

To: All Providers

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VP of Network Management

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Subject: Trillium Rate Increases for Direct Support Professionals, DHB & DMH Mental Health and Substance Use 1-7 Day Follow Up Super Measure, Single Sign On: SOC2 for TBS Platform Relaunch, County Transitions and NC TOPPS, NC TOPPS Information Regarding Members Transitioned to Standard Plans, Perceptions of Care Survey Information, Service Definition Training on Community Living and Support, Parent Leadership Training, Valued Providers Seal Program, Need to Report Fraud, Waste, and Abuse?

TRILLIUM RATE INCREASES FOR DIRECT SUPPORT PROFESSIONALS

Trillium Health Resources values direct support professionals (DSPs) and their dedication to delivering quality services to our members and believes those DSPs should earn a competitive wage. To support this belief, Trillium is offering fully contracted provider agencies of specific B3 and Innovations Waiver services delivered by DSPs a *15% rate increase on the current base rate*. This offer will be effective on **January 1, 2022** and comes with the following requirements:

- 1.** Provider agencies accepting the rate increase must sign a Non-disclosure Agreement (NDA) and a contract addendum that outlines the terms and conditions; and
- 2.** Provider agencies must pay their DSP staff delivering the service(s) a wage of at least \$15/hour by or before March 1, 2022; and
- 3.** Provider agencies accepting the rate increase must sign an attestation by March 1, 2022 attesting to paying DSP staff delivering the service(s) a wage of at least \$15/hour. If the provider agency does not submit the attestation, the rates will revert to the current base rate; and
- 4.** Provider agencies must sign an attestation by March 1 of each consecutive year attesting that they are continuing to pay DSP staff a wage of at least \$15/hour.

Once Trillium receives a signed NDA and contract addendum, we will update the provider agency's rates effective January 1, 2022 and notify the provider.

The intention of this increase is not to offset other provider costs. Instead, this opportunity is to assist provider agencies to remain competitive in the labor market and be successful in fulfilling the needs of members. If providers are not willing to increase the wages of staff to the minimum \$15/hour in the Trillium coverage area, they must simply decline the rate offer.

This offer is not negotiable and only applies to codes that are currently in a provider's contract.

Any questions related to this rate offer should be sent to: RatesFinance@TrilliumNC.org.

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 for any questions related to this Super Measure.

SINGLE SIGN ON: SOC2 FOR TBS PLATFORM RELAUNCH

As part of Trillium's ongoing security initiatives and our contractual commitment once we launch as a Tailored Plan, Trillium's IT Department is continuing to move ahead with our implementation of Microsoft Authentication supported Single Sign On (SSO) throughout the organization including external partners / providers.

As a reference, SSO occurs when a user logs into one application and is then signed into other applications automatically. SSO provides a seamless experience, instead of having to remember separate sets of credentials for each application or service, users can simply log in once and access a full suite of securely connected applications. Other benefits include centralized control over access to all systems, better password policies, less password fatigue, fewer password calls to IT, and faster log-in process.

To that end, Trillium is implementing SSO into our platform, including Provider Direct. How users access Provider Direct will not change (please use the same website or bookmarks you've always used to access PD), however, the login process will change slightly in support of SSO. We will share more details including training later this year.

For technical support while in the Provider Direct system, please contact Trillium via the Feedback button. Alternatively, you can also send an email to PDsupport@Trilliumnc.org, this will create a service encounter to be triaged and directed to the appropriate person to help with the PD system issue.

Training and user guides will be posted on My Learning Campus soon. The link to the training and user guides will be sent out in a future Network Communication Bulletin.

GO-LIVE FOR SINGLE SIGN ON

 Monday, February 7, 2022 at 8:00am

COUNTY TRANSITIONS AND NC TOPPS

The NC TOPPS Helpdesk will be working to convert LME/MCO record numbers on Halifax county members that have an active NC TOPPS record. If a member has an NC TOPPS episode due prior to the Helpdesk getting their record number transitioned, the NC TOPPS should be completed under the old record number in order for the NC TOPPS to remain up to date. If you have any questions please contact Stephanie Wilson, Stephanie.Wilson@TrilliumNC.org.

