

**To:** All Providers

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

**Date:** July 28, 2021

**Subject:** Important Information Regarding the 2021 Perceptions of care Surveys, Important NC TOPPS Information, NC Medicaid Managed Care Quality Strategy Updated, National Core Indicators Staff Stability Survey for 2020, Free Webinar: NC Medicaid Managed Care Goes Live – What Advocates Need to Know, Attention Pitt County Providers: Tiered Care Coordination Program is available in Pitt County, Parent Leadership Training, Electronic Visit Verification Implementation Extended for Waiver and LME-MCO Related Services, Accepting Applications | Virtual Coach: HealthMatters Program for People with IDD, Current Request for Information Opportunity, Disaster Response Unit Updates, Victory Junction Family Retreat Weekends, Valued Providers SEAL Program, Important Backup Staffing Information, Free Booth Sign Ups for Trillium Onecommunity Park It!

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## **RECRUITMENT OPPORTUNITY FOR PSYCHOSOCIAL REHABILITATION PROVIDERS**

Trillium Health Resources is currently recruiting for a Psychosocial Rehabilitation provider in either Brunswick or New Hanover County. [Here is the Request for Proposal \(RFP\)](#).

### **ACTION DATES:**

Questions can be submitted for this RFP through September 15, 2021. Questions can be submitted through the [Questions](#) link. The Q&A Results will be posted on September 22, 2021.

### **PROPOSAL SUBMISSION DEADLINE:**

Please submit applications and all requested documents by 5 pm on October 1, 2021. To apply, go to [PSR RFP Application](#). RFP Award notification will be November 1, 2021.

## **IMPORTANT INFORMATION REGARDING THE 2021 PERCEPTIONS OF CARE SURVEYS**

Every year Trillium Health Resources and other LME/MCOs across the state assist the North Carolina Department of Health and Human Services (DHHS) with a mandatory annual survey of members who receive Mental Health and/or Substance Use services. This survey is designed to assess member perceptions of the services they have received in the past year.

The survey results are sent to the Substance Abuse and Mental Health Services Administration (SAMHSA) for required reporting, who then publish the results by LME/MCO in an annual report. The survey results are not used by DHHS or LME/MCOs to monitor the performance of providers. Survey results are used to inform policy decisions designed to improve the system.




### **YOUR ASSISTANCE AND PARTICIPATION IS CRUCIAL TO THE SUCCESS OF THIS PROJECT**

If you provide MH and/or SU services to members of any age, you may be contacted soon to participate in the administration of this survey. Specific instructions will be provided by Trillium staff at that time.

Survey administration options have been adapted and expanded to include use of distance technologies and paperless surveys. These changes are intended to safeguard members and provider health and safety, and to significantly reduce burden for participating providers who assist with survey administration.

Administration of the 2021 Perceptions of Care survey will begin **August 1 and continue through September 13**. Since there is a short administration period, surveys must be completed in a timely manner.

#### **Requirements for Member Participation in the Survey:**

-  Must have mental health and/or substance use diagnosis
-  Must be a Trillium member, with a Trillium member ID number
-  Can be State-funded OR Medicaid funded

As a reminder, survey administration may not be billed as a service; rather, survey participation is an element of a provider's contractual requirements with the LME/MCO, and ultimately helps to improve the quality of services for our members.

Please follow all timelines and survey administration instructions provided by Trillium. If you are asked to participate in the administration of this survey and you have any questions, please feel free to contact Julie McCall at [Julie.McCall@TrilliumNC.org](mailto:Julie.McCall@TrilliumNC.org) or 866-998-2597.

Thank you in advance for your participation in this important survey! We look forward to working together with you to gather the important information that will reflect our joint efforts to help members in our area.

### **IMPORTANT NC TOPPS INFORMATION**

Any members that transitioned from Trillium to a Standard Plan no longer need NC TOPPS updates. These members that are no longer receiving services through the LME/MCO will need to have an episode completion done in NC TOPPS as soon as possible.

Please see the [updated NC TOPPS Guidelines](#), pages 7 and 11 for additional information.

