



Transforming Lives. Building Community Well-Being.

Network Communication Bulletin #220

To: All Providers

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

Date: May 31, 2022

Subject: Benchmarks-Public/Private Behavioral Health Forum, Public Comment for Strategic Housing Plan, Physical Health Network, Reminder: As the Federal Public Health Emergency Ends, Provider Reverification Requirements are Reinstated, Mental Health, Developmental Disabilities and Substance Abuse Services Grant Opportunities, NC TOPPS Update, NC TOPPS Training Now on the Learning Campus!, NC TRACKS Training for Providers, 2022 NC SNAP Examiner's Certification Schedule Virtual Training, Current Recruitment Opportunity to Provide Forensic Evaluations, Disaster Planning, NCDHHS Substance Use Disorder Services for Individuals with Intellectual & Developmental Disabilities Request for Applications, Valued Providers Seal Program, Need to Report Fraud, Waste, and Abuse?

Benchmarks-Public/Private Behavioral Health Forum

WHEN: JUNE 10, 2022 - TIME: 10:30A-2:30P

Join Benchmarks to receive the most recent legislative updates, information from DHHS and more.

We are super excited to SEE everyone in PERSON! It has been far too long since we have been together! [Registration is open.](#)

COST: \$30 Benchmarks' Members (please contact [Paige Wiggs](#) for promotional code)

\$45 Non-Members

*Lunch is included

WHERE:

Royal Banquet & Conference Center

3801 Hillsborough Street

Raleigh, NC

Located directly across the street from Meredith College, parking is in the rear of the building.

REGISTER

To prepare for the discussion, you will be asked to list potential questions you would like addressed during the registration process. We will be tallying the responses, and if time allows, we will address the most common themes.







 [Register](#)

MORNING SESSION:

The meeting will begin with *Benchmarks' President and CEO, Karen McLeod*, as she hosts the meeting for us and shares her latest insights and experience from the across systems.

Following her opening, we will hear from **Dave Richard**, *Deputy Secretary-NC Medicaid*, and **Debra C. Farrington**, *Chief of Staff-NC Medicaid*, as they share the latest updates and engage in a Q & A with our audience.






TOPICS WILL INCLUDE (BUT ARE NOT LIMITED TO):

-  DHHS Updates for Medicaid Transformation;
-  Standard Plans;
-  Tailored Plans;
-  1115 Waiver Updates;
-  Healthy Opportunities News and Updates;
-  The Latest from the Legislature.

AFTERNOON PANEL:

We are so grateful to have Deb Goda, Associate Director-NC Medicaid, Kenneth Bausell, IDD Manager-NC Medicaid, and Loul Alvarez, Associate Director-Health Benefits, join us for our afternoon panel.

TOPICS WILL INCLUDE (BUT ARE NOT LIMITED TO):

-  Care Management Agency (CMA) Information and Updates
-  HCBS/Innovation Waiver Updates
-  Workforce, Transitions, & Other Items of Importance
-  One-Time Bonuses & HCBS+ Rate Increases
-  And More!

PUBLIC COMMENT FOR STRATEGIC HOUSING PLAN

NCDHHS has released a draft of its Strategic Housing Goals, Objectives and Strategies, which will culminate in the development of a Strategic Housing Plan designed to address the housing needs of individuals with disabilities, currently receiving or eligible for DHHS-funded services at the state and

local levels, who are either homeless, currently residing in congregate settings or at-risk of entry into these settings. Developed with stakeholders from across the state, the plan will provide a strategic guide to focus policy efforts and resource decision making in creating and maximizing community-based housing opportunities for identified populations over a five-year horizon. The draft workgroup goals, objectives and strategies document is **open for public comment through June 10, 2022**. NCDHHS encourages all interested individuals and organizations to provide comment on this draft. NCDHHS will publish the first iteration of a five-year plan in summer 2022 and begin implementing activities outlined in the plan in calendar years 2023-2027.

