding COVID-19 vaccine administration in the state.

- 1. Additional Frontline Essential Workers will be eligible for vaccine beginning on Wednesday, March 3.** With the authorization of the Johnson & Johnson one-shot vaccine, we now have another tested, safe and effective COVID-19 vaccine to protect-against virus-related hospitalization and death. With three vaccines, North Carolina can get more people vaccinated sooner.
 - a. Please be sure to share our video with Frontline Essential Workers talking about why they plan to take their shot ([English](#) / [Spanish](#)) and our video with Agricultural Workers ([Spanish](#))
- 2. We will plan to move to Group 4, beginning with people who have a medical condition that puts them at higher risk and live in additional congregate settings, on March 24.** This population includes anyone with conditions that have been identified by the CDC as increasing risk for severe COVID-19 illness and anyone who is living in congregate or close group living settings who is not already vaccinated including, people experiencing homelessness or living in a homeless shelter and people in a correctional facility, such as jail or prison. Learn more – [Deeper Dive Group 4: Adults at Higher Risk of Exposure and Increased Risk of Severe Illness \(Higher-Risk Conditions and Additional Congregate Settings\)](#).
- 3. Definitions in Group 4 have been clarified.** High-risk medical conditions include Intellectual and Developmental Disabilities, including Down Syndrome, and neurologic conditions, such as dementia and schizophrenia. Learn more – [Deeper Dive Group 4: Adults at High Risk for Exposure and Increased Risk of Severe Illness \(Essential Workers Not Yet Vaccinated and Other Group Living Settings\)](#)

4. The definition of long-term care in Group 1 has been updated for people with intellectual and developmental disability. Long-term care includes people receiving long-term home care for more than 30 days including Home and Community Based Services for persons with intellectual and developmental disability, private duty nursing, personal care services, and home health and hospice. Learn more – [Deeper Dive Group 1: Health Care Workers and Long-Term Care Staff and Residents](#).

Currently eligible groups – health care workers, long-term care staff and residents, people 65 and older, and child care and school staff – will continue to be prioritized. Some vaccine providers may not be ready to open to frontline essential workers on March 3 if they are still experiencing high demand for vaccines in Groups 1, 2, and 3 (child care and school staff).

As always, we rely on you as a trusted messenger to help people make informed decisions. We have developed a suite of resources to support your outreach efforts. Please visit [YourSpotYourShot.nc.gov](#) and [vacunate.nc.gov](#) as we regularly add new materials. [NCDHHS: COVID-19 Vaccine Communications Toolkit](#) includes:

-  Video Library
-  Social Media Graphics
-  Flyers
-  Website and Newsletter Graphics
-  Postcards
-  Presentation

AMERICAN SOCIETY OF ADDICTION MEDICINE (ASAM) REQUIREMENTS FOR THE COMPREHENSIVE CLINICAL ASSESSMENT (CCA) AND DIAGNOSTIC ASSESSMENT (DA): TRAINING CLARIFICATION

This bulletin provides updated information regarding the DHHS-sponsored ASAM training available to help LME-MCOs and providers meet the new ASAM level of care determination requirement of proposed amendments to Clinical Coverage Policy (CCP) 8C, Section 7.3.2 (CCA Format) and CCP 8A, Attachment D, Diagnostic Assessment (Elements of the Diagnostic Assessment). These proposed amendments add a determination of ASAM level of care requirement to assessments of individuals with a Substance Use Disorder (SUD) diagnosis.

Upon implementation of these CCP amendments, all direct enrolled licensed professionals providing CCAs and DAs must have the knowledge, skills and ability to make an ASAM level of care determination for individuals with a SUD diagnosis.

NC DHHS is aware that there are licensed professionals who will need ASAM Criteria training to meet this requirement. As a result, NC Medicaid, in coordination with the Division of Mental Health, Developmental Disabilities & Substance Abuse Services, developed and implemented a DHHS-sponsored plan to support access to reduced cost ASAM Criteria training.

The DHHS sponsored virtual ASAM training will continue to be offered through June 30, 2021.

