Trillium
HEALTH RESOURCES
Transforming Lives. Building Community Well-Being.

To: All Providers

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

Date: March 28, 2022

Subject: Important Reminder for UAFL's and/or Respite Requests, Mobile Crisis Management Policy and the Acute Inpatient Hospital Policy (CCP Update from NC Medicaid)- Webinar for Stakeholders 3/31 and 4/1, North Carolina Providers Council, 2022 NC SNAP Examiner's Certification Schedule Virtual Training, Opportunity for Providers, Current Recruitment Opportunity to Provide Forensic Evaluations, Implementation Science "101" Training for CWCN Providers, SAMHSA Grant Announcement, Incident Reporting Reminders, NC TOPPS Training, Bladen County NC TOPPS Transitions, Reporting Secondary Diagnosis on a Claim, Disaster Planning, Valued Providers Seal Program, Need to Report Fraud, Waste, and Abuse?

IMPORTANT REMINDER FOR UAFL'S AND/OR RESPITE REQUESTS

As a reminder, all unlicensed private homes providing any type of overnight service to Trillium members must have a site review and be approved by Trillium prior to a member receiving services in that setting. This includes new members being referred for services, as well as members already receiving services who are moving to a new home. Network providers can request to add a new Unlicensed AFL (UAFL) and/or Respite home to their contract by submitting the AFL/Respite Additional Site Form. If an already contracted UAFL is moving, the Provider Change Form should be submitted. Both of these forms are located on Trillium's website, under Provider Documents, and their submission will prompt the necessary Site Review process.

Additionally, Trillium has identified concerning trends around Funds Management documentation when conducting annual UAFL Reviews. Below is guidance related to Funds Management requirements:

IF funds are managed for a Trillium member by a provider or staff, 10A NCAC 27F .0105 requires that management of the funds shall occur in accordance with policy and procedures that:

1. assure to the client the right to deposit and withdraw money;

2. regulate the receipt and distribution of funds in a personal fund account;

3. provide for the receipt of deposits made by friends, relatives or others;

4. provide for the keeping of adequate financial records on all transactions affecting funds on deposit in personal fund account;

5. assure that a client's personal funds will be kept separate from any operating funds of the facility;

6. provide for the deduction from a personal fund account payment for treatment or habilitation services when authorized by the client or legally responsible person upon or subsequent to admission of the client;

7. provide for the issuance of receipts to persons depositing or withdrawing funds; and

8. provide the client with a quarterly accounting of his personal fund account.

This means that members and providers cannot share bank accounts, and documentation must be maintained that outlines all deposits and expenditures. Additionally, receipts that align with this documentation should be saved to show were funds came from or how funds were spent. Finally, there should be evidence to show that financial records were reviewed with the member and/or LRP on a quarterly basis. Please note these requirements do NOT apply to the UAFL if the member, their LRP, or an entity other than the UAFL provider is managing the funds.

MOBILE CRISIS MANAGEMENT POLICY AND THE ACUTE INPATIENT HOSPITAL POLICY (CCP UPDATE FROM NC MEDICAID)

WEBINAR FOR STAKEHOLDERS MARCH 31 AND APRIL 1

Stakeholder Engagement -Behavioral Health Clinical Coverage Policy Update
NC DHHS invites you to join one of two stakeholder engagement webinars to learn about updates for the NC Medicaid Mobile Crisis Management Policy and the Acute Inpatient Hospital Policy. These webinars are open to all stakeholders.

- ♻ See all information about this webinar

WEBINAR DATES & TIMES

Thursday, March 31, 2022, 2PM-3PM

- ♻ Join on your computer or mobile app
  Click here to join the meeting

- ♻ Join with a video conferencing device
  ncgov@m.webex.com
  Video Conference ID: 119 581 186 1
  Alternate VTC instructions

- ♻ Or call in (audio only)
  +1 984-204-1487,,225952522# United States, Raleigh
  Phone Conference ID: 225 952 522#

Friday, April 1, 2022, 3PM-4PM

- ♣ Join on your computer or mobile app
  Click here to join the meeting

- ♣ Join with a video conferencing device
  ncgov@m.webex.com
  Video Conference ID: 111 230 294 7
  Alternate VTC instructions

- ♣ Or call in (audio only)
  +1 984-204-1487,,582601157# United States, Raleigh

- ♣ Phone Conference ID: 582 601 157#

NORTH CAROLINA PROVIDERS COUNCIL

QUESTIONS CONTACT:

