



Transforming Lives. Building Community Well-Being.

Network Communication Bulletin #234

To: All Providers

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VP of Network Management

Date: July 29, 2022

Subject: Provider Reverification Requirements to be Reinstated at End of Federal Health Emergency, Open Enrollment Announcement, Parents as Collaborative Leaders Training, Save the Date...Trillium Health Resources Presents Building Safety & Trust, Follow-up to Joint Communication Bulletin #J419 – Clarification Regarding Transitions to Community Living (TCL) Eligibility for Individuals with Co-Occurring Neurocognitive and/or Acquired Brain Injury Diagnoses, Attention IDD Providers: National Core Indicators™ (NCI) Staff Stability Survey for 2021 Available, NC TOPPS Update, NC TOPPS Training Now on the Learning Campus!, 2022 NC SNAP Examiner's Certification Schedule Virtual Training, Victory Junction, Disaster Planning, Valued Providers Seal Program, Need to Report Fraud, Waste, and Abuse?

PROVIDER REVERIFICATION REQUIREMENTS TO BE REINSTATED AT END OF FEDERAL HEALTH EMERGENCY

<https://medicaid.ncdhhs.gov/blog/2022/07/26/provider-reverification-requirements-be-reinstated-end-federal-health-emergency>

CMS requires that all Medicaid providers are recredentialed

When the federal Public Health Emergency (PHE) reaches its end point, so does the suspension of reverification activities for providers enrolled in NC Medicaid. It is expected that later this year, providers will begin receiving reverification notices. Notices will be sent to providers with approaching reverification due dates, as well as those whose reverification was suspended during the PHE.

The Centers for Medicare and Medicaid Services (CMS) requires that all Medicaid providers are recredentialed, a process also referred to as reverification. Since March 2020, CMS has allowed for the suspension of reverification due to the PHE caused by COVID-19. However, when the period of

suspension expires, NC Medicaid must ensure enrolled providers are compliant with the reverification requirement.

- 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 of 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, which will cause all NC Medicaid Direct and NC Medicaid Managed Care claims to pend.

- Providers have 30 days following notification of suspension to complete reverification.
- Those who do not comply will be subject to termination from the NC Medicaid program.
- Reverification does not apply to any time-limited enrolled providers, such as out-of-state (OOS) providers, who choose to enroll annually.

An updated Active Provider Recredentialing Due date spreadsheet will be made available once the reverification process is re-initiated. Providers will begin receiving a recredentialing/reverification invitation through the NCTracks secure portal once they are scheduled to begin the process. Providers should continue to monitor their secure NCTracks Message Inbox for notifications and review the availability of the reverification application in the appropriate section of their NCTracks Status and Management page.

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

OPEN ENROLLMENT ANNOUNCEMENT

Trillium, as a partner in the *NC Child and Family Improvement Initiative*, is developing a statewide network of child treatment providers to ensure that children and families engaged with DSS have continuity of care without delay or interruption when moving from one area of North Carolina to another. Trillium currently has providers located throughout NC to best meet the needs for our

members, especially members who are children engaged with DSS for foster care programs, kinship placements or adoption.

Effective 7-25-22 Trillium will expand our existing statewide Network through an ***Open Enrollment for Child Treatment Providers*** statewide to ensure that children and adolescents have access to the services they need across NC.

Providers must be enrolled and credentialed with NC Tracks for NC Medicaid and meet service eligibility requirements, including licensure and accreditation, when applicable.

Open enrollment will close on August 31, 2022.

Please visit the Trillium Health Resources Recruitment Opportunities webpage to learn more!
<https://www.trilliumhealthresources.org/for-providers/request-opportunities>

PARENTS AS COLLABORATIVE LEADERS (PACL) TRAINING

The Whole Child Health Section of the N.C. Child Division of Child & Family Well-Being has assembled a group of parent leaders and trained them to facilitate the nationally recognized, research-based curriculum, Parents as Collaborative Leaders. These parents are passionate about teaching others who have children with a variety of special health care needs and/or developmental concerns to become effective leaders in their communities, at the state level, and at the national level. These trainings have been used to support parents and caregivers being more active and confident at the table in a variety of educational, medical, and community settings. The trainings are offered at no cost and will be held virtually. There will be one module held monthly.

 [PACL Flyer](#)

SAVE THE DATE... TRILLIUM HEALTH RESOURCES PRESENTS:

BUILDING SAFETY & TRUST: SUPPORTING YOUTH WITH DIVERSE SOGIE

AUGUST 15, 2022

2:00—5:00 PM

FOR FAMILIES & CAREGIVERS

This caregiver training covers key information that all caregivers need to know in order to build safety and trust with LGBTQ+ youth. In addition to hearing the stories of LGBTQ+ youth, topics include research on the importance of providing affirming homes for these youth, as well as concrete tips for how to be affirming.