To submit public comment regarding the [NCDHHS Draft Housing Goals, Objectives and Strategies](#), email tclolmstead.housing@dhhs.nc.gov.

PHYSICAL HEALTH NETWORK

Trillium Health Resources is in the process of working to develop a robust integrated network of providers in partnership with Carolina Complete Health, Trillium's Standard Plan partner, in preparation to go live as a Tailored Plan on December 1, 2022.

Trillium maintains an open network for all physical health providers and will enter into a good faith contracting effort with any willing provider of physical health services via partnership with Carolina Complete Health. To join the Trillium network for physical health services, please reach out directly to Carolina Complete Health Network by emailing networkrelations@cch-network.com, calling 1-833-552-3876 (after choosing Provider Services, press 8 for Contracting), or going online to [Network Carolina Complete Health](#).

REMINDER: AS THE FEDERAL PUBLIC HEALTH EMERGENCY ENDS, PROVIDER REVERIFICATION REQUIREMENTS ARE REINSTATED

With the end of the federal Public Health Emergency (PHE) expected in the Summer of 2022, NC Medicaid providers will begin receiving reverification notices. These notices will be sent to providers with approaching reverification due dates, as well as those whose reverification was suspended during the federal PHE. The Centers for Medicare and Medicaid Services (CMS) requires that all Medicaid providers are revalidated (also referred to as reverification/re-credentialing).

Since March 2020, CMS allowed for the suspension of reverification due to the PHE caused by COVID-19. However, with the anticipated end of the PHE, the NC Medicaid must ensure enrolled providers are compliant with the reverification requirement.

***Note:** Providers will receive a reverification notice in their Message Center Inbox on the secure NCTracks Provider Portal when reverification is due. Due dates for reverification are specific to each provider; therefore, not all providers will be receiving notices simultaneously. Providers have 45 days after notification to complete the reverification process. [NC Senate Bill 105 Session Law 2021-180](#)*

[Section 9D.9\(a\)](#) temporarily waived the \$100 fee for Medicaid enrollment and reverification, through June 30, 2023.

Reverification is not optional. Providers who receive a notice for reverification are encouraged to promptly respond and begin the online process.

- 🌱 Providers who do not complete the process timely will receive a Notice of Suspension via postal mail and in their NCTracks Message Center Inbox.
- 🌱 The notice informs the provider that they are in suspended status and their claims will not process.
- 🌱 Providers have 30 days following notification of suspension to complete reverification.
- 🌱 Those who do not comply will be terminated from the Medicaid program.

Reverification does not apply to time-limited out-of-state (OOS) enrolled providers.

For help with the reverification process, providers can refer to the [Provider Re-credentialing/Re-verification page in NCTracks](#) website. Providers are also encouraged to review Provider Announcements, User Guides and Frequently Asked Questions.

Contact: NCTracks Call Center: [800-688-6696](tel:800-688-6696)

MENTAL HEALTH, DEVELOPMENTAL DISABILITIES AND SUBSTANCE ABUSE SERVICES GRANT OPPORTUNITIES

The Division of Mental Health, Developmental Disabilities, and Substance Abuse Services has posted several [Request for Applications \(RFA\)](#). See below the links to the current RFA:

- 🌱 [Substance Use Disorder Services for Individuals with Intellectual & Developmental Disabilities](#)
Application Due May 31, 2022
- 🌱 [Digital Therapeutics Mobile Apps for Substance Use Disorder](#)
Application Due June 1, 2022

If you have any questions, please contact Stephanie Jones at 984-236-5043 or DMHIDDCONTACT@dhhs.nc.gov.

NC TOPPS UPDATE

NC TOPPS providers please be advised of the information below:

Completion of an NC TOPPS is required no later than the second visit for all NC TOPPS services. Updates should be submitted at 90 days, 180 days, and biannually (every 180 days) as long as the member is still receiving services. An episode completion should be done when a member is discharged or stops receiving services. Remember, NC TOPPS can be done as soon as 14 days before the due date.

