

**To:** All Providers

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

**Date:** November 29, 2021

**Subject:** Get Started with HHA Exchange!, Webinar-based Public Hearings-Medicaid 1115 Demonstration Waiver Proposed Amendment, Individual Placement and Support (IPS) Stakeholder Workgroup, 2<sup>nd</sup> Meeting, DHB & DMH Mental Health and Substance Use 1-7 Day Follow Up Super Measure, Tailored Care Management 101 Webinar Series, Important NC TOPPS Information, Parent Leadership Training, Disaster Unit Updates, Valued Providers Seal Program, Need to Report Fraud, Waste, and Abuse?

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### GET STARTED WITH HHAEXCHANGE!

We would like to extend an invitation to attend our live system user training. These trainings will give you an opportunity to ask questions and receive a live demonstration of the HHAExchange system! Trainings will be held on Tuesday and Thursday for two weeks. Every webinar will have a live Q/A chat option available to you for questions and real time system demonstration requests. Please be sure to complete the next step by signing up for the webinars below. The information listed below provides a description for each course. The intended audience for each appears in parenthesis, based on the "role" in HHAExchange: System Administrator (Admin), Billing Staff (Biller) and Agency Coordinator/Staffing/HR (Coordinator).

#### HHAEXCHANGE LIVE SYSTEM USER TRAINING

##### **Visit Management Webinar: December 7th and December 14th**

HHAExchange Management / (Admin + Coordinator) - User Type: HHAExchange

**10:00 am - 12:00 pm:** This live training will demonstrate Member Management, Scheduling, Visit Management and Capturing Missed Visits.

HHAExchange Electronic Visit Verification (EVV) / (Admin + Coordinator)

**2:00 - 3:30 pm:** This live training will cover Mobile App Setup (Agency and Caregiver), IVR utilization, Call Dashboard and GPS Management.

 [Click here to sign up](#)

## HHAEXCHANGE LIVE SYSTEM TRAINING - BILLING

**December 9th and December 16th**

 [Click here to sign up](#)

HHAExchange Billing / (Admin + Biller) – User Type: HHAExchange and EDI

**10:00 am - 12:00 pm:** This live training will demonstrate Importing Visits(EDI), EDI Tool(EDI), Rate Management, Pre-Billing, Invoicing, Billing Review, Exporting Claims & Status, Managing Diagnosis Codes, Un-billing, Adjusting Visit (Claim), Re-Billing.

Please select the appropriate dates with the time options applicable for your role prior to signing up. These Webinar sessions will last until December 16th.

## WEBINAR-BASED PUBLIC HEARINGS-MEDICAID 1115 DEMONSTRATION WAIVER PROPOSED AMENDMENT

NCDHHS is offering two additional opportunities to attend a webinar-based public hearing about the NC Medicaid 1115 Demonstration Waiver proposed amendment. This waiver amendment addresses the impact of the NC Medicaid Managed Care launch date delay, from November 2019 to mid-2021, due to COVID-19 pandemic and state budgetary challenges. The amendment also adjusts the coverage approach for certain populations eligible to enroll in the Behavioral Health I/DD Tailored Plans and revises the Health Opportunities Pilot program details to align with current design.

Join us on one of the dates below for a review of the proposed changes to align the 1115 waiver with the current timeline and design. There will be an opportunity for questions and answers. The waiver amendment presentation is the same for all related public hearings.

**November 30, 2021 – 5 p.m. Eastern - Registration is required**

 [Registration](#)

**Friday, Dec. 10, 2021 – 10:30 a.m. Eastern**

Proposed amendment presentation and Q&A will be part of the [MCAC Quarterly Meeting](#) agenda **Registration is not required**

 [Microsoft Teams meeting](#)

Call-in Number: 984-204-1487 (access code: 113486024)

The NCDHHS 1115 demonstration waiver aims to advance integrated, high-value care, improve population health, engage and support providers and establish a more sustainable program with more predictable costs.

The waiver authorizes significant transformations of North Carolina's Medicaid delivery systems through a mandatory managed care program, the Healthy Opportunities Pilots and expenditure authority for substance use disorder treatment in institutions for mental diseases.

The Amendment Application and full public notice are posted on the [NC Medicaid website](#). For more information or to submit comments on the 1115 waiver amendment, please email [Medicaid.NCEngagement@dhhs.nc.gov](mailto:Medicaid.NCEngagement@dhhs.nc.gov).

## INDIVIDUAL PLACEMENT AND SUPPORT (IPS) STAKEHOLDER WORKGROUP

### 2<sup>ND</sup> MEETING

**December 14, 2021**

**9:30am – 10:30am**

This is the second stakeholder work group meeting for Individual Placement and Support. Individual Placement and Support is a service for adults with mental illness or substance use disorder only, it is not available for individuals with I/DD or TBI.