In order to facilitate use of the training, as of March 2021, the registration fees will be reduced as follows:

- 🌱 *Two-Day Online Skill Building Training*: Reduced from \$90 to \$75; includes 13 contact hours and a free ASAM Criteria manual will be provided upon request.
- 🌱 *ASAM eLearning Training Modules*: Reduced from \$75 to \$50; includes 12 continuing education credit hours and a free ASAM Criteria manual will be provided upon request.
- 🌱 *Organizations can take advantage of Buy 3, Get 1 Free*: For every three registrations (2-day online) or eLearning licenses purchased, get the fourth for free.

[Registration details and information](#)

The DHHS-sponsored training is an application focused and skill building training that provides participants with the necessary tools to utilize the ASAM criteria in making an ASAM determination of level of care. DHHS encourages LME/MCOs and providers to take its sponsored training plan, which furnishes a level of instruction that exceeds basic introductory training to familiarize staff with the basic conceptual framework for the ASAM criteria.

Please note that any agency considering providing its own ASAM training should be aware of the copyright protections and framework established by ASAM, which are available at [ASAM Copyright and Permissions](#).

If you have questions, please contact Howard Anthony at Howard.Anthony@dhhs.nc.gov or 919-741-3129.

ATTENDING NPI AND TAXONOMY ENHANCEMENTS

Effective 04/01/2021, Trillium will be enhancing our Attending NPI and taxonomy edits to support claim processing accuracy and reduce the number of denials received by providers. In addition, this enhancement may also reduce provider recoupments along with provider time and resources in claim denial research and follow-up related to missing provider associations.

The Remittance Advice (RA) reason codes and descriptions that you may see associated with this enhancement are:

Reason Code	Claim Status	Reason Code Description
#1285	Pend	Pended for Attending NPI not associated with attending Taxonomy Code
#1168	Deny	Attending NPI not associated with attending Taxonomy Code
#1286	Pend	Pended for Attending Provider Taxonomy association is not active and effective for the date of service
#1287	Deny	Attending Provider Taxonomy association is not active and effective for the date of service

Another way to reduce claim denials is to (1) verify the Attending NPI is enrolled in NCTracks, (2) verify the Attending NPI is Active in NCTracks with a current Medicaid Health Plan and appropriate taxonomies, (3) verify the Attending NPI is associated with the Billing NPI in NCTracks and (4) verify the Attending NPI and Taxonomy codes have been associated to the Billing NPI with Trillium.

To add or associate an Attending NPI or Taxonomy code, please reach out to Trillium's Network Department at NetworkServicesSupport@TrilliumNC.org or, by completing the [Provider Change Form](#). If corrections are needed at NCTracks, please contact NCTracks at 1-800-688-6696 or NCTracksprovider@nctracks.com.


If you have any questions or concerns about the upcoming improvements, please contact your Claims Specialist by calling 866-998-2597 or emailing Claims2@TrilliumNC.org.



TRILLIUM EXPERIENCE OF CARE AND HEALTH OUTCOMES (ECHO®) SURVEY FEEDBACK AND OPPORTUNITIES FOR IMPROVEMENT

Every year Trillium Health Resources and other LME/MCOs across the state participate in the Experience of Care and Health Outcome (ECHO®) Surveys. These surveys are administered to assess performance of the health plans and member perception of care they received through the North Carolina LME/MCOs and to assist in the development of quality improvement strategies. The survey is administered to a random sample of members from each LME/MCO who received at least one Medicaid funded behavioral health service through the LME/MCO within the preceding fiscal year.

This satisfaction survey for Child and Adult Medicaid members provides a comprehensive tool for assessing health care experiences. DataStat, Inc. conducted the most recent survey on behalf of the State of North Carolina Division of Health Benefits (DHB) and the Carolinas Center for Medical Excellence (CCME). Each survey has over 50 questions that provide specific details and insight into the counseling and treatment members receive as well as the quality of health care services provided by their health plan. The majority of questions focus on the health care experience such as getting treatment quickly, how well clinicians communicate, getting treatment and information from the plan, perceived improvement, and overall satisfaction with counseling and treatment.