NC TOPPS compliance is measured by NC TOPPS episodes being completed and being submitted on time. On time completion is measured by the date AND timestamp of the Initial NC TOPPS episode submission. NC TOPPS episodes are measured in days and timestamped, therefore a 3 Month update is due 90 days after the Initial Interview.

For example: if an Initial Interview is completed on 10/5/2021 at 3 PM, normally we would add 3 months to the date to come up with a due date of 1/5/2022 at 3 PM. This is incorrect. Adding 90 days to 10/5/2021 gives us 1/3/2022 AND we would have to make sure to submit the update by the timestamped time of 3 PM. Only submitting the update by the due date is not enough. If you submit the update on 1/3/2022 at 3:01 PM, it is considered late.

To assist NC TOPPS providers with meeting compliance for both completion and timeliness, Network Staff will be sending one report every week to agency/site Superusers that includes Past Due, Due Now, and Upcoming Updates. Please pay close attention to these emails if and when you receive them. If your agency receives a report, action is required.

If you have any questions, please submit them to NCTOPPS@TrilliumNC.org.

NC TOPPS TRAINING NOW ON THE LEARNING CAMPUS!

Trillium provided a training/information session on NC TOPPS for provider agency NC TOPPS users on April 5, 2022. The training/information session included information on registering for an NC TOPPS account, QP and Data Entry user access and capabilities, Agency/Site Superuser requirements, access, and capabilities, and LME/MCO Superuser capabilities.

The training/information session also included information on Trillium's updated monitoring procedures for NC TOPPS and NC TOPPS compliance expectations. It is strongly recommended that all agency site Superusers that were not able to attend access the recording on Trillium's Provider Learning Campus. In order to access the training/information session a user must have a Provider My Learning Campus account.

If you do not have a Provider My Learning Campus account, please click on the link to submit your Provider Learning Campus Agreement Form: [Provider Learning Campus Agreement Form Request](#).

NC TRACKS TRAINING FOR PROVIDERS

NCTracks Provider Training includes Computer Based Training courses (CBTs, which can be taken at any time and provide important information about how to use the NCTracks system), recorded webinars, participant guides, and job aids (that can be downloaded for future reference). These can be accessed using SkillPort, the Learning Management System for NCTracks.

To access the training please go to: [NC TRACKS Training for Providers](#)

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.**

 [NC SNAP2022 Examiner's Certification Schedule Virtual Training](#)

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.

Roadmap2Ready

DISASTER PLANNING

Are you familiar with the Know Your Zone tool developed by the North Carolina Department of Public Safety? This tool assists with identifying the area's most at risk to storm surge and flooding. Enter an address in this tool to determine your zone by visiting the [North Carolina Department of Public Safety](#) webpage.

Trillium Health Resources is focused on preparing members and provider agencies for Hurricane Season during the COVID-19 pandemic. Disasters can happen anytime, but proactive measures can help reduce their impact. To help develop your disaster plan for hurricanes, please refer to our webpage [here](#). Our Roadmap2Ready campaign was developed by our Community Crisis and Disaster Response team with the intention of connecting members and providers to reliable resources that assist with preparing for a hurricane. Our team collaborates with state, county, and community programs within our 28 county catchment area to identify gaps and needs related to inclusive disaster response.

Please inform Trillium of any service provision or operational changes as a result of a tropical storm or hurricane by completing the **Changes to Provider Operations form**. This form is located on the [Community Crisis and Disaster Response webpage](#) under the "Provider" tab when a storm is approaching. Our goal is to stay up to date about changes to service provision and to assist with continuing to best serve members.

NCDHHS SUBSTANCE USE DISORDER SERVICES FOR INDIVIDUALS WITH INTELLECTUAL & DEVELOPMENTAL DISABILITIES REQUEST FOR APPLICATIONS

The North Carolina Department of Health and Human Services, Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS) recently released a Request for Applications (RFA) for Substance Use Disorder Services for Individuals with Intellectual & Developmental Disabilities.

