

**To:** All Providers

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

**Date:** September 27, 2021

**Subject:** Important Reminder for Providers, DHHS Update Call for BH/IDD Consumers, Family Members and Community Stakeholders, Joint DMHDDSAS & DHB Update calls for IPS Providers and Consumers & Families on Medicaid 1915(i) waiver, Safeguarding PHI Through Email, New Reimbursement Calculator in Provider Direct, North Carolina Standard and Tailored Plan Tobacco Free Policy Requirements, Electronic Visit Verification Soft Launch Update for PHPs and LME/MCOs, Important NC TOPPS Information, Parent Leadership Training, Disaster Response Unit Updates, Victory Junction Family Retreat Weekends, Valued Providers SEAL Program

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### **IMPORTANT REMINDERS FOR PROVIDERS**

Providers who have questions related to claims, should call the Provider Support Service Line (PSSL) at 1-855-250-1539.

All Provider's delivering services to individuals in the Trillium catchment area must be enrolled in NCTracks, maintain a Provider Status of "01-Active", and have the correct affiliations. Failure to meet all of these requirements will cause claims to deny and may lead to the Contract being terminated. Trillium strongly encourages all providers to periodically review and compare their information in Provider Direct with NCTracks to ensure the contracted NPI number(s), Medicaid Health Plan(s), and Taxonomy(ies) remain active.

To review your information in NCTracks visit [www.nctracks.nc.gov](http://www.nctracks.nc.gov).

For a full list of Taxonomy codes visit [www.nucc.org](http://www.nucc.org).

## **DHHS UPDATE CALL FOR BH/IDD CONSUMERS, FAMILY MEMBERS AND COMMUNITY STAKEHOLDERS**

### **JOINT DMHDDSAS AND DHB (NC MEDICAID) UPDATE CALL**

**Monday—September 27, 2021**

**2:00 pm**

(Monthly on the Fourth Monday at 2:00pm.)

**This call is for consumers, family members, and community stakeholders ONLY. If you are a provider who joins the call, please allow consumers, family members, and community stakeholders to ask their questions. (Provider questions will be answered during the regularly scheduled NC Providers call.)**

The Division of MH/DD/SAS and Division of Health Benefits (NC Medicaid) remain committed to working hard to assess service gaps, create and amend policies, and direct funding into service areas that will be impactful in preventing the interruption and delay of BH/IDD services during this challenging time. This recurring call will be the fourth Monday of each month in an attempt to help keep consumers, family members and community stakeholders informed and updated on policies and actions impacting service access and health outcomes for BH and IDD consumers, and perhaps more importantly – to hear directly from you about any questions or issues that have emerged since we last communicated. We hope that you can join us. **To participate please click on the link below to register:**

Please [register for Joint](#) DMHDDSAS and DHB (NC Medicaid) Update Call.

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

 [Closed Captioning](#)

## **JOINT DMHDDSAS & DHB UPDATE CALLS FOR IPS PROVIDERS AND CONSUMERS & FAMILIES ON MEDICAID 1915(I) WAIVER**

With the 1915(b)(3) waiver set to expire July 1, 2022, NC Medicaid is partnering with DMHDDSAS to apply to CMS for a 1915(i) waiver. This process will have multiple opportunities for stakeholder education and participation on the process and the services that will be part of the new 1915(i) waiver. If you provide IPS services, it is in your agency's and team's best interest to ensure that you have staff able to attend the upcoming stakeholder engagement meetings. The first several meetings will provide you with a high level overview of the process, and following meetings will be focused on developing a Medicaid Clinical Coverage Policy for IPS.

**The initial meetings will be taking place during the below listed Provider & Consumer Calls:**

### **JOINT DMHDDSAS & DHB UPDATE CALL:**

#### **🌱 Consumers & Family Members Monday**

September 27<sup>th</sup> from 2 - 3 pm (see above)

#### **🌱 Providers**

Thursday, October 7<sup>th</sup> from 3 - 4 pm

Links are distributed to listserv members closer to the date of the call. If you would like to be on our listserv please email the CE&E Team at: [CEandE.staff@dhhs.nc.gov](mailto:CEandE.staff@dhhs.nc.gov)

*Please be looking for announcements and invitations in the coming weeks. NC Medicaid and DMHDDSAS look forward to your feedback, and appreciates your involvement.*

