

**To:** All Providers

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

**Date:** September 30, 2022

**Subject:** NC Medicaid Tailored Plan Rollout, North Carolina Suicide Prevention State Action Plan, State-Funded Assertive Engagement Service Definition (JCB 433), Preparing for Tropical Storm Ian, User Access Control & Authentication for Provider Direct, Medicaid Transformation Non-Emergency Medical Transportation and Non-Emergency Ambulance Transportation, Amended Clinical Coverage Policy (8A-Mobile Crisis Mgmt.), Free Fair Housing Training Webinars for ACTT, CST and TMS Providers, New State Funded Criteria Requirement-Income Verification, Important Information Regarding the 2022 Perceptions of Care Surveys, Parents as Collaborative Leaders Training, 2022 NC SNAP Examiner's Certification Schedule Virtual Training, Victory Junction, Disaster Planning, Valued Providers Seal Program, Need to Report Fraud, Waste, and Abuse?

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Trillium has launched our Emergency Operations in preparation for Hurricane Ian. Trillium staff will still be working and our Provider Support Service Line will be available. Member and Recipient Services will remain active and will switch to only operating that number (**1-877-685-2415**) if required due to power outages. If conditions worsen, we encourage everyone to **use staff emails** to keep Member & Recipient Services open. In all areas, 911 should be used for TRUE MEDICAL EMERGENCIES. Trillium staff are not first responders and will not be able to physically attend to emergencies in the community.

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### **NC MEDICAID TAILORED PLAN ROLLOUT**

To ensure beneficiaries can seamlessly receive care on day one, the North Carolina Department of Health and Human Services (NCDHHS) will delay the implementation of the NC Medicaid Managed Care Behavioral Health and Intellectual/ Developmental Disabilities Tailored Plans (Tailored Plans) until **April 1, 2023**.

Tailored Plans, originally scheduled to launch Dec. 1, 2022, will provide the same services as Standard Plans in NC Medicaid Managed Care and will also provide additional specialized services

for individuals with significant behavioral health conditions, Intellectual/Developmental Disabilities (I/DDs), and traumatic brain injury (TBI).

The delayed start of Tailored Plans allows Local Management Entity/Managed Care Organizations (LME/MCOs), which will operate the Tailored Plans, more time to contract with additional providers to support member choice and to validate that data systems are working appropriately. The decision is supported by the leadership of the state’s six LME/MCOs.

Please continue to check the [NC Medicaid webpage](#) for additional updates.

NC Medicaid will also be hosting a **webinar on Friday, Sept. 30, from 1:00 – 2:00 p.m.** to provide additional information.

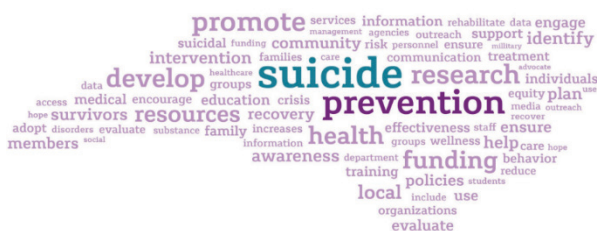
- 🌱 Please use this link to [join the webinar](#) via Microsoft Teams Live Event.
- 🌱 We recommend downloading the application rather than joining from your browser.
- 🌱 There will be an opportunity for attendees to submit questions during the event and a recording of the webinar will be available on the [NC Medicaid Behavioral Health I/DD Tailored Plan webpage](#).

## **NORTH CAROLINA SUICIDE PREVENTION STATE ACTION PLAN**

The North Carolina Department of Health and Human Services (NCDHHS) recently released their [state action plan to address suicide](#). The plan includes proven strategies to prevent death by suicide and suicide attempts in North Carolina.

The state action plan represents the work of a multi-sector team of partners to address this problem that can have long-lasting effects on individuals, families and team and leaders across NCDHHS will guide implement from other state agencies, hospitals, local community non-profits, private agencies, local health departments, county departments of social services, health and mental health providers, parents and those with lived experience.

### North Carolina SUICIDE PREVENTION ACTION PLAN



2022



## **STATE-FUNDED ASSERTIVE ENGAGEMENT SERVICE DEFINITION (JCB #433)**

Please find the [Joint Communication Bulletin #J433](#) titled, “[State-Funded Assertive Engagement Service Definition](#)” and the State-funded Assertive Engagement Service Definition.

If you have any questions, please contact Margaret Herring at 984-236-5057 or via e-mail at [Margaret.herring@dhhs.nc.gov](mailto:Margaret.herring@dhhs.nc.gov).

