



Transforming Lives. Building Community Well-Being.

Network Communication Bulletin #205

To: All Providers

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

Date: December 28, 2021

Subject: Revised Developmental Center Process, 2022 Spring Family Weekends at Victory Junction with Trillium!, Alternative Service Definition for Assertive Engagement Public Comment Period is Open, DMH/DD/SAS-Community Services and Supports of the North Carolina Department of Health and Human Services Community Inclusion Thursdays – A series of presentations on topics related to community inclusion, Request for Information Opportunities, FREE Training for Direct Support Professionals!, 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, NC TOPPS Information Regarding Members Transitioned to Standard Plans, Perceptions of Care Survey Information, Service Definition Training on Community Living and Support, Valued Providers Seal Program, Need to Report Fraud, Waste, and Abuse?

REVISED DEVELOPMENTAL CENTER PROCESS

Effective January 1, 2022, Trillium has updated the process on how referrals are received from requestors that are applying for admission to a Developmental Center. The objective of this new process is to ensure members are connected to the least restrictive services possible so they can live, work and play in their own communities. It is very important to review this information in full:

- 🌱 All applications for access to State Developmental Centers must be processed and approved by Trillium Health Resources, prior to seeking admission.
- 🌱 Requestors, please answer screening questions via this [Smartsheet Developmental Center Screening link](#), prior to application submission. Trillium will review responses and verify that member meets general eligibility criteria.
- 🌱 Once screening responses are reviewed by Trillium, requestor will be notified by email of next steps and if any further info is needed.
- 🌱 Requestor will then begin completion of developmental center application, as applicable, and submit to: Developmentalreferralforms@TrilliumNC.org
- 🌱 Please note: Copies of the State Developmental Center referral forms (SDC referral forms) are posted via Trillium website.



Member & Recipient Services Line - 877.685.2415
Business & Administrative Matters - 866.998.2597

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



- 🌱 If Technical Assistance is needed, requestors should contact Provider Support Line: 1-855-250-1539.
- 🌱 Requestors of applications should not submit applications directly to the Developmental Centers and if so, they will be returned to the LME/MCO.

FREQUENTLY ASKED QUESTIONS:

1. Where can I find the application on the Trillium website for Caswell, Murdoch, J. Iverson and Track programs?
 - 🌱 [Developmental Centers](#)
2. Who submits completed application to Murdoch?
 - 🌱 CMA, AMH+, Providers and other community stakeholder groups (ie DSS, physician offices)
3. What is the purpose of the letter of endorsement?
 - 🌱 To document support of the admission to a state operated developmental center
4. Who completes the letter of endorsement?
 - 🌱 Trillium Health Resources
5. Who completes Treatment Authorization Request for Caswell/Murdoch General Admissions?
 - 🌱 The provider (state developmental center)
6. Where can I find more information on developmental centers such as Caswell, Murdoch, J. Iverson and Track programs, including eligibility criteria?
 - 🌱 [Alcohol and Drug Abuse Treatment Centers](#)
 - 🌱 [Clinical coverage policy 8E](#)

Any provider questions about this information may be directed to Provider Support Line at 1-855-250-1539.

2022 SPRING FAMILY WEEKENDS AT VICTORY JUNCTION WITH TRILLIUM!

Family Retreats are BACK this spring and Trillium is excited to announce 2022 dates for **Spring Family Weekends** with our partners at Victory Junction! Whether or not your child has ever experienced the freedom and excitement of camp that Victory Junction has to offer, we invite you to join us! We want everyone to enjoy the inclusive environment and diverse amenities and activities adapted for every need. Make family memories to talk about for years to come and start the application process early, by signing up on the **NEW [Spring 2022 Interest Form](#)** today!

Haven't heard of Victory Junction? [CHECK OUT OUR FLYER](#) and see more below!

Located in Randleman, NC, just outside of Greensboro and founded by the Petty racing family, Victory Junction specializes in serving individuals with disabilities and serious illnesses all throughout the year. Programming provides a unique experience for families to bond and for children to feel fully **empowered** and build **self-confidence** while using amenities to achieve limitless possibilities. There really is something for everyone at camp. Create a masterpiece in Creative Arts, race in the Racecar Simulator, experience horseback riding and other animal adventures, go boating or fishing at the lake and MORE! Victory Junction's awesome staff and volunteers are familiar with serving a variety of needs and are another favorite part of visiting camp and so is the fact that they can accommodate special diets and have an on-site medical center.

Retreats are open to anyone who is a Trillium member who enjoys all that camp has to offer and their family, extended family, and/or natural supports!

SPRING DATES:

March 1, 2022

SPRING DEADLINE:

April 8-10, 2022

April 22-24, 2022

Be on the lookout for future Family Retreat Dates on the "[Trillium Health Resources](#)" and "[Trillium Direct Connect for Enrichment](#)" Facebook pages, and on the "[Victory Junction](#)" page on our website!