COVERED TOPICS:

- 🌱 SOGIE vocabulary
- 🌱 Exploration of early messages
- 🌱 Building safety and trust
- 🌱 Ongoing learning and allyship

To receive sign up information [please complete this form](#).

🌱 [Save the Date](#)

FOLLOW-UP TO JOINT COMMUNICATION BULLETIN #J419 – CLARIFICATION REGARDING TRANSITIONS TO COMMUNITY LIVING (TCL) ELIGIBILITY FOR INDIVIDUALS WITH CO-OCCURRING NEUROCOGNITIVE AND/OR ACQUIRED BRAIN INJURY DIAGNOSES

This bulletin further clarifies the reference in Joint Communication Bulletin (JCB) # J419 to the co-occurring diagnostic eligibility criteria guidelines for Transitions to Community Living (TCL) when an individual is diagnosed with a neurocognitive disorder or an acquired brain injury. See Section II.(E) of the 2012 North Carolina Settlement Agreement with the United States Department of Justice. Of note, the diagnostic category of Acquired Brain Injury (ABI) is inclusive of Traumatic Brain Injury (TBI).

Determination of TCL Eligibility for Individuals with Severe and Persistent Mental Illness (SPMI) and/or Serious Mental Illness (SMI) and a Co-Occurring Diagnosis of Acquired Brain Injury

1. An individual is TCL eligible if diagnosed with an SPMI and/or an SMI and a co-occurring neurocognitive disorder and/or other medical condition.
2. An individual is TCL eligible if diagnosed with an SPMI and/or SMI and co-occurring ABI where it is clinically determined that the ABI is secondary to the SPMI and/or SMI.
3. An individual is not TCL eligible if, at the time of application to TCL, the individual has been diagnosed with Alzheimer’s Disease and/or dementia, even if the person is also diagnosed with an SPMI and/or SMI.
4. An individual is not TCL eligible if diagnosed with an ABI and a co-occurring SPMI and/or SMI where their ABI is clinically determined to be the primary source of the SPMI and/or SMI.

If you have any questions, please contact Brad Owen, Olmstead Discharge and Transition Manager, at 919-609-1608 or brad.owen@dhhs.nc.gov.

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

We are encouraging IDD Providers 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 July 31, 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.

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](#).

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](#)

TRILLIUM FAMILY WEEKEND AT VICTORY JUNCTION!

September 16-18, 2022 | Application Deadline: **Tuesday, September 6, 2022**

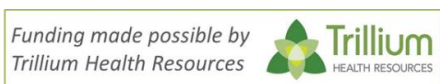
October 28-30, 2022 | Application Deadline: **Tuesday, October 18, 2022**

Get ready—the newest session for Trillium Family Weekend at Victory Junction is here! We hope our members and families will all take advantage of the inclusive environment and diverse amenities that camp has to offer and join us on a family retreat this fall in Randleman, NC.

Programming provides a unique experience for families to connect. Children of every ability can feel fully empowered and try activities adapted for every need. Victory Junction's amazing staff and volunteers are familiar with hosting Trillium families and even special diets are accommodated. There is no cost to attend.

Open to all Trillium members and their families or natural supports, regardless of age or diagnosis. Come experience the magic of camp with us! Spots are limited! Sign the [FALL 2022 INTEREST FORM](#) today for a referral to receive a link to apply OR [check out the flyer](#) on our [Trillium Family Weekend Webpage](#) to learn about the application process!

***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 are required for all participants during indoor activities.*



Want to stay in the loop about future Family Retreat Dates? Visit the [“Trillium Health Resources”](#) and [“Trillium Direct Connect For Enrichment”](#) Facebook pages, and the [“Victory Junction”](#) page on our website for the most up-to-date announcements!

DISASTER PLANNING

FEMA's individual and community preparedness activities ask what you would

do if a hurricane and flooding occurred. Refer to Scenario 4 for question and answer documents that can assist with hurricane season planning. These helpful documents can be found on [FEMA.gov](#). In addition, ReadyNC has the 2022 Hurricane Guide available [here](#).

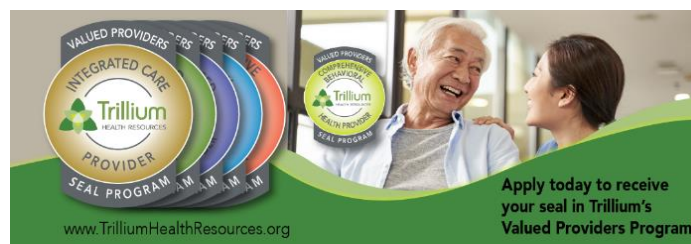
Roadmap2 Ready

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 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.