- ♣ carson.stanley@ncproviderscouncil.org

- ♣ sarah.pfau@ncproviderscouncil.org

VIEW THE FULL AGENDA	INFORMATION FLYER

2022 NC SNAP EXAMINER'S CERTIFICATION SCHEDULE VIRTUAL TRAINING

NC-SNAP certification is available to professional ID/DD staff that is responsible for completing or reviewing NC-SNAP assessments as part of their job responsibilities. The schedule below reflects all scheduled virtual training dates for 2022. To facilitate the registration process, staff responsible for completing the NC-SNAP should contact their LME/MCO and speak to the training coordinator for assistance completing registration. The LME/MCO training coordinator will ensure that all persons requesting NC-SNAP certification have the proper credentials and are in a position that requires them to complete or review NC-SNAP assessments prior to forwarding the registration request for training. The QP is not registered for a scheduled training until he or she has received a confirmation email and Microsoft Teams invite.

Please note that typically there is a high demand for NC-SNAP certification training. All staff registered are asked to notify the training site in advance, at least 72 business hours ahead of the scheduled training, if unable to attend the scheduled training. Registered staff that do not cancel in advance and/or do not login for a scheduled training session may be prohibited from re-registering for at least sixty days. On training day participants are asked to sign into Microsoft Teams ten (10) minutes before training is to begin, training will start promptly at 1pm.

NC-SNAP examiner certification require all the allotted time; In turn, **staff signing in more than five (5) minutes late will not be admitted and required to re-register for an alternative training**.

♺ 2022 NC-SNAP Examiner Certification Schedule Virtual Training

OPPORTUNITY FOR PROVIDERS

April is National Minority Health Month when we highlight the importance of improving the health of racial and ethnic minorities and reducing health disparities. This year the New Hanover NAACP is partnering with UNCWs Minority Association of Pre-Health Students, hosting "Melanated in Medicine" on April 30 from 12:00 – 2:00 pm. Our goal is to bring together Black and Indigenous People of Color (BIPOC), healthcare professionals serving in our region, to meet with local youth from marginalized populations. Representation of BIPOC providers can have an immense impact on a patient's health outcome by eliminating explicit and implicit racial bias, reducing lack of trust, improving access to care, and reducing health disparities overall. In addition, we hope to inspire interest in the health profession by answering questions about tangible goals and aspirations. Hopefully, youth from our region will help diversify the health care workforce in the near future.

It would be an honor if you would join us on this day with other local health professionals to answer questions from aspiring youth about your career path. Please complete the brief questionnaire at the link below in preparation for the event:

Melanated in Medicine Request for Health Professionals

Consider joining our BIPOC Health Directory if you have not already done so, BIPOC Directory-Questionnaire

CURRENT RECRUITMENT OPPORTUNITY TO PROVIDE FORENSIC EVALUATIONS

Trillium Health Resources is currently accepting applications for Licensed Practitioners, including practitioners working within Agencies and Groups, to provide Forensic Evaluations to individuals referred by the criminal justice system.

Forensic Evaluators assess the defendant's current mental state and capacity to proceed to trial in accordance with 10A NCAC 27H .0201 through .0207. Applicants must complete Division of Mental Health, Developmental Disabilities and Substance Abuse Services requirements to become a local certified forensic evaluator. Training to become a forensic evaluator includes pre-certification training (6 hours) provided at the Pre-Trial Evaluation Center at Central Regional Hospital, as well as annual training seminars (4 hours) as specified in the rule.

Recruitment is open to practitioners located in all counties in the Trillium catchment area. Priority will be given to applicants who can service **Bladen, Pasquotank, Pitt, and/or New Hanover counties.**

Applicants that are interested should click the link Provider Recruitment Opportunities to apply for the Recruitment Opportunity -Forensic Evaluator. This can also be found on Trillium's website.

IMPLEMENTATION SCIENCE "101" TRAINING FOR CWCN PROVIDERS

The Children with Complex Needs (CWCN) staff is partnering with UNC Chapel Hill's Impact Center at Frank Porter Graham Development Institute to incorporate implementation science supports within statewide workforce development activities. This collaboration was developed as part of the larger CWCN Workforce Development and Training program sponsored by NC Division of Mental Health, Developmental Disabilities, Substance Abuse Services.

 Frank Porter Graham's work is based on implementation science principles and best practices that are applied within a local context, nurturing long-term partnerships, and achieving social impact with a focus on effective prevention and well-being strategies for children, youth, and families.

