

To: All Providers

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

Date: August 6, 2021

Subject: BH I/DD Tailored Plan Care Management Platform, Resuming Individual Placement and Support (IPS) and Tool for Measurement of Assertive Community Treatment (TMACT) Fidelity Evaluations, Recruitment Opportunity for Psychosocial Rehabilitation Providers, Important Information Regarding the 2021 Perceptions of Care Surveys, Important NC TOPPS Information, Attention Pitt County Providers: Tiered Care Coordination Program is available in Pitt County, Parent Leadership Training, Disaster Response Unit Updates, Victory Junction Family Retreat Weekends, Valued Providers SEAL Program

BH I/DD TAILORED PLAN CARE MANAGEMENT PLATFORM

It has come to our attention that Network providers in Trillium's catchment area are currently going through the process of becoming certified as Care Management Agency (CMA) and have passed their desk reviews. During the review process, providers have indicated that their plan is to use Trillium's Care Management Platform. If a network provider's intent is to use Trillium's platform, this opportunity will not be available until Spring 2022. Trillium's primary focus at this time is to prepare for Tailored Plan which encompasses new requirements for Care Management functions. Our primary focus at this time is developing the system to meet the needs of our members, providers and staff.

RESUMING INDIVIDUAL PLACEMENT AND SUPPORT (IPS) AND TOOL FOR MEASUREMENT OF ASSERTIVE COMMUNITY TREATMENT (TMACT) FIDELITY EVALUATIONS

On April 23, 2020, Joint Communication Bulletin #J361 informed LME-MCOs that the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS) had suspended in-person TMACT and IPS fidelity evaluations. On Oct. 2, 2020, Joint Communication Bulletin #J378 informed LME-MCOs of the Interim Evidence-Based Practice Quality Review Protocol while TMACT and IPS fidelity evaluations were suspended.

Effective Jan. 1, 2022, DMH/DD/SAS will resume all in-person TMACT and IPS fidelity evaluations with the expectation that ACT and IPS teams have resumed providing services face-to-face in the community.

If you have any questions, please contact Saarah Waleed at Saarah.waleed@dhhs.nc.gov or 984-236-5060 at DMH/DD/SAS or June Freeman at June.freeman@dhhs.nc.gov or 919-527-7646 at NC Medicaid.

RECRUITMENT OPPORTUNITY FOR PSYCHOSOCIAL REHABILITATION PROVIDERS

Trillium Health Resources is currently recruiting for a Psychosocial Rehabilitation provider in either Brunswick or New Hanover County. The Request for Proposal (RFP) can be found at <https://www.trilliumhealthresources.org/for-providers/request-opportunities>.

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 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.

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 or 252-209-4690)
- 🌱 For DSS Liaison please contact Ashley Hardy (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](#).

DISASTER RESPONSE UNIT UPDATES

HURRICANE PREPAREDNESS TIP #4

Many county emergency management agencies offer alert services to help residents stay informed. Check to see if your local community offers an emergency alert service for their residents. Review the North Carolina Department of Public Safety website [here](#) to learn more.



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 [County Emergency Management Agencies](#). 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.

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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:

🌱 September 24-26 - apply by September 10 🌱 October 15 - 17 - apply by October 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!

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!

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.