### **SAFEGUARDING PHI THROUGH EMAIL**

Providers are responsible for safeguarding a member's protected health information ("PHI") when transmitting PHI. A secure method of transmittal should be utilized when sending PHI electronically which can be accomplished through encryption software. Your agency may have a specific software platform or Trillium offers Providers the opportunity to create and securely send emails by accessing Zixmail in the Provider Portal on Trillium's website ([Zixmail Link](#)). Zixmail will encrypt the contents and attachments of the email. It does not however, encrypt information in the subject line. No form of PHI should be visible in the subject line of an email. When sending PHI to Trillium or other agencies through email or ticket submission, please ensure you are utilizing a secure method of transmittal to eliminate any potential confidentiality concerns.

### **NEW REIMBURSEMENT CALCULATOR IN PROVIDER DIRECT**

Trillium would like to announce that effective October 28<sup>th</sup>, 2021, providers will now have the capability to utilize a Reimbursement Calculator and receive an estimated payment amount when creating and submitting a CMS 1500 in Provider Direct.

After the provider creates a CMS 1500 in Provider Direct they would:

- 🌱 Click 'Save & Continue'
- 🌱 The claim will then show an available option to click on 'Pricing Preview' in order to view the estimated pricing details
- 🌱 The Pricing Preview will open up in a separate window

Once the separate window opens up, providers will be able to see a display of claim details with projected payment information.

Payment information is built from the member, clinician, contract, rate, etc. This is just an anticipated preview and does not guarantee payment as the claim will still have to run through all system edits.

For any technical questions with the Reimbursement Calculator, please contact Provider Direct Support through the feedback tab of the Provider Direct website. For any questions regarding the calculation of the estimated payment, please contact the Claims Department at [claims2@trilliumnc.org](mailto:claims2@trilliumnc.org).

## **NORTH CAROLINA STANDARD & TAILORED PLAN TOBACCO-FREE POLICY REQUIREMENT**

### **TOBACCO-RELATED POLICY REQUIREMENTS GO INTO EFFECT ON JULY 1, 2022.**

[Tobacco-related policy](#) requirements for Standard Plans and Tailored Plans contracted medical, behavioral health, intellectual/developmental disabilities (IDD), and traumatic brain injury (TBI) service providers will go into effect on July 1, 2022. These requirements will apply to both Medicaid and state-funded service providers. The Department will work with the Standard Plans and Tailored Plans to include these requirements, as appropriate, in advance of July 1, 2022.

Secondhand smoke is a well-documented danger to health. No one should be exposed to secondhand smoke when they access care or on the job. Research shows that most people who use tobacco want to quit. An environment free from triggers to use tobacco products is necessary to support service recipients whose goal is to become tobacco free. People with behavioral health disorders die disproportionately from tobacco-related illness. Among people who try to become tobacco free, only a small minority receive evidence-based care to assist them.

Therefore, starting July 1, 2022, NC Medicaid Managed Care Standard plans and Tailored Plans will require contracted providers, not including retail pharmacies, and with the exception of the residential provider facilities noted below, to implement a tobacco-free policy covering any portion of the property on which the participating provider operates that is under its control as owner or lessee, to include buildings, grounds, and vehicles.

A tobacco-free policy includes a prohibition on smoking combustible tobacco products and the use of non-combustible tobacco products, including electronic, heated and smokeless tobacco products, and/or nicotine products that are not approved by the FDA as tobacco treatment medications, as well as, prohibiting participating providers from purchasing, accepting as donations, and/or distributing tobacco products to the individuals they serve.

Intermediate care facilities for individuals with intellectual disabilities (ICF-IID) and IDD residential services subject to the Home and Community Based Services (HCBS) Final Rule are exempt from this requirement. However, starting July 1, 2022, the following policies shall be required in these settings:

- 1.** Indoor use of tobacco products shall be prohibited in all provider owned/operated contracted settings.
- 2.** For outdoor areas of campus, providers shall:

- 🌱 Ensure access to common outdoor space(s) that are free from exposure to tobacco use; and
- 🌱 Prohibit staff/employees from using tobacco products anywhere on campus

As part of policy implementation, Standard Plan and Tailored Plan contracted service providers should integrate tobacco use treatment and support into all settings. Evidence-based tobacco use treatment is defined as a combination of FDA approved medications and counseling.

