



Transforming Lives. Building Community Well-Being.

Network Communication Bulletin #210

To: All Providers

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

Date: February 14, 2022

Subject: Attention Enrolling Providers: New NC Medicaid Provider Training Is Live!, NC TOPPS Providers Save the Date, State Funded TBI Long Term Residential Rehab-Open for Public Comment, MH Aspects of I/DD Professional Development Series-Course for Care Coordinators & Case Managers, North Carolina Standard & Tailored Plan Tobacco Free Policy Requirement, Special Bulletin COVID-19 #227: Direct Care Worker Initiative Webpage Now Available, CCME's 2022 Quality Forum Webinars, North Carolina Behavioral Health Minority Provider Virtual Summit, Bladen County NC TOPPS Transitions, Peer Mentor Training Program: Accepting Applications!, Reporting Secondary Diagnosis on a Claim, 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 Opportunity, IMPORTANT Single Sign On: SOC2 for TBS Platform Relaunch UPDATE, Valued Providers Seal Program, Need to Report Fraud, Waste, and Abuse?

ATTENTION ENROLLING PROVIDERS: NEW NC MEDICAID PROVIDER TRAINING IS LIVE!

NC Medicaid has released an updated series of provider enrollment training videos, which are required components of the provider enrollment process for newly enrolling NC Medicaid providers and mandated under NCGS 108C-9 (c). Public Consulting Group (PCG) is the state contractor responsible for conducting the pre-enrollment trainings for all newly enrolling providers and will notify providers by email when the training is required.

The seven-part series covers current policies and procedures under the new NC Medicaid Managed Care guidelines. To complete the coursework, providers must watch each video, complete each quiz and pass the final exam with a 70% score or better.

For additional information about the required training, providers may call PCG at 877-522-1057, option 2, or email NCDMAMedicaid@pcgus.com.

 [Providers New NC Medicaid Provider Training Live](#)



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

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



NC TOPPS Providers Save the Date

A VIRTUAL TRAINING WILL BE HELD APRIL 5, 2022, 10:00 AM – 11:30 am for all NC TOPPS services providers. The training will include NC TOPPS requirements for episode updates, process for transfer requests, new site requests, new user requests, Superuser functions, and LME/MCO monitoring. Registration will be open March 1, 2022.

STATE FUNDED TBI LONG TERM RESIDENTIAL REHAB-OPEN FOR PUBLIC COMMENT

The Division of Mental Health, Developmental Disabilities and Substance Abuse Services has posted for 45 day public comment at [Proposed State-Funded-Service-Definition-Policies](#) for TBI Long Term Residential Rehabilitation for your feedback.

The public comment review period is from **February 8, 2022 – March 24, 2022** DMHIDDCONTACT@dhhs.nc.gov. Below you will find a brief summary of the proposed service definition.

TBI LONG TERM RESIDENTIAL REHABILITATION

- 🌱 TBI Long Term Residential Rehabilitation provides individualized rehabilitative services and supports individuals 18 years and older with Traumatic Brain Injury (TBI).
- 🌱 This service must be provided in a licensed Supervised Living facility (i.e., Group Home or Alternative Family Living [AFL]) setting) of their choice to enable individuals to be active participants in their communities.
- 🌱 This service requires the following TBI Assessments:
 - NC TBI Risk Support Needs Assessment and NC TBI Wellness Assessment, **OR**
 - Comparable TBI Assessment that address Risk and Wellness supports needs, **AND**
 - Comprehensive Clinical Assessment (CCA), **AND**
 - Physical Examination completed by a physician assistant or physician extender within completed within one year prior to admission and annually thereafter. **AND**
 - Confirmed TBI condition or approved TBI Diagnostic Verification.
- 🌱 The provider of this service includes providing or making provision for “first responder” crisis response on a 24/7/365 basis to individuals experiencing a crisis. Mobile Crisis Management can be utilized for Behavioral Health crisis when medically necessary.
- 🌱 Transportation to and from the residence and points of travel in the community (i.e., employment) as outlined in the PCP or ISP is included to the degree that they are not reimbursed by another funding source and not used for personal use.

MH ASPECTS OF I/DD PROFESSIONAL DEVELOPMENT SERIES-COURSE FOR CARE COORDINATORS & CASE MANAGERS

Trillium is offering FREE training for Care Coordinators, Case Managers, Program Managers, Intake and Intervention Support Specialists, 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 guiding principles & approaches to effective MH-IDD case management; mental health aspects of IDD; understanding the service needs of people with MH-IDD; working with families; systemic engagement; & leadership.

START DATE: MARCH 14, 2022

Weekly on Mondays from 1:00-2:45 pm EST. (Sessions are; 3/14, 3/21, 3/28, 4/4, 4/11, 4/18)

This course takes place *once weekly* via Zoom starting on Monday, March 14, 2022, from 1:00pm – 2:45pm EST. The course’s final session date is Monday, April 18, 2022.

