



Transforming Lives. Building Community Well-Being.

Network Communication Bulletin #207

To: All Providers

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

Date: January 25, 2022

Subject: NCDHHS Enhancing Support for Individuals with Disabilities Choosing to Seek & Maintain Competitive, Integrated Employment and Other Meaningful Day Options, Electronic Visit Verification (EVV) Provider Rate Increases, Save the Date for CCME's 2022 Quality Forum Webinars, Global Quality Improvement Committee (GQIC) / Human Rights Committee (HRC) Volunteer Opportunities, Community Living and Support now available on Learning Campus, NCDHHS Releases 2022-23 Olmstead Plan for the State's System of Community-Based Services and Supports for People with Disabilities, Disaster Planning, 2022 Spring Family Weekends at Victory Junction with Trillium!, 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, DHB & DMH Mental Health and Substance Use 1-7 Day Follow Up Super Measure, Single Sign On: SOC2 for TBS Platform Relaunch UPDATE, NC TOPPS Information Regarding Members Transitioned to Standard Plans, Valued Providers Seal Program, Updates on NC Medicaid managed care and healthy opportunities, Need to Report Fraud, Waste, and Abuse?

ENHANCING SUPPORT FOR INDIVIDUALS WITH DISABILITIES CHOOSING TO SEEK & MAINTAIN COMPETITIVE, INTEGRATED EMPLOYMENT AND OTHER MEANINGFUL DAY OPTIONS

In January 2022, pursuant to a formal agreement with Disability Rights of North Carolina (DRNC) and the Center for Public Representation (CPR), the NC Department of Health and Human Services (NCDHHS) will move forward with important new steps to advance its ongoing work to promote and expand Competitive Integrated Employment (CIE) services to maximize employment opportunities for individuals with intellectual and other developmental disabilities (I/DD). CIE is defined as working in the community, earning minimum wage or above. It also reflects access to the same employment benefits offered to others in the same workplace such as healthcare, vacation time, sick leave and retirement savings. The goal is to explore, seek, obtain and maintain CIE, for all individuals, particularly those receiving services in segregated employment settings. These new steps will include



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

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



implementation of the new Strategic Plan to promote and expand CIE for Individuals with I/DD (CIE I/DD Plan) adopted by the Department on January 20, 2022.

CIE I/DD PLAN -The plan's implementation is contingent upon additional funding from the General Assembly. The Department's new CIE I/DD Plan will update and expand available pathways to CIE for individuals with I/DD. Services and related supports addressed in the Plan include ADVP Services and Day Components of Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IID) In Lieu Of Services provided in ADVP settings. Key components of the CIE I/DD Plan, which is subject to available funding, include:

- 🌱 No new admissions to ADVP Services and Day Components of ICF-IID In Lieu of Services Provided in ADVP Setting (collectively, ADVP) after June 30, 2022;
- 🌱 By July 1, 2023, conduct employment assessments and develop career development plans for individuals who have received ADVP since Jan. 1, 2020;
- 🌱 Facilitate the provision of individualized supported employment services and related support services, focusing initially on individuals who have received ADVP since January 1, 2020.
- 🌱 Facilitate the provision of the information, reasonable accommodations, and opportunities sufficient to allow individuals receiving ADVP to make an informed choice to seek CIE and/or other meaningful day options.
- 🌱 Make guidance and technical assistance available to ADVP providers, through nationally recognized experts, to assist them with transforming their program and business models to become providers or, or to increase capacity within their existing, Integrated Employment Services resulting in CIE.
- 🌱 Establish and implement core competencies and training requirements consistent with professional standards from accepted accreditation or certification entities like APSE, ACRE, or other similarly recognized organizations for job developers, job coaches, discovery leaders, and case managers who are responsible for the provision of Individual Supported Employment and other services that allow people to work in CIE.
- 🌱 End funding for ADVP by July 1, 2026;
- 🌱 Phased Implementation of CIE updates and reforms by July 1, 2028

AGREEMENT TO WORK IN CONSULTATION WITH DRNC AND CPR - NCDHHS developed the CIE I/DD Plan as part of an ongoing effort in consultation with Disability Rights of North Carolina (DRNC) and Center for Public Representation (CPR) (a disability rights public advocacy law firm). NCDHHS received a demand letter in June 2020 from DRNC and CPR alleging that the State of North Carolina violated the Americans with Disabilities Act (ADA) and the Supreme Court's decision in *Olmstead* by failing to serve individuals with intellectual and developmental disabilities (I/DD) in the most integrated employment setting appropriate for their needs. Since receiving the demand letter, NCDHHS has been working cooperatively with DRNC and CPR and has reached an agreement with

them to develop and implement a comprehensive plan to update and expand Competitive Integrated Employment services and supports for North Carolinians with I/DD.