Please share this invite with anyone I might have missed, and let me know if you have any questions.

#### **Microsoft Teams meeting**

 Join on your computer or mobile app [Click here to join the meeting](#)

 Join with a video conferencing device [ncgov@m.webex.com](mailto:ncgov@m.webex.com)

Video Conference ID: 111 043 336 4

[Alternate VTC instructions](#)

[Learn More | Meeting options](#)

Please note this meeting is about services for adults with mental illness and adults with substance use disorder

## DHB & DMH MENTAL HEALTH AND SUBSTANCE USE 1-7 DAY FOLLOW UP SUPER MEASURE

A Super Measure is essentially a way for the state of NC to measure certain areas of performance by Trillium and its providers, and other LME/MCOs across the state.

Specifically, the **MH & SU 1-7 Day Follow Up Super Measure** aims to ensure that those members discharged from a community hospital, state ADATC, detox, facility-based crisis, or state psychiatric hospital attend a follow-up appointment within 1-7 days of their discharge.

**NC's goal is to ensure at least 40% of members receive a follow-up appointment within 1-7 days.**

Follow-up care is important for numerous reasons. We know that recipients can be vulnerable after discharge and prompt follow-up care by trained professionals is critical for their health and well-being. It ultimately supports reduced readmissions, reduced relapse, and reduced emergency department use.

There are many entities working together to connect members to appropriate and timely follow-up care. If your agency is the *discharging* provider, please click below to view a list of services that count as follow-up.

 [SUD Follow-Up After Discharge Performance Measure](#)

 [MH Follow-Up After Discharge Performance Measure](#)

For assistance locating a follow-up provider, please utilize our [Provider Directory](#) search.

If your agency is the *follow-up* provider, please ensure that open appointments are available within 1-7 days when the discharging provider calls to schedule the appointment.

If you're the member receiving care, please visit Trillium's [My Learning Campus](#) portal. Here, you can access free trainings 24/7 on a variety of health and wellness topics.

Our common goal is to ensure members receive the prompt follow-up care they need to safeguard their health and well-being. We extend our gratitude for your support as we work towards achieving this goal, as we know success can only be achieved through a combined effort between Trillium and providers.

Please reach out to [perfmeasures@TrilliumNC.org](mailto:perfmeasures@TrilliumNC.org) for any questions related to this Super Measure.

## **TAILORED CARE MANAGEMENT 101 WEBINAR SERIES**

Tailored Care Management will be the predominant care management model for the Behavioral Health and Intellectual/Developmental Disability (I/DD) Tailored Plan population, which includes individuals with significant behavioral health conditions (including serious mental illness, serious emotional disturbances and severe substance use disorders), I/DD and traumatic brain injury (TBI).

Tailored Plan members will obtain care management through one of three approaches: through an Advanced Medical Home Plus (AMH+) practice, Care Management Agency (CMA), or a care manager based at a Tailored Plan.

The [Tailored Care Management 101 webinar series](#) was designed to help develop a shared understanding of the model across the North Carolina provider community (including advanced medical homes and behavioral health, I/DD, and TBI providers) and anyone interested.

The webinar series will run from October through mid-December, on Fridays from 12 to 1 p.m., and cover:

DATE	SUBJECT
Oct. 1, 2021	Introduction to Tailored Care Management
Oct. 8, 2021	Becoming an AMH+/CMA
Oct. 15, 2021	Health Information Technology (IT) Requirements and Data Sharing
Oct. 22, 2021	Partnering with a Clinically Integrated Network and Other Partners
Oct. 29, 2021	Delivery of Tailored Care Management
Nov. 5, 2021	Transitional Care Management and Community Inclusion Activities
Nov. 19, 2021	Conflict-Free Care Management and Additional Care Coordination Functions for Members Enrolled in the Innovations or TBI Waiver
Dec. 3, 2021	Billing
Dec. 10, 2021	Oversight and Quality Measurement/Improvement

🌱 Register for the [webinar series](#).

🌱 [More information on Tailored Care Management](#)

## **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 UNIT UPDATES**

### **HURRICANE PREPAREDNESS TIP #7**

Considering individual needs when planning for emergencies and disasters requires preparation. The FEMA website provides guidance for individuals with disabilities on how to prepare for the possibility of medical offices, pharmacies, and other businesses being closed. Take a look at the [FEMA website](#) to consider potential planning steps.



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.

## **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!

## **NEED TO REPORT FRAUD, WASTE AND ABUSE?**

Ethicspoint is a secure and confidential system available 24 hours a day, 7 days a week for reporting suspected violations of fraud, abuse and confidentiality breaches. You can access Ethicspoint through website submission at [EthicsPoint - Trillium Health Resources](#) or by calling toll free 1-855-659-7660.

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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.