NC TOPPS INFORMATION REGARDING MEMBERS TRANSITIONED TO STANDARD PLANS

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.

PERCEPTIONS OF CARE SURVEY INFORMATION

THANK YOU to all who helped to facilitate the *Perceptions of Care* surveys! Your assistance and participation is not only crucial to the success of this survey, but to all surveys managed by Trillium throughout the year. The feedback received helps propel Trillium forward and towards continued quality improvement! Additionally, as we transition into a Tailored Plan, survey feedback will be even more valuable as both Trillium and the network will be measured based on member experience.




Analysis of the *Perceptions of Care* survey results are currently underway; meanwhile, we recently received results for the *Experience of Care and Health Outcomes (ECHO)* Survey. For complete survey results, please review our [adult survey](#) and [child survey](#) reports.

Member feedback identified several key areas of strength for Trillium's network as well as opportunities for improvement. In response to those areas indicating a need for improvement, we'd like to share the below details to ensure providers are well informed. Member experience is a top priority and we hope this information provides clarity and direction to better serve our members' needs.




First, we want to ensure all members have access to timely appointments and follow up care. Feedback from the ECHO survey suggested that there is room for improvement related to appointment availability and appointment wait time. As a reminder, Trillium network providers are held to the following standards related to access to services:

Type of Referral	Services Rendered
Routine Referrals	Within 10 days
Urgent Referrals	Within 48 hours
Emergent Referrals	Within 2 hours

Second, we want to ensure members are receiving care that meets their unique needs. Survey results suggested that members could benefit from receiving additional information related to the following:





-  treatment options,
-  the importance of natural supports during treatment, and
-  how to take a more active role in the management of their behavioral health care.

In response to these concerns, we want to remind providers of the following:

-  [Member rights](#) include the right to a candid discussion with service providers on appropriate or medically necessary treatment options regardless of cost or benefit coverage. Provider responsibility entails providing information the member needs in order to decide among all relevant treatment options.
-  Member rights include the right to invite family or friends to help develop their person-centered plan. These natural supports can assist the member with their life goals and the steps necessary to get there. In addition, natural supports are a known component of [social determinants of health \(SDoH\)](#). Research tells us that SDoH have a major impact on a person's health, well-being, and quality of life; therefore, we want to honor the important role they have towards ongoing and continued stability for members.
-  Trillium believes members have more success at recovery and improving their wellbeing when they take responsibility of their own treatment and help providers know what works best for them. Providers have a responsibility to provide information to the member about their right to participate in decisions regarding their healthcare, including the right to refuse treatment, and to express preferences about future treatment decisions. A helpful resource to promote active engagement is Trillium's online [Self-Management Tools](#).

SERVICE DEFINITION TRAINING ON COMMUNITY LIVING AND SUPPORT

Trillium is offering provider training on Community Living and Support (CLS) Service Definitions. Community Living and Support is an individualized service that enables an individual 16 years of age and older to live successfully in his/her own home, the home of his/her family or natural supports and be an active member of his/her community. This session will address the following topics:

-  Identify the service limitations under CLS Definitions
-  Describe Entrance and Continued Stay Criteria
-  Understand documentation requirements
-  Apply the Member transition process from personal assistance to CLS

All providers who engage in this service are required to participate in this training. The session will last about 30 minutes and end with Q&A. If you cannot attend a live session, it will be assigned to you through our Provider Learning Campus.

TRAINING SESSIONS:

January 6, 2022 (12:00pm-1:00pm):

 [Register](#)

January 11, 2022 (11:30am-12:30pm):

 [Register](#)

January 13, 2022 (9:00am-10:00am):

 [Register](#)

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](#).

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!

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.

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.