Trillium received the state's analysis and also completed our own internal review of the results. It is important to share the results of surveys with our Network of Providers. Trillium is sharing this information in a summary format below. Any area(s) that were deemed lower scoring, were further evaluated to assess for "Opportunities for Improvement." The in-depth analysis of the child and adult surveys resulted in identification of the following areas as potential opportunities for improvement:

-  **Access to services via telephone** -The current pandemic has greatly impacted and expanded member's access to services via phone, video conference, etc. Due to the expansion of access using electronic modalities, Trillium determined that there were no additional interventions necessary.

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Care responsive to cultural needs - Trillium has undertaken numerous interventions related to this item, including substantial updates to Trillium's Cultural Competency Plan (Plan). The Plan now incorporates National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (the National CLAS Standards). Trillium engaged with stakeholders via organization wide town hall meetings and focus groups to open the lines of communication and to help advance and sustain culturally and linguistically appropriate practices and services within Trillium and the provider network. There are many additional interventions planned related to this topic. Due to this activity, no additional interventions are felt necessary at this time.
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Access to the correct services - Upon further discussion and review with our Call Center/Customer Service leadership, an objective and measureable goal was established and is being measured regularly to ascertain if improvement is being made. Future plans associated with planned enhancements have been delayed due to COVID.

A complete report of the ECHO survey analysis can be located on Trillium's website at www.trilliumhealthresources.org under Strategic Planning and Outcomes.

[ECHO Survey: Adults](#)

[ECHO Survey: Children](#)

For feedback or questions, please contact the Trillium QM staff at QMinfo@trilliumnc.org

VICTORY JUNCTION FAMILY RETREAT WEEKENDS

Trillium is excited to partner with Victory Junction to sponsor members to attend Family Retreat Weekends for the 3rd year in a row! Victory Junction is an inclusive camp in Randleman, NC who specializes in serving individuals with disabilities and serious illnesses. This year, programming is not like a typical summer camp and is designed to be more of a family bonding experience and opportunity to use amenities at camp. Programming is open to any Trillium member between the ages or developmental ages of 6-16. Victory Junction is inclusive of all diagnoses, and all programming is the same across different weekends.

Please feel free to share the flier for Victory Junction Family Retreat Weekends along with the following information, with all members and families at your programs!

WHAT ABOUT COVID-19?

Victory Junction Family Retreat Weekends were very successful in the Fall. CDC guidelines are enforced so masks in community areas are required and social distancing (12 feet at the camp) is encouraged. Each application has a Covid-19 questionnaire and goes through a medical review process and Trillium has even installed a temperature machine there. There are also only 16 spots for families per weekend and interactions with staff will be limited this year to focus on family togetherness.

ACTIVITIES/AMENITIES:




The days are structured so that if families want to go around and participate in activities together like horseback riding, bowling, crafts, and boating, they are on that site with their family only. In large outdoor spaces such as the lake, there may be another family present in another location but social distancing is in place. For members with sensory needs and families who do not want to participate in every activity, there is the option for fishing, hiking around camp, playing board games at the cabin, or relaxing on the front porch and talking to neighboring families in other cabins at a distance. State of the art cabins including bathrooms, showers, electricity, and a stocked fridge can sleep up to 8 people. Foodservice is even being delivered to each cabin, special diets are accommodated, and there is also an on-site medical center.

REGISTRATION:

Currently, all weekends are open and we would like to fill spots for March as soon as possible as the deadline is quickly approaching on March 16! Attending in March does require a recent Flu Vaccine. Once families register at the following Registration Link, Trillium will contact the family by phone and must first verify their registration before sending the referral to Victory Junction. Once verified, Victory Junction receives the referral and Camper Admissions staff will e-mail families a link to the application and can answer any questions about camp. The family completes an application profile for each family member attending along with consents, the application goes through the medical review process, and families are off to camp!

*For those who do not have computer/internet access or with limited technology skills, Trillium and Victory Junction are working together to help families register and apply over the phone.

DATES AND DEADLINES:

-  Weekend 1: March 26-28—deadline **March 16**
-  Weekend 2: April 9-11—deadline **March 30**
-  Weekend 3: April 23-25—deadline **April 13**

Be on the lookout for future Family Weekend Dates and announcements for Summer and Fall 2021 on the Trillium Health Resources and Trillium Direct Connect Facebook pages and also at [Victory Junction Weekend](#).

Please contact Sarah Beaver with any questions at Sarah.Beaver@TrilliumNC.org

We look forward to having you join us this year!