The focus of the Department's agreement with DRNC and CPR and the new CIE I/DD Plan are individuals in segregated facility-based and sub-minimum wage day programs. Implementation of the Department's CIE I/DD Plan will include continuing to move forward with ongoing key updates to improve supported employment opportunities for individuals with I/DD and align Medicaid and State-funded supported employment services for these individuals, all consistent with the Department's future vision for facilitating supported employment as part of tailored care planning for individuals with I/DD.

The DHHS CIE I/DD Plan provides a framework for how DHHS will enhance employment services and supports for individuals with intellectual and other developmental disabilities, including Traumatic Brain Injury (TBI), by aligning them with evidence-based and promising practices to promote informed choice towards a successful transition to CIE.

The new CIE I/DD Plan builds upon the Department's strong history in support of North Carolinians with disabilities living their lives as fully included members of the community. This step also aligns closely with the Department's commitment to equity and inclusion and its ongoing work to implement its updated Olmstead Plan in keeping with the integration mandate of the Americans with Disabilities Act.

Prioritizing competitive integrated employment for North Carolinians with disabilities is consistent with the Home and Community Based Services (HCBS) Final Regulation settings requirements, the integrated setting principles of the U.S. Supreme Court's landmark *Olmstead v. L.C.* decision, and other federal reports that have determined that segregated work settings, as well as subminimum wage jobs, are no longer best practices in serving these individuals. The Department will continue to advance the unified collaborative work across Divisions to help support individuals with disabilities making informed choices regarding employment options and potential training opportunities and understanding how to access support services, which could lead to employment in a competitive setting.

NEXT STEPS:

-  In support of CIE alignment efforts, DHHS will create web pages and online resources that will go live in January 2022.
-  DHHS also will create formal and informal stakeholder advisory groups for individuals, families and providers to serve as an ongoing platform for education, stakeholder feedback and input, and sharing of perspectives as the CIE I/DD Plan is implemented.
-  DHHS will be submitting a detailed funding plan to, and engaging cooperatively with, the General Assembly, regarding the additional State funds needed to implement the CIE I/DD Plan.

- 🌱 DHHS will host virtual trainings for service providers on CIE, Career Development Planning and Assessments, Supported Employment, Customized Employment and other topics beginning February 2022.
- 🌱 DHHS will host monthly technical assistance calls for LME/MCO and Future Tailored Plan care managers beginning in February 2022.
- 🌱 Individuals will continue to have access to supported employment services through their respective LME/MCO or future BH I/DD Tailored Plan. The key difference is that DHHS will support such entities, providers and individuals to facilitate an informed choice process so that individuals are aware of options that support with Competitive Integrated Employment goals.
- 🌱 Persons with disabilities that want to apply with the [NC Division of Vocational Rehabilitation Services](#) for assistance in seeking competitive integrated employment are encouraged to request information.

TO LEARN MORE:

- 🌱 DHHS will host stakeholder webinars, trainings, and town halls beginning in January 2022 to launch the initiative and inform stakeholders about what happens next.
- 🌱 Stakeholders can visit our CIE Initiative web pages (launching in January 2022), which will host an expanding library of information and resources related to the initiative.

The Department understands that the unprecedented circumstances of the ongoing COVID-19 pandemic have given rise to operational and other challenges for providers and the individuals and families they serve. The Department also realizes the pandemic has contributed to certain economic developments across the U.S. which may significantly impact potential competitive, integrated employment opportunities in local communities for some time to come. With these key factors in mind, we are committed to implementing these updated supported employment services in a transparent and forward-thinking manner informed by feedback from individuals with disabilities and their families, providers, advocates, and other stakeholders.

Detailed communications will be provided by NC DHHS in the near future regarding the phased rollout of the CIE I/DD Plan, including upcoming opportunities for stakeholder input.

If you have any questions, please contact the Department via email at DMHIDDContact@dhhs.nc.gov or call LaToya Chancey at 984-236-5044.

- 🌱 [FAQ Sheet](#)

ELECTRONIC VISIT VERIFICATION (EVV) PROVIDER RATE INCREASES

Trillium is working with the North Carolina Department of Health and Human Services (NC DHHS) on service specific guidance related to Electronic Visit Verification (EVV). Effective **February 1, 2022**,

Trillium will be implementing a 10% rate increase for select Innovations and 1915(b)(3) services that are subject to EVV compliance.

Trillium is working to update the rates within all applicable contracts and the published rate table on our website. Once rates are updated, a Network Communication Bulletin will go out so that providers will be able to enter claims at the correct rates for these services.