COVID-19 Statement: For the safety of all individuals on-site, all Victory Junction staff and volunteers will be fully vaccinated against COVID-19 during Trillium Family Weekends. Victory Junction will require proof of a COVID-19 vaccination for each person attending in your party who are ages 5 and up who will be on-site during Trillium Family Weekends. For all participants under 5 years of age OR any attendee with a medical exemption against vaccination, proof of negative COVID-19 PCR test results within 72 hours prior to the start of the program will be required. An antibody/serology test will not be accepted. Masks will still be required of all participants when taking part in indoor program area activities.

Feel free to share this flier and information with all members and families at your programs!

ALTERNATIVE SERVICE DEFINITION FOR ASSERTIVE ENGAGEMENT PUBLIC COMMENT PERIOD IS OPEN

Please see the link for the Alternative Service Definition for Assertive Engagement document which is open for public comment. The comment period is open until 1/15/2022. All comments can be emailed to Saarah at: Saarah.waleed@dhhs.nc.gov.

 [Alternative Service Definition for Assertive Engagement](#)

DMH/DD/SAS-COMMUNITY SERVICES AND SUPPORTS OF THE NC DEPARTMENT OF HEALTH AND HUMAN SERVICES COMMUNITY INCLUSION THURSDAYS

A SERIES OF PRESENTATIONS ON TOPICS RELATED TO COMMUNITY INCLUSION

Community Inclusion Thursdays are hosted and presented by Drs. Mark Salzer and Bryan McCormick from the [Temple University Collaborative](#) on Community Inclusion. The series is free, but **separate registration for each session is required**. No continuing education credits are available for the series. Please direct any questions to Tara Alley tara.alley@dhhs.nc.gov or Dr. Mark Salzer mark.salzer@temple.edu.

🌱 SOCIAL DETERMINANTS AND PEOPLE WITH SERIOUS MENTAL ILLNESSES

There is more to health than genes and biology

January 20, 2022 - 2:00 – 3:00 pm

○ [Register here](#)

Presenter: Dr. Bryan McCormick

This session will review the development of the social model of disability, recognizing that one's social situation and opportunities may have just as much to do with health as a health condition such as serious mental illness. The session will also identify and explore current views on broad social determinants of health affecting people with serious mental illness.

🌱 TEMPLE UNIVERSITY WEBINAR

Gonna try with a little help from my friends: Fostering natural supports and Interpersonal connections

February 17, 2022 – 2:00 – 3:00 pm

○ [Register here](#)

Presenter: Dr. Bryan McCormick

This session will explain how adults with and without serious mental illness develop natural supports and interpersonal connections as well as the role they play in health, functioning and community participation. This session will also explore how to foster relationships that involve receiving as well as providing support and how these relationships can enhance a sense of mattering.

🌱 RECOVERY-ORIENTED SYSTEMS AND SERVICES AND COMMUNITY INCLUSION

March 17, 2022 – 2:00 – 3:00 pm

○ [Register here](#)

Presenter: Dr. Mark Salzer

This session will provide an overview of the emergence of recovery-oriented concepts and practices in mental health services. The presenter will then discuss the emergence of community inclusion and how it is related to, and extends, the advances made by recovery initiatives.

REQUEST FOR INFORMATION OPPORTUNITIES

TRANSITIONAL LIVING PROGRAM- CHILD, IDD, ADULT BH

Statement of Need






Trillium Health Resources (Trillium) is seeking to identify mission-driven organizations that are interested in the development of Transitional Living Programs for Child, IDD or Adult BH_within Trillium's catchment area.

This Request for Information (RFI) is open to both in-network and out-of-network providers enrolled in NC Tracks who are free of contract sanctions, fraud investigations, and/or current or previous IRS liens. More than one provider may be selected.

This RFI is being used as a means to obtain information about providers that are capable of providing services to Trillium Members who are also involved with the Department of Social Services, Department of Juvenile Justice, or who maybe in transition between living arrangements, or who are stepping down in levels of care but require transitional living arrangements while needed services and supports are put in place. The Transitional Living Program is a temporary living arrangement that is population specific to Child BH, or IDD or Adult BH populations. These arrangements are typically provided in TFC, IAFT or AFL settings however we are also open to other sustainable proposals.

This RFI should not be interpreted as a contract (implicit, explicit, or implied), nor does it imply any form of an agreement to any potential candidate. In addition, no inference should be made that Trillium will purchase and/or implement in the future any of the programs or services proposed by the respondents.

Written letters of interest should include the following details in regards to how the provider plans to establish a Transitional Living Program:

-  Brief Overview of experience in supporting desired population.
-  Proposed city/county location of Transition Living Program site(s).
-  Proposed services that child and/or adolescent Members will receive while staying in the Transitional Living Program
-  Proposed type of facility (i.e. TFC, IAFT, AFL) and experience supporting Members.
-  Proposed timeline for establishing the program.