## **NC MEDICAID MANAGED CARE QUALITY STRATEGY UPDATED**

The [NC Medicaid Managed Care Quality Strategy](#) details the Department's goals to improve the health of North Carolinians through an innovative, whole-person centered and well-coordinated system of care, which addresses both medical and non-medical drivers of health. It includes aims, goals and objectives for quality management and improvement, and details specific quality improvement (QI) initiatives that are priorities for the Department.

The updated Quality Strategy now incorporates the quality activities of all managed care plans, including the Behavioral Health I/DD Tailored Plans, the Eastern Band of Cherokee Indians (EBCI) Tribal Option and Community Care of North Carolina.

## **ATTENTION IDD PROVIDERS: NATIONAL CORE INDICATORS™ (NCI) STAFF STABILITY SURVEY FOR 2020 AVAILABLE**

We are encouraging you to complete the National Core Indicators™ (NCI) Staff Stability Survey for IDD Providers. It is vitally important that we hear from you about issues affecting the IDD DSP workforce. Your agency should have already received an email with the survey; the email subject is "NC NCI Staff Stability Survey 2020." Surveys are due July 31st, 2021. If you are an I/DD provider and you have not received the survey link, or if you have any questions, please contact [NCISurvey@dhhs.nc.gov](mailto:NCISurvey@dhhs.nc.gov).

## **FREE WEBINAR: NC MEDICAID MANAGED CARE GOES LIVE-WHAT ADVOCATES NEED TO KNOW**

**WEDNESDAY, AUGUST 11, 2-3:30 PM**

Join NC MEDICAID to hear the latest on the rollout of Medicaid Managed Care. Important deadlines are coming up soon! Their expert advocates will discuss the latest developments, critical safeguards, early challenges, and how to get help to make sure your family or your patients have timely access to quality care. They will have a lot of time for Q&A.

 [More information](#)

 [Register HERE.](#)

When you register, you can enter questions or comments into the text box that you would like us to address. We will also take questions and feedback during the webinar.

Closed captioning provided. If you have questions about the accessible feature or need to request a reasonable accommodation, please contact [nichols@healthlaw.org](mailto:nichols@healthlaw.org) at least 4 business days before the webinar.

Spread widely, please! All invited! Questions? Contact [RebeccaF@charlottelegaladvocacy.org](mailto:RebeccaF@charlottelegaladvocacy.org).

## **ATTENTION PITT COUNTY PROVIDERS: TIERED CARE COORDINATION PROGRAM IS AVAILABLE IN PITT COUNTY**

### **WHAT IS THE TIERED CARE COORDINATION PROGRAM?**

The Tiered Care Coordination program aims to address the high rates of exposure to trauma and high behavioral health needs specific to youth and families involved in child welfare and the juvenile justice system; which includes a three tiered approach which comprises of High Fidelity Wraparound (HFW). The program was created from the Governor's Task force on Mental Health and Substance Abuse.

The goal of this family-driven, youth-guided project is to reduce the need for out-of-home care and return children and youth to their families or natural community setting through supporting a family's voice and choice.

### **WHO IS ELIGIBLE?**

- 🌱 Youth and Family must reside in Pitt county
- 🌱 Age 6-21
- 🌱 Involved with DSS OR involved with DJJ system
- 🌱 Youth residing with the caregiver (may be at risk of being placed out of the home or in process of returning home from out-of-home care)
- 🌱 Caregiver is willing to participate in services

### **WHAT IS HIGH FIDELITY WRAPAROUND (HFW)?**

High Fidelity Wraparound is a research-driven care coordination model that includes an empowering team of individuals and agencies working together to enhance the lives youth and their families. In collaboration with the Tiered Care Coordination team, a family will identify specific needs and goals to help lead fulfilling lives with confidence, through strengthening their network of natural supports.