For a listing of Trillium's EVV service codes, visit our webpage Electronic please follow this link:

 [Electronic Visit Verification \(EVV\)](#)




If you have any questions regarding this communication, please email: RatesFinance@TrilliumNC.org

SAVE THE DATE FOR CCME'S 2022 QUALITY FORUM WEBINARS **(2/17 AND 3/3)**

Below are dates/times for two upcoming webinars presented by the Carolina's Center for Medical Excellence. These events are open to our staff and our providers. Registration details will be sent in early February and I will pass this information along for those interested in attending.





IMPLEMENTING ASAM NEEDS ASSESSMENTS FOR ADDICTION TREATMENT

February 17, 1:00 p.m. - 2:00 p.m.

-  What are the ASAM Placement Criteria and how could they improve quality and outcomes from addiction treatment?
-  What are the challenges and potential unintended consequences of implementing the ASAM criteria and how can they be avoided?
-  How can ASAM implementation be monitored and ASAM assessments used to inform needs and network adequacy assessments?

THE RESEARCH EVIDENCE ON THE EFFICACY OF TELEHEALTH FOR ADDICTION AND MENTAL HEALTH









March 3, 1:00 p.m. – 2:00 p.m.

-  Can telehealth improve access to care?
-  What is the efficacy of telehealth for mental health and addiction treatment?
-  How can data inform evolving policies regarding telehealth?
-  There is not "I" in TEAM...But There is a "u" in Volunteer!

GLOBAL QUALITY IMPROVEMENT COMMITTEE (GQIC)/ HUMAN RIGHTS COMMITTEE (HRC) VOLUNTEER OPPORTUNITIES

Looking to get involved? Wanting to make an impact in the lives of members we serve?

Trillium is recruiting for volunteers to support the work of our Human Rights Committee (HRC) and Global Quality Improvement Committee (GQIC).

HRC representatives unite to:	GQIC representatives unite to:
 Protect member rights	 Support our provider network
 Ensure quality in services	 Explore provider quality improvement efforts
 Safeguard access to care	 Advocate for best practices
 Oversee procedure compliance	 Perform blinded peer reviews

Membership consideration is open to all interested parties, including Psychiatrists and Psychiatric-Mental Health Nurse Practitioners.

To get involved with HRC, please fill out our online [application](#) for membership consideration.





To get involved with GQIC, please reach out to QMInfo@TrilliumNC.org.

Together, we can support the well-being, potential, and quality of care for all Trillium members.

Get involved today!

COMMUNITY LIVING AND SUPPORT (CLS) NOW AVAILABLE ON LEARNING CAMPUS

Trillium is offering provider training on Community Living and Support Service Definitions on the Provider Learning Campus. 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

This training is available on our [Provider Learning Campus](#). The session will last about 25 minutes, and an FAQ document is available in the module.

NCDHHS RELEASES 2022-23 OLMSTEAD PLAN FOR THE STATE'S SYSTEM OF COMMUNITY-BASED SERVICES AND SUPPORTS FOR PEOPLE WITH DISABILITIES

RALEIGH – The North Carolina Department of Health and Human Services published its Olmstead Plan, designed to assist people with disabilities who receive or are eligible for publicly-funded services to reside in and experience the full benefit of being part of day-to-day life in communities alongside those without disabilities. Developed with stakeholders from across the state, the plan's goal is to divert people from entering institutions and to support those wishing to leave.

The Olmstead Plan serves as a blueprint for how NCDHHS, the Office of the Governor and other governmental agencies and their partners, with support from the North Carolina General Assembly, make decisions about services to fund and support the health and well-being of North Carolinians with disabilities. The plan outlines an approach to the array of services and supports vital to community living. Access to housing, employment, home and community-based services and other supports are addressed in the plan.

"The Olmstead Plan captures our Department's total commitment to build towards the vision in which every North Carolinian can live, work, and thrive in their communities," said NCDHHS Secretary Kody H. Kinsley. "The plan supports building capacity in our community-based health care services and supports and furthering the infrastructure that enables health such as transportation, employment, and housing. I look forward to working with all of our stakeholders to implement this plan."

The plan incorporates years of work across NCDHHS and North Carolina to refine and re-define policies and programs so they more clearly align with the U.S. Supreme Court's imperative in the *Olmstead v. L.C.* ruling regarding community integration. The plan builds on the foundation of NCDHHS' [Transition to Community Living](#) and [Money Follows the Person](#) programs. It also expands the work to address social determinants of health that are at the heart of [NCDHHS' Healthy Opportunities](#) initiative.

"The Olmstead Plan will become the filter through which DHHS will develop disability and aging policy," said NCDHHS Deputy Secretary for NC Medicaid Dave Richard. "We are grateful to the many community partners who helped develop this plan and will continue serving as trusted advisors as we implement it."