Letters of interest will be received until end of business **February 5, 2022** and should be emailed to: Cindy.Ehlers@TrilliumNC.org.

TRILLIUM DISCOVERY AND ENRICHMENT CENTERS- INCLUSIVE FARMING PROGRAM-REQUEST FOR INTEREST (RFI)

Statement of Need



Trillium would like to offer an exciting new Inclusive Farming Program for our members through our community based Discovery and Enrichment Centers. This program is covered as a part of Trillium's Innovative Development bringing a new level of innovation to members in every community. The focus for Inclusive Farming program is to offer people with Intellectual and/or Developmental Disabilities, Traumatic Brain injury or Autism the opportunity to spend time on local farms, participating in the daily routines of farm life and to create employment opportunities. We hope this experience will also spark micro-enterprise development and self-employment options to create more employment opportunities in our rural areas.

Trillium is currently recruiting providers who will build partnerships with local farmers in our communities to provide these opportunities and experience for Trillium members in all 28 counties. Interested providers should submit a letter of interest to Cindy.Ehlers@TrilliumNC.org by **February 15, 2022**. Please state in your letter which counties you would like to serve and which specific programming you would be interesting in offering.

Farm life is an exciting, busy and a big part of life in eastern North Carolina for so many. There are activities in which people of all abilities can take part. Our providers and all of the farms they partner with in this program will be integrating with real working farms that set aside time each week to work specifically with our participants for these programs. Each day's activities are geared toward the individual participant and include all the different aspects of daily life on a farm throughout the seasons. While highly productive work is not the goal, it can provide the energy and framework for a fun, fulfilling meaningful day.

All of these programs utilize the farm environment to help participants attain goals and meaningful inclusive experiences and in some cases for those interested employment opportunities. For each member, providers can usually find a program or activity that matches the person.

SPECIFIC PROGRAMS TRILLIUM IS INTERESTED IN PROVIDERS DEVELOPING ARE:

-  **Inclusive Farm day supports programs:** This inclusive farm program offers participants the opportunity to spend days on the farm to work on their specific life- or work related skills, as well as simply improve their quality of life by interacting with others, learning how to care for farm animals, spending time in the outdoors, staying active and engaging in meaningful activities of farm life.
-  **Inclusive Farm Job Readiness Training and Vocational Rehabilitation activities:** This opportunity offers days on the farm that are tailored to build job skills for people who would like to work towards finding community employment in agricultural jobs. This is an opportunity

to master skills through non-paid internships. This requires the provider to also have a relationship with Vocational Rehabilitation programs

-  **Easy days Inclusive Farm:** This program targets adults over the age of 62 who are ready to retire but want to enjoy fun at the farm days designed for seniors looking for companionship, for respite and a way to stay active after retirement.
-  **Farmers Market Days:** This opportunity offers market days that participants can be part of the sales team at the local Farmer's market or roadside stand. This program offers a supported employment opportunity to do retail work experience at the market selling the goods grown on the farm.
-  **Farm to Table Inclusive Farming:** Another supported employment program in partnership between providers and farmers that offers individuals real life work opportunities as a grower of fresh produce, herbs or flowers or as a part of the sales team or marketing team to sell produce, herbs or flowers to local vendors.
-  **Fun at the Farm for Children:** This regularly scheduled inclusive farm program offers young children 16 and under the opportunity to spend days on the farm to learn about farm life and work on individual skills, as well as simply improve their social skills by interacting with others, caring for farm animals, spending time in the outdoors, staying active and engaging in meaningful activities of farm life that are fun year round.
-  **Farm@Home - Micro-enterprise development:** This program uses skills and experiences learned during inclusive farming programs or classes at the local Agriculture office to branch out on your own to start your own farming oriented micro-enterprise. Trillium provides funding for members to support small business opportunities and increase employment options in rural eastern NC.

FREE TRAINING FOR DIRECT SUPPORT PROFESSIONALS!

Trillium is offering FREE training for Direct Support Professionals (DSP), who work directly with Children with Complex Needs who are dually diagnosed and provide services that include; Day Treatment, Intensive In-Home, Therapeutic Foster Care/Intensive Alternative Family Treatment (IAFT), AND Level 3 Residential Treatment. This training will provide participants with the knowledge, skills, and resources needed to provide individuals with IDD and mental health service needs (IDD-MH) positive, person-centered, strengths and wellness-based supports and services. Registration for this training will end on January 19, 2022. For additional information or questions, please contact Sarah Willhite at 1-866-998-2597 (ext. 5169) or via email at: Sarah.Willhite@TrilliumNC.org

Please register at the link below:

-  [FREE Direct Support Professionals Training REGISTER HERE](#)

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

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](#)

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.