

Transforming Lives. Building Community Well-Being.

**To:** All Providers

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

**Date:** August 30, 2021

**Subject:** Strategic Housing Plan Survey (for providers/members), Collaborative Practice Agreements for Nurse Practitioners Supporting Members Diagnosed with Substance Use Disorders, Joint NC DMHDDSAS and DHB Update for NC Providers, BH I/DD Tailored Plan Care Management Platform, 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

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## **STRATEGIC HOUSING PLAN SURVEY (FOR PROVIDERS/MEMBERS)**

Dear North Carolina Department of Health and Human Services stakeholder,

The Technical Assistance Collaborative (TAC) is working with NC DHHS on developing a Strategic Housing Plan for North Carolina. This Housing Plan will provide a strategic guide to focus DHHS's policies and resource decision making in creating and maximizing community-based housing opportunities for people with disabilities who are experiencing homelessness, living in an institution or at risk of institutionalization over a five-year horizon.

Throughout the process, DHHS will offer multiple ways for stakeholders to engage, provide feedback, and influence the plan's goals and strategies, to include engagement and participation in focus groups, individual housing surveys, and in person planning sessions. You have been identified as a key stakeholder in this work and NCDHHS & TAC would like to invite you to participate in an online survey in order to gain your perspective and feedback on the affordable and supportive housing landscape and needs in the state. These survey answers are vital and will influence the development of the strategic supportive housing plan for North Carolina. All answers will be kept anonymous.

Please click on the link below to provide your feedback by September 15<sup>th</sup>, 2021.

 [NCHousingPlanSurvey](#)

## COLLABORATIVE PRACTICE AGREEMENTS FOR NURSE PRACTITIONERS SUPPORTING MEMBERS DIAGNOSED WITH SUBSTANCE USE DISORDERS

### **ADDITIONAL CLARIFICATION ABOUT NURSE PRACTITIONER CREDENTIALING REQUIREMENTS**

This bulletin provides additional clarification to [Clinical Coverage Policy \(CCP\) 8C: Outpatient Behavioral Health Services Provided by Direct-Enrolled Providers](#), to Standard Plans, LME-MCOs, and direct enrolled providers about the Nurse Practitioner (NP) credentialing requirements located in Section 6.1, when working in a substance use disorder treatment setting.

The following requirements are applicable only to NPs providing services to beneficiaries diagnosed with a primary substance use disorder that are not certified as a Psychiatric Mental Health Nurse Practitioner (PMHNP):

*Nurse Practitioners not certified as PMHNP may be eligible to provide substance use disorder treatment services to Medicaid beneficiaries diagnosed with a substance use disorder if they meet all the requirements listed below, as demonstrated to the credentialing body of the Standard Plan or Prepaid Inpatient Health Plan (PIHP):*

- a. *A Collaborative Practice Agreement with a North Carolina Licensed Physician with experience working in the field of substance use disorders, that covers prescribing activities; and*
- b. *Have their DATA 2000 certification; and*
- c. *At least one (1) year experience providing substance use disorder treatment in any setting; and*
- d. *Continuing education requirements, going forward, which include 20 hours each year focused on addiction medicine, diagnosis, medication assisted treatment, and psychopharmacology relevant to their current field of practice. (21 NCAC 36.0807.)*

This clarification is to ensure that NPs are entering into Collaborative Practice Agreements with physicians that have training and experience with the beneficiary group, and ensure NPs are receiving supervision, collaboration and consultation that supports their practice.

Waiver of the requirement for one year of supervised substance use disorder experience for an NP not yet certified as a PMHNP must be based on access needs of the Standard Plan or PIHP, documented in the records of the credentialing body, **approved by the Standard Plan or PIHP Medical Director, and reassessed on an annual basis. Other details in items a., b., and d. shall not be waived.**

NC Medicaid, in partnership with the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS) will begin revisions to CCP 8C in 2021, with an anticipated go-live date of July 1, 2022. The revisions will include the above in the new, revised policy.

 [Read the complete article](#)

## JOINT NC DMHDDSAS AND DHB UPDATE FOR NC PROVIDERS

Thursday, September 2, 2021, 3:00 p.m.

### PARTICIPANT LOG-IN INFORMATION

Please [register for Joint](#) DMH/DHB Monthly Provider Call

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

 [Closed Captioning](#)

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.**

 [Transformation](#)

 [Transformation- Proposed Program Design](#)

 [Provider Playbook Medicaid Managed Care](#)

 [Tailored Care Management](#)

 [Behavioral Health I/DD Tailored Plan](#)

## 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.

## 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 on our [Provider Recruitment Opportunities webpage](#).

## **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.






## **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
- ♻️ Reduction in the use of crisis services
- ♻️ Engagement in school
- ♻️ Increase family empowerment
- ♻️ No new legal involvement

## 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 ([Blair.Wright@TrilliumNC.org](mailto:Blair.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](#).

## 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 [here](#). 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!

## **VALUED PROVIDERS SEAL PROGRAM**



[www.TrilliumHealthResources.org](http://www.TrilliumHealthResources.org)

**Apply today to receive your seal in Trillium's Valued Providers 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!

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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.