If you have any questions regarding this RFA, please email the DMH/DD/SAS Contracts Team at RFA.responses@dhhs.nc.gov.

 **Application Due Date:** Tuesday, May 31, 2022 by 5:00 PM Eastern Time

 **Anticipated Notice of Award:** June 17, 2022

 **Anticipated Performance Period:** July 1, 2022 - March 14, 2023.

ELIGIBILITY INFORMATION

Applicant agencies may currently serve either the I/DD population or the SUD population, or both.

If currently licensed as a provider of SUD services in the state of North Carolina, the provider must be in good standing with DMH/DD/SAS and the Division of Health Service Regulation (DHSR), and not currently subject to any investigative or corrective actions. Applicants are further required to:

- 🌱 Have a current state-funded contract with one or more LME-MCOs and must include, at minimum, affirmation from the LME-MCO of its agreement and support of the proposal.
- 🌱 Applicant agencies must demonstrate partnership with other appropriate agencies if serving only either I/DD or SUD populations, or include as part of their proposal the manner in which they will become proficient in the development and delivery of services for individuals with I/DD and co-occurring SUD.

ELIGIBILITY IS OPEN TO NON-PROFIT PROVIDERS ONLY.

Programmatic Requirements

Successful applicants for these funds will have the following expectations:

1. Provide SUD clinical treatment and recovery support services specifically to individuals with an I/DD
 - 🌱 Provide an appropriate SUD Comprehensive Clinical Assessment/Diagnostic Assessment (CCA/DA).
 - 🌱 Implement outreach services to specifically engage and target the population of focus
 - 🌱 Use the CCA/DA results to determine the most appropriate SUD services and ASAM level of care.
 - 🌱 Provide appropriate SUD services to the individual in inclusive settings and/or facilitate referral and admission to the appropriate level of care.
 - 🌱 Provide or connect to recovery services and supports, such as peer supports, mutual aid, etc., that are appropriate and accessible.
2. Educate family/caregivers on substance use and I/DD
 - 🌱 Provide educational materials on substance use and SUD to families/caregivers.
 - 🌱 Provide appropriate information and referral for recovery services and supports specifically for family members/caregivers.
3. Comply with reporting requirements outlined in section 5.4 of this RFA.

Population Served

SUD services must be available to any eligible individual within the successful applicant agency/organization service area. Eligible individuals include uninsured or under-insured individuals with a substance use disorder as well as a co-occurring diagnosis of mild to moderate intellectual

disability/cognitive impairment, borderline intellectual functioning and/or Autism Spectrum Disorder, or other identified intellectual or developmental disability.

Successful applicant agencies are required to provide educational and recovery support resources to families/caregivers of individuals involved in their services.

The full Substance Use Disorder Services for Individuals with Intellectual & Developmental Disabilities RFA with additional information can be found [here](#).

VALUED PROVIDERS SEAL PROGRAM

Visit the [Valued Providers Seal Program](#) web page for more information about the Contracted, Comprehensive Behavioral Health, Large Agency, Evidenced-Based Treatment, Comprehensive I/DD and Integrated Care Provider Seals.



After receiving this recognition, sharing such dedication and innovative care should be as easy as possible.

The [Valued Providers Seal Program Tool Kit](#) is designed for just that. This resource provides tips for sharing news of provider seals on websites, social media, newsletters, and emails, along with pre-written posts and messages.

Trillium can see the impact providers make on our members and communities. We hope the tool kit serves to ensure those members and communities can see it as well.

Contact us at SealProgram@TrilliumNC.org for questions about the Valued Providers Seal Program. Providers can apply for one or multiple seals!

NEED TO REPORT FRAUD, WASTE AND ABUSE?

EthicsPoint is a secure and confidential system available 24 hours a day, 7 days a week for reporting suspected violations of fraud, abuse and confidentiality breaches. You can access EthicPpoint 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.