### **WHAT OUTCOMES CAN I EXPECT FOR THE YOUTH?**

- 🌱 Improved mental health outcomes
- 🌱 Engagement in school
- 🌱 No new legal involvement
- 🌱 Reduction in the use of crisis services
- 🌱 Increase family empowerment

### **WHERE CAN I FIND MORE INFORMATION?**

For more information about Tiered Care Coordination, visit [Tiered Care Coordination Pilot](#). You can also contact the following TCC team members for more information:

- 🌱 For DJJ Liaison please contact Blaire Wright ([Blaire.Wright@TrilliumNC.org](mailto:Blaire.Wright@TrilliumNC.org) or 252-209-4690)
- 🌱 For DSS Liaison please contact Ashley Hardy ([Ashley.Hardy@TrilliumNC.org](mailto:Ashley.Hardy@TrilliumNC.org) or 252-227-3659)

## **PARENT LEADERSHIP TRAINING**

Trillium and the Division of Public Health, children and youth branch will be providing “Parent Leadership Training” which includes selectable modules to match the leadership interests and needs of your families of children with special needs groups. The modules are taught in 1.5 hour modules by trained, peer parents in small group formats.

 See [flyer for more information](#).

## **ELECTRONIC VISIT VERIFICATION IMPLEMENTATION EXTENDED FOR WAIVER AND LME-MCO-RELATED SERVICES**

NC Medicaid implementation of Electronic Visit Verification (EVV) for the Innovations Waiver, TBI Waiver and (b)(3) services administered by the LME-MCOs has been moved to Aug. 31, 2021. This new date is to allow for additional provider integration and engagement with HHAeXchange. Effective August 31, 2021, 100% of provider claims must pass EVV validation to be reimbursed.

 [Electronic Visit Verification Implementation Extended for Waiver and LME-MCO-related Services](#)

Providers must continue to collaborate, test and operationalize the EVV process with the applicable LME-MCOs and their EVV vendor. Providers shall submit claims with EVV data prior to the Aug. 31, 2021 date as they are ready to do so.

Providers who cannot demonstrate their engagement with an EVV vendor by Aug. 31, 2021, will not be reimbursed for EVV applicable services after Aug. 31, 2021, until they come into compliance.

Contact: [Medicaid.EVV@dhhs.nc.go](mailto:Medicaid.EVV@dhhs.nc.go)

## **ACCEPTING APPLICATIONS | VIRTUAL COACH: HEALTHMATTERS PROGRAM FOR PEOPLE WITH IDD**

Health Matters is pleased to announce that we are accepting applications for the second year of our FREE **Virtual Coach: HealthMatters Program**, a health promotion program led by support staff and developed for and by people with intellectual and developmental disabilities (IDD). Please see information below on program description, important dates, and how to apply to participate in this program.

**ATTEND** Informational Webinar on August 3rd, 2021 (1pm-2pm CT).

[REGISTER HERE](#) - The webinar will be recorded, please register so you will receive an email when the recording is available if you cannot attend live webinar.

To view online **Application Instructions** please click [HERE](#).

[DOWNLOAD PDF](#) of the Virtual Coach: HealthMatters Program Application Instructions.

**APPLY**– deadline to apply is August 16th, 2021. Please read Application Instructions first. Approved Organizations will be contacted by August 23rd, 2021.

## WHAT IS VIRTUAL COACH: HEALTHMATTERS PROGRAM?

- 🌱 A health promotion program that provides frontline staff and caregivers strategies and materials to support healthy options and choices among people with IDD.
- 🌱 Consists of a [12-week program](#) that includes 36 interactive online health education lessons and physical activity videos. View [Health Matters Curriculum Preface](#) and [Table of Contents](#). The Program can be delivered virtually or in-person.
- 🌱 Provided **FREE** for 12-months.

**Other questions?** Contact Jasmina Sisirak at [jsisirak@uic.edu](mailto:jsisirak@uic.edu). Or visit [HealthMatters Program](#) website.

## ATTENTION CURRENT REQUEST FOR INFORMATION OPPORTUNITY

Trillium Health Resources (Trillium) is in the process of identifying mission-driven companies that are interested in the development of **High Fidelity Wrap-Around (HFW) Services** within Trillium's 26-county catchment area.