## **PREPARING FOR TROPICAL STORM IAN**

As Tropical Storm Ian threatens our state with high winds and heavy rain, it is anticipated we will experience power outages and flooding in some areas. We want to make sure participants of TCL currently residing in the community have access to vital supports that may be needed before, during and after the storm. We would greatly appreciate if you would share the attached resources with providers and TCL members regarding emergency supplies, pet preparedness and food safety. In addition, please share the following link on [Safety Practices](#).

### **MEASURES TO CONSIDER AFTER THE STORM:**

We are hopeful that the storm will have low impact to our area but if our state does experience major damages, we want to be prepared to actively support participants of TCL. First and foremost, please check in on your members immediately following the storm for health and safety precautions. Please take the following actions if it is determined a tenant has damages to their property after the storm.

If tenants in privately owned units are displaced due to minor damages to their residence due to the storm, LME/MCOs may use bridge housing funds to support those individuals in hotels for up to 3 months to ensure safety while repairs are being completed. Copies of damage documentation from landlord will need to be submitted with reimbursement request to receive reimbursement.

If tenants in privately owned units are displaced due to major damages from the storm which leaves the unit uninhabitable, the tenant can request to relocate into another undamaged unit owned by the landlord at the same rental rate OR terminate lease with landlord and locate a new unit. LME/MCOs may use bridge housing funds to support those individuals in hotels for up to 3 months while searching for new housing options. Copies of damage document from landlord will need to be submitted with reimbursement request to receive reimbursement.

For tenants residing in Targeted Units that are displaced due to damages, we will follow the protocol established by North Carolina Housing Finance agency which is typically a temporary move to another Low-Income Housing Tax Credit property unit until the repairs are completed on the original unit.

 [Tips to prepare a Ready Emergency Supply Kit](#)

## **USER ACCESS CONTROL & AUTHENTICATION FOR PROVIDER DIRECT**

Trillium continues making changes necessary to comply with federal and state security requirements. We will be making changes to provider user accounts in our behavioral health provider portal, Provider Direct, These changes (listed below) will be implemented on **October 31, 2022**.

- 🌱 User Accounts will be disabled after **90 days** inactivity. System Administrators will retain the ability to re-enable the accounts as necessary.
- 🌱 User Accounts will be disabled for a period of at least **45 minutes** upon **three (3)** consecutive invalid logon attempts, within a 10 minute period.
- 🌱 Multi-factor Authentication (MFA) will be required: Providers will receive an email with an authentication token (a 6 digit passcode) upon entering their username and password correctly. They will then have to input the token (passcode) to complete authentication. Currently MFA is only required for **initial account activation**.
- 🌱 Users will be logged out after **15 minutes** of inactivity. Please save your work often to avoid losing unsaved entries.

## **MEDICAID TRANSFORMATION- NON-EMERGENCY MEDICAL TRANSPORTATION AND NON-EMERGENCY AMBULANCE TRANSPORTATION**

Trillium is preparing to go live as a Tailored Plan on April 1, 2023 and will be managing the Non-Emergency Medical Transportation (NEMT) and Non-Emergency Ambulance Transportation (NEAT) benefits for Tailored Plan Medicaid members. Starting **Oct. 17, 2022**, members can reserve a ride for these appointments through Trillium by calling 1-855-397-3612. Please note this is for appointments on or after April 1, 2023.

If members have an appointment before April 1, 2023 and need a ride and are enrolled in:

- 🌱 **LME/MCO such as Trillium:** please call the local DSS office. Here you can find the [list of locations](#)
- 🌱 **NC Medicaid Direct:** please call the local DSS office. Here you can find the [list of locations](#)
- 🌱 **A Standard Plan:** please call the Standard Plan. Contact information can be found on the Medicaid ID card or on the [Medicaid website](#).

## **AMENDED CLINICAL COVERAGE POLICY (8A-MOBILE CRISIS MGMT) OPEN COMMENT PERIOD**

The amended Clinical Coverage Policy 8A – Mobile Crisis Management has been posted for the 45-day public comment period. The comment period will end 10/7/2022.

The policy and the [email address to submit comments](#) can be accessed at Proposed Medicaid and NC Health Choice Policies | NC Medicaid (ncdhhs.gov). Please [submit comments related to the amended service](#) to the email indicated on the webpage by 10/7/22.

## FREE FAIR HOUSING TRAINING WEBINARS FOR ACTT, CST AND TMS PROVIDERS

### FAIR HOUSING TRAINING I

This training will be offered two times on the dates listed. Please register for the appropriate session. Housing Provider sessions are intended for landlords, property management staff, and other housing providers.

