



Transforming Lives. Building Community Well-Being.

## Network Communication Bulletin #222

**To:** All Providers

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

**Date:** June 13, 2022

**Subject:** Attention IDD Providers: National Core Indicators (NCI) Staff Stability Survey for 2021 Available, Annual Provider Development Needs Assessment, Medicaid Transformation Update, Incident Reporting, Physical Health Network, Breathe Easy NC Becoming Tobacco Free, Clinically Managed Residential-Adult Stakeholders Session, Reminder: As the Federal Public Health Emergency Ends, Provider Reverification Requirements are Reinstated, 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, Valued Providers Seal Program, Need to Report Fraud, Waste, and Abuse?

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### **ATTENTION IDD PROVIDERS: NATIONAL CORE INDICATORS™ (NCI) STAFF STABILITY SURVEY FOR 2021 AVAILABLE**

We are encouraging you to complete the National Core Indicators™ (NCI) Staff Stability Survey for IDD Providers. It is vitally important that we hear from you about issues affecting the IDD DSP workforce. Your agency should have already received an email with the survey; the email subject is "NC NCI Staff Stability Survey 2021." **Surveys are due June 30, 2022.** If you are an I/DD provider and you have not received the survey link, or if you have any questions, please contact [NCISurvey@dhhs.nc.gov](mailto:NCISurvey@dhhs.nc.gov).

### **ANNUAL PROVIDER DEVELOPMENT NEEDS ASSESSMENT**

Trillium Health Resources requests your participation in the annual Provider Development Needs Assessment. Your participation in this survey is completely voluntary. All of your responses will be kept confidential. They will only be used for statistical purposes and will be reported only in aggregated form. If you have any question, please contact Sarah Willhite, Training Manager ([Sarah.Wilhite@TrilliumNC.org](mailto:Sarah.Wilhite@TrilliumNC.org)).

 [Provider Development Needs Assessment](#)

**The survey will be open through June 30, 2022.**

## MEDICAID TRANSFORMATION UPDATE

Due to a contractual amendment between Division of Health Benefits (DHB) and Trillium Health Resources (Trillium), effective 5/1/22, Trillium will accept NC Tracks credentialing as documented in the NC Tracks Provider Enrollment File and/or the NC Tracks Operations Portal. The North Carolina Department of Health and Human Services (the Department), through NC Tracks, will continue to collect information and verify credentials for all providers currently enrolled or seeking to enroll in North Carolina's Medicaid and/or Health Choice programs or as a State-funded service provider.

Trillium will continue to verify that providers have been enrolled in NC Tracks, ensuring required taxonomy, site(s), and service (s) prior to executing a provider contract or accepting an affiliated practitioner into Trillium's network.

Trillium will continue to maintain a closed network of providers and is not required to accept all providers enrolled and credentialed through NC Tracks into the network.

For providers with current credentialing applications under review, Trillium will utilize the NC Tracks Operations Portal to verify credentialing and enrollment and will notify providers of effective dates of network participation via letter.

To affiliate a practitioner with an in-network Trillium provider, please continue to submit a [Request to Affiliate Practitioner Form](#) to [Credentialing@TrilliumNC.org](mailto:Credentialing@TrilliumNC.org).

For providers wishing to join the Trillium network, please visit our website for open recruitment opportunities or submit an email to [NetworkServicesSupport@TrilliumNC.org](mailto:NetworkServicesSupport@TrilliumNC.org).

For additional questions related to this announcement, please email [Credentialing@TrilliumNC.org](mailto:Credentialing@TrilliumNC.org)

## INCIDENT REPORTING

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

- 🌱 When selecting the "Host" LME-MCO and the "Home" LME-MCO on the Provider Information tab in IRIS, please remember that the "Host" LME-MCO is the county where services are being provided and the "Home" LME-MCO is the county of residence the member's insurance is linked to.
- 🌱 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.).
- 🌱 Click the link to 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](mailto:Julie.Mccall@TrilliumNC.org)) or Jennifer Kelly ([Jennifer.Kelly@TrilliumNC.org](mailto:Jennifer.Kelly@TrilliumNC.org)).