Trillium is interested in providers that demonstrate the capability and capacity to provide the service in a way that can achieve the desired outcomes including increased family assets and functioning and reduced out of home residential treatment and inpatient hospitalizations.

Written letters of interest will be received until end of business July 31, 2021.

To submit your letter of interest please click the link [Provider Recruitment Opportunities](#); which can also be found on the Trillium website.

## DISASTER RESPONSE UNIT UPDATES

### HURRICANE PREPAREDNESS TIP #3

Learn what to do now, during, and after a storm by reviewing the How to Prepare for a Hurricane guide developed by FEMA. Open the guide [here](#) to learn if you're ready and share this resource. FEMA wants everyone to remember that first responders may not reach you for hours or days after a hurricane strikes. Everyone needs to know what to do to stay safe.

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 webpage [Community Crisis and Disaster Response](#).



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 by completing the **Changes to Provider Operations form**. This form is located on the [Community Crisis and Disaster Response webpage](#) under the "Provider" tab when a storm is approaching. Our goal is to stay up to date about changes to service provision and to assist with continuing to best serve members.

## **TRILLIUM'S FALL FAMILY RETREATS AT VICTORY JUNCTION**



Family Retreats are BACK at Victory Junction! Trillium is excited to continue to sponsor members and their families for **Fall Family Retreat Weekends!** Whether or not your child has experienced the freedom and excitement of camp that Victory Junction has to offer, please join us! We want everyone to enjoy the inclusive

environment and diverse amenities and activities adapted for every need. Start the application process early, by signing up on the [Fall 2021 Interest Form](#) today!

### **HAVEN'T HEARD OF VICTORY JUNCTION?**

Located in Randleman, NC, Victory Junction specializes in serving individuals with disabilities and serious illnesses.

Current programming is designed to provide a unique experience for families to bond together and for children to feel empowered and build self-confidence in their abilities while using amenities at camp. Retreats are open to any Trillium member, regardless of age or diagnosis. Family, extended family, and natural supports are also welcome! **\*Due to Covid-19, CDC guidelines will be followed. Spots are limited and not guaranteed unless available following medical review.**

### **SESSION DATES AND APPLICATION DEADLINES:**

🌱 Sept. 24-26---apply by Sept. 10

🌱 Oct. 15-17—apply by Oct. 1

Be on the lookout for future Family Retreat Dates on the Trillium Health Resources and Trillium Direct Connect Facebook pages, and on our Victory Junction page on our website:

🌱 [Victory Junction](#)

Please share the [flier and information](#) with all members and families at your programs!



## IMPORTANT BACKUP STAFFING INFORMATION:

Please be advised that effective August 1, 2021 the submission of backup staffing incident reports related to the COVID19 pandemic will be required to be reported, along with all other missed service hours. Examples include: if the member/family declines services to prevent exposure (isolation) to COVID19, if the provider can't provide staff due to staff self-isolating, or if the provider site temporarily closes to help mitigate the impact of COVID19. Please report all missed service hours on the backup staffing form located on Trillium's website and submit to [IncidentReporting@TrilliumNC.org](mailto:IncidentReporting@TrilliumNC.org).

## 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](mailto:SealProgram@TrilliumNC.org) for questions about the Valued Providers Seal Program. Providers can apply for one or multiple seals!



## **FREE BOOTH SIGN UPS FOR TRILLIUM ONECOMMUNITY PARK IT!**

Trillium invites our provider and community resource network to participate in our OneCommunity Park It! Inclusive Community events. These events are designed to share information and resources in our communities about services and supports during this one of a kind community fun event that promotes inclusion for everyone. You will be responsible for your own set up including table, chairs and tent for the event. Please go to the links below to sign up! We look forward to seeing everyone there!!

 [Sign up for Free Booth Trillium OneCommunity Play Together Ayden, NC](#)

July 31 2021 from 11:00 a.m.- 4:00p.m.

Ayden District Park 3869 Jolly Rd. Ayden, NC



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