Service Provider sessions are intended for LME/MCO staff, NC DHHS staff, social workers, advocates, and others who are assisting tenants.

🌱 October 12th and 19th

🌱 November 2nd and 16th

**Follow the link below to register for the class that aligns with your specific training need:**

🌱 [Fair Housing Training](#): Basic for Housing Providers

🌱 [Fair Housing Training](#): Basic for Service Providers

### FAIR HOUSING TRAINING II

*Advanced Fair Housing for Service Providers* including LME/MCO staff and other service providers are invited to participate in *Advanced Fair Housing Training* facilitated by the NC Legal Aid Fair Housing Project. This Fair Housing Training will include the following topics: housing discrimination, eviction updates, explanation of the seven protected classes, reasonable accommodations and reasonable modifications. Attendees will also complete case studies in small groups.

**October 6, October 27 and November 17**

[Fair Housing Training II](#): Advanced for Service Providers

If you have difficulty using the registration link(s) please email Fredrika Murrill at [fmurrill@nchfa.com](mailto:fmurrill@nchfa.com)

## NEW STATE FUNDED CRITERIA REQUIREMENT—INCOME VERIFICATION

Effective October 1, 2022, Trillium will require that providers verify the income of State Funded Recipients receiving Behavioral Health (BH) Services, with the exception of BH crisis services and detoxification as reflected in Department of Health and Human Services (DHHS) guidelines. State Funded Recipients receiving BH services must have income of less than or equal to 300% of the federal poverty level (<https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines>). This income information must be included on any New Enrollment requests for state funded services or Recipient Updates for state funded services in the "Annual Household Income" field on the forms.

## **IMPORTANT INFORMATION REGARDING THE 2022 PERCEPTIONS OF CARE SURVEYS**

Every year Trillium Health Resources and other LME/MCOs across the state assist the North Carolina Department of Health and Human Services (DHHS) with a mandatory annual survey of members who receive Mental Health and/or Substance Use services. The survey is designed to assess member perceptions of the services they have received in the past year.




The survey results are sent to the Substance Abuse and Mental Health Services Administration (SAMHSA) for required reporting, who then publish the results by LME/MCO in an annual report. The survey results are used to inform policy decisions designed to improve the system.

### **YOUR ASSISTANCE AND PARTICIPATION IS CRUCIAL TO THE SUCCESS OF THIS PROJECT**

If you provide MH and/or SU services to members of any age, you may have been contacted to participate in the administration of this survey. Specific instructions were provided by Trillium staff at that time.

Survey administration options have been adapted and expanded to include use of electronic/web based and paperless surveys. These changes are intended to safeguard members and provider health and safety, and to significantly reduce burden for participating providers who assist with the survey administration. Administration of the 2022 Perceptions of Care survey has begun and will continue through September 16. Since there is a short administration period, surveys must be completed in a timely manner.

Requirements for Member Participation in the Survey:

-  Must have mental health and/or substance use diagnosis
-  Must be a Trillium member, with a Trillium member ID number
-  Can be State-funded OR Medicaid funded

As a reminder, survey administration may not be billed as a service; rather, survey participation is an element of a provider's contractual requirements with the LME/MCO, and ultimately helps to improve the quality of services for our members.

Please follow all timelines and survey administration instructions provided by Trillium. If you were asked to participate in the administration of this survey, you have already received an email. If you have any questions, please feel free to contact us at [surveys@TrilliumNC.org](mailto:surveys@TrilliumNC.org) or 1-866-998-2597 and ask for Julie McCall.

Thank you for your participation in this important survey! We look forward to working together with you to gather important information that will reflect our joint efforts to help members in our area.

## 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](#)

## 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!

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



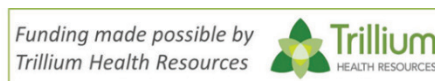
Get ready—the newest session for Trillium Family Weekend at Victory Junction is here! We hope our members and families will all take advantage of the inclusive environment and diverse amenities that camp has to offer and join us on a family retreat this fall in Randleman, NC.

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**

# Roadmap2 Ready

FEMA recommends that businesses plan for disasters by identifying risk, developing a plan and taking action. Learn the steps FEMA recommends for businesses when planning for disasters by referring to this [Ready.gov](#) webpage for toolkits specific to hurricanes and flooding.

Trillium Health Resources is focused on preparing members and provider agencies for Hurricane Season. 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.

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.