## 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](mailto: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](#).

## **BREATHE EASY NC BECOMING TOBACCO FREE**

In 6 months, most Medicaid providers are required to have tobacco-free campuses. Use these resources to prepare, so your clients and staff thrive.

Is your organization required to have a 100% tobacco-free campus December 1<sup>st</sup>, 2022? Check out the chart below to find out. No matter what type of services your organization provides, there is important tobacco policy information to know about.

Medical, behavioral health, and many IDD/TBI service agencies that **contract with Standard or Tailored Medicaid managed care plans to provide services** are required to have **100% tobacco-free facilities by December 1<sup>st</sup>, 2022**. Only residential IDD/TBI intermediate care facilities or residential services have a slightly different set of requirements.

Check out the chart below to see where your services fit:

TYPE OF SERVICE	REQUIRED TO HAVE A 100% TOBACCO-FREE CAMPUS?
Medical	Yes
Behavioral health	Yes
Non-residential IDD/TBI services	Yes
Intermediate care facilities and residential services for people with IDD/TBI	No, but staff are required to be 100% tobacco-free on campus, and clients must have access to outdoor common areas free from tobacco products/use.

Read the Medicaid bulletin about the [Standard and Tailored Plans Tobacco Free Policy Requirement](#).

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Providers can visit [BreatheEasyNC.org](http://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: FAQ for Behavioral Health & Medical Provider Agencies](#), [FAQ for Organizations that Serve People with I/DD or TBI](#), and [FAQ for Clients, Families and Staff](#)

For additional questions, please contact Stephanie Gans at [stephanie.gans@dhd.hs.nc.gov](mailto:stephanie.gans@dhd.hs.nc.gov).

## FREE TRAININGS FOR STAFF

Training opportunities below! For more training and resources that fit your agency's timeline and needs, reach out to your [regional or local tobacco control staff](#), they are here to help!

# BreatheEasyNC

Becoming Tobacco Free

## How to Support Clients and your Organization to Become Tobacco-Free

**Scheduled Dates**

June 22nd 9am-12:30pm  
 Speakers: Kim Caldwell, Carleen Crawford  
 October 5th 9am-12:30pm  
 Speakers: Natalie Thompson, Kim Bayha, Stephanie Gans  
 Register here:  
<https://breatheasync.org/register/>

  
 Kim Caldwell

  
 Carleen Crawford

  
 Natalie Thompson

  
 Kim Bayha

  
 Stephanie Gans

Learn step-by-step how to implement a tobacco-free campus policy and integrate tobacco use treatment at diverse programs including inpatient, community-based, residential, and long-term services and supports. This presentation introduces the current standard of care for tobacco use treatment (including e-cigarettes). Participants will also learn about community resources, such as QuitlineNC, that can help patients or clients quit.

3 CEs available approved by the North Carolina Addiction Specialist Professional Practice Board (NCASPPB)

[CLICK HERE TO LEARN MORE AND REGISTER](#)

## CLINICALLY MANAGED RESIDENTIAL-ADULT STATEHOLDERS SESSION

NC DHHS will be facilitating a stakeholder engagement session on Tuesday, June 28 from 3-4 for Clinically Managed Residential Services- Adult, High Intensity (ASAM level 3.5)

Here is the [Clinically Managed Residential- Adult \(ASAM 3.5\) Stakeholder Engagement Flier](#) (with Teams and call in information), the [draft clinical coverage policy](#), and the [slide deck](#).

Please share this information with others that could be interested in attending. If you have any questions, please contact Stacy Smith at [stacy.smith@dhhs.nc.gov](mailto:stacy.smith@dhhs.nc.gov)

## **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

## **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](mailto: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.

## **DISASTER PLANNING**

# Roadmap2Ready

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.

## **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](mailto: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.

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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](mailto:NetworkManagement@TrilliumNC.org). These questions will be answered in a Q&A format and published on Trillium's website.