VALUED PROVIDERS SEAL PROGRAM



Visit the [Valued Providers Seal Program](#) web page for more information about the Contracted, Comprehensive Behavioral Health, Large Agency, Evidenced-Based Treatment, Comprehensive I/DD and Integrated Care Provider Seals.

After receiving this recognition, sharing such dedication and innovative care should be as easy as possible. The [Valued Providers Seal Program Tool Kit](#) is designed for just that. This resource provides tips for sharing news of provider seals on websites, social media, newsletters, and emails, along with pre-written posts and messages. Trillium can see the impact providers make on our members and communities. We hope the tool kit serves to ensure those members and communities can see it as well.

Contact us at SealProgram@TrilliumNC.org for questions about the Valued Providers Seal Program. Providers can apply for one or multiple seals!

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.

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 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](#)

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](#)

APRIL 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 April 15, 2021
(8:30am-2:30pm)

Adult MHFA April 28, 2021
(8:30am-2:30pm)

Youth MHFA April 29, 2021
(8:30am-2:30pm)

***Registration Deadline is March 31, 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](#)

INTELLECTUAL DISABILITY AMONG GREATEST COVID-19 RISK FACTORS, STUDY FINDS

New research suggests that individuals with intellectual or developmental disabilities are at higher risk for developing serious complications from COVID-19 infections. While many factors could cause this, such as difficulty to socially distance or wear a mask, additional health conditions can also make them more vulnerable to the virus. An article about this study can be [found by clicking here](#).

PROVIDER TRAINING NEEDS ASSESSMENT

We need your input!




Please take a few minutes to complete our Provider Training Needs Assessment so that we know how we can best help you. Assessment is open until **April 16th**.

[Complete the assessment by clicking here!](#)

MEDICAID TRANSFORMATION RESOURCES

During Medicaid Transformation, with the launch of the Standard Plans in 2021 and Tailored Plans in 2022, Trillium will continue sharing information with our provider network. Trillium will host trainings, pass along updates from NC DHHS, and help answer questions from providers.

Please see below for current resources:

-  [NCDHHS Facts Sheets](#):
-  [My Learning Campus for Providers](#): Medicaid Transformation Training available
-  [Learn more about Medicaid Transformation](#)

UPCOMING INFORMATIONAL SESSION FOR THERAPEUTIC FOSTER CARE AGENCIES

SAVE THE DATE: Upcoming Informational Session on March 18th from 9:00 a.m.-11:00 a.m.

We are reaching out to you as a contracted Therapeutic Foster Care provider to encourage you to join us in educating the families in your organization to have the skills needed to address the specific health concerns and abuse towards LGBTQ youth.

Transforming the lives of all youth through partnerships and proven solutions is the mission of Trillium Health Resources. As an inclusive organization, Trillium strives to increase support for LGBTQ youth in foster care in order to achieve safety, permanency and well-being. Our aim is to promote "Acceptance and Well-Being for All" in order to support the critical needs of LGBTQ youth in foster care. Currently we know:

- 🌱 Suicide is the 2nd leading cause of death among young people ages 10 to 24.
- 🌱 1 out of 6 students nationwide (grades 9-12) seriously considered suicide in the past year.
- 🌱 LGBTQ youth seriously contemplate suicide at almost 3x the rate of heterosexual youth.
- 🌱 LGBTQ youth are almost 5x as likely to have attempted suicide compared to heterosexual youth.
- 🌱 LGBTQ Youth are over 4.5 times more likely to attempt suicide by poisoning or overdose resulting in treatment from a doctor.
- 🌱 Up to 30 % of youth in foster care are LGBTQ

We invite you to join us on March 18th from 9 - 11 am to learn more about this exciting, FREE training opportunity to improve the mental health outcomes for the LGBTQ youth in eastern North Carolina. This time will not only serve as an opportunity to ask questions but will provide a general overview of the training series and what foster care providers can expect in this training. Please note that this informational session will be virtual and you can register [register HERE](#).

Leadership Staff from your organization in addition to Foster Care Program Staff are encouraged to attend.

Any questions about this Communication Bulletin that does not already have an email listed for questions from that specific section, 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.