 Impact Center team members will be supporting provider agencies in navigating systems processes, enabling them to put in place successful strategies that improve various policy, practice, and organizational outcomes. Implementation Science can assist staff with determining readiness across all involved teams and engage the agency to determine what it will take to accomplish their overall goals.

Frank Porter Graham will be facilitating two Implementation Science "101" trainings for provider staff this spring. All provider staff who serve youth with Intellectual Disabilities and/or Autism who have a Co-occurring Mental Health diagnosis are encouraged to attend. Both events will cover the same information, so staff only needs to attend one.

- ♻ AGENDA & FLYER

DATE AND TIME:

March 29th: 9:00am-10:30am

    ZOOM LINK for MEETING

    Meeting ID: 937 5008 9295

    Passcode: 537408

April 12th: 9:00am-10:30am

    ZOOM LINK for MEETING

    Meeting ID: 937 5008 9295

    Passcode: 537408

SAMHSA GRANT ANNOUNCEMENT

Services Grant Program for Residential Treatment for Pregnant and Postpartum Women

Application Due Date: Monday, April 4, 2022

The purpose of this SAMHSA grant program is to provide comprehensive substance use disorder (SUD) treatment services, recovery support services, and harm reduction interventions to pregnant and postpartum women across a continuum of specialty SUD residential and outpatient levels of care, based on comprehensive, individualized screenings and assessments that inform treatment planning

and service delivery in a continuous care model. Using a holistic approach, grant funds also support required activities for minor children and partners of the women, and other extended family members of the women and children, as requested by the women. Fundamental to this program is ensuring access to services for low-income women, including providing these services in locations accessible to low-income women.

SAMHSA plans to issue 19 awards of up to $525,000 per year for up to 5 years.

INCIDENT REPORTING REMINDERS

Incident reporting offers the opportunity to analyze trends to prevent the occurrence of future incidents. Below are reminders to keep in mind as you continue to report diligently:

IRIS REPORTING TIMELINES

- **Level 2 incidents**=An IRIS report must be submitted within 72 *clock* hours of learning of the incident.

- **Level 3 incidents**= Verbal or written (email) notification to Trillium within 24 hours of learning of the incident. An IRIS report must be submitted within 72 hours of learning of the incident; however, for incidents involving allegations against staff, the IRIS report must be submitted within 24 hours of learning of the incident (to meet HCPR reporting timelines).

TRILLIUM'S REPORTING EXPECTATIONS

- All reports must be submitted on time (zero late submissions). If a report is submitted outside the 72 hour required timeframe, please provide a statement in the IRIS report regarding the submission of the incident outside reporting timeframe.

- All required fields (DOB, gender, incident details, cause of incident, incident prevention, authorities contacted, etc.) must be completed in IRIS in order for Trillium to process and close the report.

- Response to Trillium's questions must be provided within 24 hours of receiving an email or phone call regarding an incident. Please note, failure to respond to follow up questions or complete required elements may result in referral to Program Integrity.

REMINDERS

- For Allegations of Abuse/Neglect/Exploitation against Staff, please upload the DSS letter and HCPR letter into IRIS upon receipt. In addition, please upload your internal provider investigation into IRIS and ensure completion of the HCPR Investigation Results tab within 5 days.

- For Member Deaths, please upload the death certificate and/or Medical Examiner report upon receipt, and update the death information tabs accordingly.

- Medical illness is not reportable unless it results in injury or death, or is believed to be caused by abuse/neglect or medication error.

♻ For Member Injury, please elaborate on the type of treatment (i.e., stitches, cast, prescription medication) that the member receives for the injury (treatment does not include diagnostic tests such as blood work, x-ray, MRI, EKG, etc.).

♻ Access the Incident Response and Reporting Manual

Please visit Trillium's My Learning Campus to access Incident Reporting Training for your agency staff.

For any incident related questions, please contact Julie McCall (Julie.Mccall@trilliumnc.org) or Jennifer Kelly (Jennifer.Kelly@trilliumnc.org).

NC TOPPS TRAINING

Trillium will host a virtual provider training on NC TOPPS. The training will cover Superuser functions, NC TOPPS entry expectations, requests to Trillium surrounding NC TOPPS transfers and unable to access member, and NC TOPPS Help Desk functions.

Please encourage *all* of your NC TOPPS users to participate, although, it is strongly recommended that at least one of your agency SuperUsers are registered and attend.

Date/Time: TUESDAY, APRIL 5, 2022 10:00 AM -11:30 AM
Location: WEBEX
REGISTRATION REQUIRED: REGISTER HERE

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.

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
- ♻

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

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 - 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.