Registration for this training will end on March 1, 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.

 [Register Here](#)

NORTH CAROLINA STANDARD & TAILORED PLAN TOBACCO-FREE POLICY REQUIREMENT

TOBACCO-RELATED POLICY REQUIREMENTS GO INTO EFFECT ON DEC. 1, 2022.

This replaces the bulletin published on Sept. 7, 2021, [North Carolina Standard & Tailored Plan Tobacco-Free Policy Requirement](#)

Tobacco-related policy requirements for Standard Plans and Tailored Plans contracted medical, behavioral health, intellectual/developmental disabilities (I/DD), and traumatic brain injury (TBI) service providers will be effective Dec. 1, 2022. These requirements will apply to both Medicaid and state-funded service providers. The Department will work with the Standard Plans and Tailored Plans to include these requirements, as appropriate, in advance of Dec. 1, 2022.

Secondhand smoke is a well-documented danger to health. No one should be exposed to secondhand smoke when they access care or on the job. Research shows that most people who use tobacco want to quit.

An environment free from triggers to use tobacco products is necessary to support service recipients whose goal is to become tobacco free.

People with behavioral health disorders die disproportionately from tobacco-related illness. Among people who try to become tobacco free, only a small minority receive evidence-based care to assist them.

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

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

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

1. Indoor use of tobacco products shall be prohibited in all provider owned/operated contracted settings.
2. For outdoor areas of campus, providers shall:
 -  Ensure access to common outdoor space(s) that are free from exposure to tobacco use; and
 -  Prohibit staff/employees from using tobacco products anywhere on campus.

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

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

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

-  Standard Plan and Tailored plan contracted service providers should make use of this resource to ensure they have a transparent, well-organized, and evidence-based tobacco-free policy and tobacco use treatment implementation process.

- ♻️ Making an organization's campus tobacco-free is a process that should involve all organization stakeholders: service recipients or clients, leadership, and staff. Implementing a tobacco-free policy can take 3-6 months, occasionally longer.
- ♻️ Providers should integrate tobacco use treatment or referrals to tobacco use treatment resources, such as QuitlineNC, prior to policy implementation.

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

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

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

SPECIAL BULLETIN COVID-19 #227

DIRECT CARE WORKER (DCW) INITIATIVE WEBPAGE NOW AVAILABLE

New DCW Initiative resource for providers

Session Law 2021-180, the recently adopted NC Appropriations Act, includes funds to give a one-time bonus for eligible direct care workers (DCWs) and support staff who provide services to Medicaid and NC Health Choice beneficiaries. The Act also includes a provision to implement a HCBS and ICF-IID DCW wage increase for eligible employees who provide services to Medicaid and NC Health Choice beneficiaries.

- ♻️ [Special Bulletin COVID-19 #227](#)

A [Direct Care Worker One-Time Bonus and ICF-IID AND HCBS Wage Increase Initiative webpage](#) has been created to provide all applicable provider communications in one location for easy reference. The webpage includes links to a variety of related DCW materials including:

- | | |
|-----------------------|-------------------------------|
| ♻️ COVID-19 bulletins | ♻️ NPI and Location Code List |
| ♻️ Press releases | ♻️ FAQs |
| ♻️ Eligibility Portal | ♻️ Webinar material |

Providers are encouraged to check the webpage often for updates.

Learn More through Office Hours - NC Medicaid will provide four Office Hours sessions to walk through the Eligibility Portal registration process and associated activities, as well as answer provider questions. Registration is required.

-  [Wednesday, Feb. 2, 2022: 9 a.m. - 10:15 a.m.](#)
-  [Thursday, Feb. 3, 2022: 9 a.m. - 10:15 a.m.](#)
-  [Thursday, Feb. 3, 2022: 5 p.m. - 6:30 p.m.](#)
-  [Friday, Feb. 4, 2022: 9 a.m. - 10:15 a.m.](#)

SAVE THE DATE FOR CCME'S 2022 QUALITY FORUM WEBINARS

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 and details are below:

IMPLEMENTING ASAM NEEDS ASSESSMENTS FOR ADDICTION TREATMENT

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

Implementing ASAM Needs Assessments for Addiction Treatment

[REGISTER HERE](#)

-  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?

March 3, 1:00 p.m. – 2:00 p.m.

The Research Evidence on the Efficacy of Telehealth for Addiction and Mental Health

[REGISTER HERE](#)

-  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?

Presenter:

Tami L. Mark, PhD currently works with RTI International and will be presenting on both topics. Dr. Mark is an internationally known expert on behavioral health care financing, services, and quality measurement. She has developed substance use disorder treatment quality measures and consulted with states on the use of quality measures to improve substance use disorder outcomes.