In its first phase, the plan is a strategic framework with measurable targets for 2022 and 2023, including:

- 🌱 Strengthen alternatives for community inclusion for individuals and families through increased access to home and community-based services and supports.
- 🌱 Implement strategies to recruit, train and retain the frontline staff who provide daily services that allow people to live, work and thrive in their communities.

- 🌱 Transition people to more independent living situations from institutional and segregated settings and provide needed supports in the community for individuals who are at risk of entering these settings.
- 🌱 Increase opportunities for supported education and pre-employment transition services for youth, as well as competitive integrated employment opportunities for adults with disabilities.
- 🌱 Address disparities in access to services.
- 🌱 Increase input to public policymaking from families and individuals with lived experience.
- 🌱 Use data for making quality improvements in the provision of services.

The Olmstead Plan will direct the development of diverse work plans, aligning the activities of NCDHHS and other state agencies with its goals.

The Olmstead Plan Stakeholder Advisory's (OPSA) 36 external stakeholders have met quarterly and in committee for 15 months, advising NCDHHS on all aspects of the plan. The NCDHHS Office of the Senior Advisor on the Americans with Disabilities Act and its contractor, the Technical Assistance Collaborative (TAC), [released an October 2021 draft](#) that incorporated the insights, expertise and lived experience of the OPSA. The now final version reflects a review of 91 public comments.

A new OPSA will be formed to monitor and assess the progress and outcomes of the plan. This will include evaluation reports, integration with departmental strategic plans and alignment with other relevant entities. The Local Management Entities/Managed Care Organizations ([LME/MCOs](#)) Tailored Plans and Standard Plans play a key role in Plan implementation.

- 🌱 [Learn more about the landmark U.S. Supreme court ruling Olmstead v L.C.](#)
- 🌱 [NC Olmstead's Plan](#)

DISASTER PLANNING

Roadmap2 Ready

As we approach the prime season for hurricanes and flooding disasters, we are sending out this reminder that disaster plans need to be reviewed and updated, staff trained/re-trained, and contingency and communication plans developed.

We began utilizing the Disaster Plan link last year to keep the process more streamlined. This year, you will again go to a link to share your 2022 Disaster Plan and important contact information. This requested information includes:

- 🌱 Contact information for your designated "Disaster Point of Contact"
- 🌱 Corporate site address and facility phone number
- 🌱 Any residential sites currently in your contract (address, phone numbers)

Please note, you will need to enter each site as a separate submission. Disaster plans must be submitted through the following link: [2022 Disaster Plan Submission](#)

Disaster Plans are due **no later than May 1, 2022**. If no updates are needed to your 2022 Disaster Plan, you **MUST** still resubmit the plan with a new cover page displaying the current year and disaster contact info. Failure to submit your Disaster Plan for 2022 by the deadline (May 1, 2022), may result in an audit and/or plan of correction.

The Federal Center for Medicare and Medicaid Services (CMS) posted guideline requirements for all entities that receive Medicaid funds and this applies to all of our Medicaid providers. For your reference, we have attached the Final Rule that will assist you in locating the requirements to the federal rules that apply to each of your situations.

Our contract with providers requires that you have an adequate disaster planning and training process in place within your organization. While it is our desire that no one has to contend with all that a natural disaster brings, the reality is that eastern North Carolina has dealt with its fair share of these kinds of disasters in the past. Living in this part of North Carolina, we know that the best way to cope when a disaster strikes is preparation. Please connect with your local emergency management services, know your local resources, and stay connected with Trillium in the event of an emergency. In addition, Trillium has a list of disaster preparedness resources listed on the [Community Crisis and Disaster Response webpage](#).

 [Final Rule](#)

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:

🌱 April 8-10, 2022

🌱 April 22-24, 2022

Deadline March 1, 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!

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

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.

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 UPDATE

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.

This notification is to provide an update on the implementation schedule, to allow for more robust testing before we Go-Live. We've determined that a phased-in approach is a better option, and should help us to mitigate any major risks and/or downtime. Our updated/target launch date is now ***February 28, 2022.***

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 28, 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.

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!

UPDATES ON NC MEDICAID MANAGED CARE AND HEALTHY OPPORTUNITIES

Join NC DHHS on **Wednesday, February 2, from 2:30 - 3:30 p.m.**, to hear the latest updates on the state's launch of NC Medicaid Managed Care and an update on Healthy Opportunities pilots. There will also be an opportunity for questions and answers.

To register for the webinar, simply click on the link below. Feel free to share the webinar invitation and registration link with other community partners you think would be interested in attending.

 [To register](#)

For more information or questions contact us at Medicaid.NCEngagement@dhhs.nc.gov

Note: Registration will close at 2 p.m., Feb. 2, 2022.

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.