To support this policy change, the North Carolina Division of Public Health Tobacco Prevention and Control Branch partners with the Division of Mental Health/Developmental Disabilities/ Substance Abuse Services and the Division of Health Benefits to coordinate [Breathe Easy NC: Becoming Tobacco Free](#).

Breathe Easy NC: Becoming Tobacco Free is a statewide initiative to support people with behavioral health conditions and IDD/TBI in becoming tobacco free, by working with service providers to integrate tobacco use treatment and make campuses tobacco free.

- 🌱 Standard Plan and Tailored plan contracted service providers should make use of this resource to ensure they have a transparent, well-organized, and evidence-based tobacco-free policy and tobacco use treatment implementation process.
- 🌱 Making an organization's campus tobacco-free is a process that should involve all organization stakeholders: service recipients or clients, leadership, and staff. Implementing a tobacco-free policy can take 3-6 months, occasionally longer.
- 🌱 Providers should integrate tobacco use treatment or referrals to tobacco use treatment resources, such as QuitlineNC, prior to policy implementation.

Providers can visit [BreatheEasyNC.org](https://www.breathesync.org) for technical assistance and training on tobacco-free policy implementation and evidence-based tobacco use treatment or contact their county's [regional or local tobacco control staff](#) directly. They can assist with every step of this process.

If you have any questions, check out these Frequently Asked Questions (FAQ) webpages from Breathe Easy NC:

- 🌱 [NC Standard and Tailored Plan Tobacco-Free Requirement FAQ for Behavioral Health & Medical Provider Agencies](#)
- 🌱 [NC Standard and Tailored Plan Tobacco Related Policies FAQ for Organizations that Serve People with IDD or TBI](#)
- 🌱 [NC Standard and Tailored Plan Tobacco-Free Requirement FAQ for Clients, Families and Staff](#)

For additional questions, please contact Stephanie Gans at [stephanie.gans@dhhs.nc.gov](mailto:stephanie.gans@dhhs.nc.gov).

## **ELECTRONIC VISIT VERIFICATION SOFT LAUNCH UPDATE FOR PHPS AND LME/MCOS**

### **SOFT LAUNCH EXTENSION FOR PHPS THROUGH SEPT. 30, 2021**

The Electronic Visit Verification (EVV) soft launch for providers authorized to render personal care services subject to EVV through the prepaid health plan (PHP) payer type has been extended through Sept. 30, 2021. Claims submitted from July 1 through Sept. 30, 2021, will be processed without financial penalty if all other billing requirements are met.

During the soft launch extension, providers should complete their credentialing to ensure account setup, begin testing integration by capturing and reporting the minimal EVV data, and submitting claims to troubleshoot issues to mitigate payment lapses after Oct. 1, 2021. On and after Oct. 1, 2021, all encounters submitted will require the EVV evidence to assist with adjudicating the claim. Beginning Nov. 1, 2021, ALL encounters for personal care claims must contain EVV data, regardless of the date of service.

From Aug. 25 through Sept. 30, 2021, HHAeXchange, Carebridge and PHPs will provide training opportunities and technical support assistance to ensure all health plan providers have an account to capture EVV visits and have tested their integration and encounter submission by Sept. 23, 2021.

The soft launch period for providers rendering services subject to EVV through the LME/MCOs will end on Aug. 31, 2021, at 11:59 p.m. On and after Sept. 1, 2021, all encounters submitted for services subject to EVV will require the EVV evidence to assist with adjudicating the claim.

Technical support can be requested using the contact information listed below.

#### **HHAeXchange**

866-242-2465 or [NCsupport@hhaexchange.com](mailto:NCsupport@hhaexchange.com) and [EDISupport@hhaexchange.com](mailto:EDISupport@hhaexchange.com)

#### **Carebridge**

855-782-5976 or [evintegration@carebridgehealth.com](mailto:evintegration@carebridgehealth.com) and [evintegrationsupport@carebridgehealth.com](mailto:evintegrationsupport@carebridgehealth.com)

## **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.

## 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 #6

FEMA encourages everyone to be aware of what disasters and hazards can occur within your community. Whether it's flooding, hurricanes or another disaster, technology can make it easier to prepare for disasters. Review this [FEMA webpage](#) to be tech ready.



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

All September 2021 Victory Junction Family Weekend spots are full at this time. Please be sure to check our Facebook pages and our Victory Junction web page [web page](#) for updates about future dates!





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Thanks everyone for all of your support 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](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.