She has also consulted with states on financing and payment approaches and on the use of administrative data to identify opportunities to improve their substance use disorder system. In addition to working with states, she has served on many Federal technical expert panels on substance use disorders such as for the National Institute on Drug Abuse (NIDA), National Institute of Mental Health (NIMH), National Institute on Alcohol Abuse and Alcoholism (NIAAA), and Substance Abuse and Mental Health Services Administration (SAMHSA). Dr. Mark was a contributing author to the report *Facing Addiction in America: The Surgeon General's Report on Alcohol, Drugs, and Health*. She has authored more than 125 scholarly peer-reviewed journal articles and many SAMHSA publications.

NORTH CAROLINA BEHAVIORAL HEALTH MINORITY PROVIDER VIRTUAL SUMMIT

The Department of Mental Health, Developmental Disabilities and Substance Use Services is pleased to offer this Virtual Summit on February 15, 2022 designed exclusively for minority providers. Minority providers play an integral role in advancing the behavioral health of North Carolinians and we want to ensure that all providers are well equipped to apply for funds, compete for resources and manage and monitor program goals. Historically marginalized populations must have equitable access to care and services. This training is being offered at no-cost to minority behavioral health providers in the state. We are pleased to partner with the African American Technology Transfer Center to offer such an opportunity.

 [North Carolina Behavioral Health Minority Provider Virtual Summit](#)

BLADEN COUNTY NC TOPPS TRANSITIONS

The NC TOPPS Helpdesk will be working to convert LME/MCO record numbers on Bladen County members that have an active NC TOPPS record. If a member has a 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. The Helpdesk will also be adding any sites that have active NC TOPPS for Bladen County to Trillium's NC TOPPS. The provider does not need to complete a site addition request **UNLESS** the provider **DOES NOT** currently have any active Bladen County members in NC TOPPS **AND** the site is contracted to provider NC TOPPS services. If you have any questions please contact Stephanie Wilson, Stephanie.Wilson@TrilliumNC.org.

PEER MENTOR TRAINING PROGRAM: ACCEPTING APPLICATIONS!

The North Carolina Council on Developmental Disabilities (NCCDD) is recruiting approximately 15 individuals to participate in a Peer Mentor training for people with intellectual and other developmental disabilities (I/DD). We are seeking individuals with lived experience with an I/DD with

demonstrated knowledge of and direct personal experience navigating the North Carolina Medicaid delivery system.

Participants will learn key concepts to support peers with I/DD in a managed care system. All classes incorporate learning activities to be done as a group and individually, as well as knowledge checks. Participants will complete a pre-training and post-training evaluation to provide feedback which will be incorporated to improve the overall curriculum.

TOPICS INCLUDE:

- 🌱 The role of the peer mentor
- 🌱 Supporting choices
- 🌱 Ethics and etiquette
- 🌱 Abuse, bullying & neglect
- 🌱 Self-determination and self-advocacy
- 🌱 Mental health and substance abuse
- 🌱 The Americans with Disabilities Act
- 🌱 Detecting scams and fraud

The program will begin in April 2022, with classes held weekly. All sessions will be held via Zoom to ensure the safety and health of the participants.

Individuals will receive a stipend of \$300 to participate in the program and complete a pre-training and post-training evaluation. Upon completing the course and achieving an 85% proficiency score, individuals will receive a certificate of course completion.

- 🌱 Apply for the [Peer Mentor Training Program](#)

If you have any questions, please contact Project Director, Kelly Friedlander, at Kelly@cb-cg.com

For more information please click the link to visit our website: [Peer Mentor Program Website](#)

REPORTING SECONDARY DIAGNOSIS ON A CLAIM

Trillium would like to remind all Providers to report all diagnoses related to the care that members are receiving during visits on your claims.

If you have any claims related questions please send email to claims2@trilliumnc.org.

Roadmap2 Ready

DISASTER PLANNING

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 to Register: 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.

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 OPPORTUNITY

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.

SINGLE SIGN ON: SOC2 FOR TBS PLATFORM RELAUNCH UPDATE

Trillium will launch Microsoft Authentication supported Single Sign On (SSO) for applications used by providers on **February 28, 2022**.

Providers can enroll here to view the following training videos: [ENROLL HERE](#)

- 🌱 Single Sign-On for Existing Users
- 🌱 Single Sign-On for System Administrators
- 🌱 Single Sign-On for New Users

User Guides for Providers are also available on My Learning Campus under "Reference".

As a reminder, and for technical support while in the Provider Direct system, please contact Trillium via the Feedback button or send an email to PDsupport@Trilliumnc.org.



VALUED PROVIDERS SEAL PROGRAM

[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.