

**To:** All Providers

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VP of Network Management

**Date:** October 14, 2022

**Subject:** Organizational Provider Records without the Required Individual Provider Affiliation Risk Suspension/Termination, Special Invitation! Become a Member of the Provider Council, Medicaid Communication Access Service Training, User Access Control & Authentication for Provider Direct, Free Fair Housing Training Webinars for ACTT, CST and TMS Providers, 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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### **ORGANIZATIONAL PROVIDER RECORDS WITHOUT THE REQUIRED INDIVIDUAL PROVIDER AFFILIATION RISK SUSPENSION/TERMINATION**

*Note: This modifies the previously published bulletin [Provider Reminders: Individual Provider Affiliation and Keeping NCTracks Records Current – Oct.29, 2021](#) to add Behavioral Health and Social Service Providers to the acceptable Level 1 taxonomies for single and multi-specialties.*

Modifications to NCTracks will allow the system to identify organizational providers enrolled in taxonomies (provider type, classification, specialization) without the required affiliation of at least one active individual provider.

Effective Nov. 21, 2021, organizational providers with the taxonomies identified in the chart below are required to have **at least one active affiliated individual provider with at least one active taxonomy** related to their credentialed status as a taxonomy level 1 provider.

- 🌱 This modification will verify if providers meet the enrollment criteria for each taxonomy and supports efforts to keep provider enrollment files current.
- 🌱 Once implemented, this will become an ongoing requirement, obligating providers to maintain and update affiliations to avoid potential claims suspension and/or provider enrollment termination.

- 🌱 Unless otherwise noted in the table below, qualifying Level 1 Taxonomy provider types are:
- Allopathic and osteopathic physician
  - Behavioral health and social service providers
  - Chiropractic providers
  - Dental providers
  - Dietary and nutritional service provider
  - Eye and vision service providers
  - Pharmacy service providers
  - Physician assistants and advanced practice nursing providers
  - Podiatric medicine and surgery service providers
  - Respiratory/developmental/ rehabilitative/restorative service providers
  - Speech/ language/hearing service providers, or
  - Student healthcare providers

<p>Multi-Specialty (193200000X)</p>	<p>Organization must have at minimum:</p> <ul style="list-style-type: none"> <li>🌱 <b>One active</b> affiliated individual provider with two Level 1 Taxonomy provider types; OR</li> <li>🌱 <b>Two or more</b> active affiliated individual providers that collectively represent two different Level 1 Taxonomy provider types.</li> </ul>
<p>Single Specialty (193400000X)</p>	<p>Organization must have: <i>At least one active affiliated individual provider</i> with a Level 1 Taxonomy provider type.</p>
<p>Primary Care (261QP2300X)</p>	<p>Organization must have: <i>At least one active affiliated individual provider</i> representing a Doctor of Medicine (MD), Doctor of Osteopathic Medicine (DO), Nurse Practitioners (NP), Physician Assistant (PA), or Certified Nurse Midwife (CNM).</p>

For more information regarding taxonomy levels, refer to the [NCTracks Provider Permission Matrix](#).

Currently enrolled organizations with no affiliated individual providers will receive notices which include a deadline to affiliate at least one active individual provider according to the guidelines above.

Newly enrolling organizations must be approved prior to affiliating individual providers. Upon approval, new organizations will receive notices which include a deadline to affiliate at least one active individual provider according to the guidelines above. Providers initially have 90 days to meet this requirement.

Providers who do not meet the deadline will be issued a Suspension Notice, advising that claims for the affected taxonomy will pend until the required affiliation update is made.

- 🌱 The notice includes a 30-day deadline by which the update must be made in order to avoid termination of the applicable taxonomy.
- 🌱 If the affected taxonomy is the only taxonomy of record, the service location and/or provider record may also be terminated.

To affiliate an individual provider to an organization, providers should submit a Manage Change Request under the individual provider's NPI. The Office Administrator for the individual provider record should follow these steps to complete the Manage Change Request application.

1. Log in to the [NCTracks Secure Provider Portal](#)
2. Navigate to the *Status and Management* page
3. The NPI will be located in the *Manage Change Request* section
4. Select the individual NPI and click *Update*
5. Complete and submit the Manage Change Request application

Note: An abbreviated Add/Update Affiliations Manage Change Request Type is available if the affiliation is the only updated needed. Guidance is available in the user guide [“How to Submit a Manage Change Request adding a Service Location and Affiliate an Individual Provider Record to a Group/Organization in NCTracks.”](#)

- 🌱 [Organizational Provider Records Without the Required Individual Provider Affiliation Risk Suspension/Termination](#)

## **SPECIAL INVITATION! BECOME A MEMBER OF THE PROVIDER COUNCIL**

On behalf of the Provider Council, comprised of provider agency representatives in the Trillium MCO network, we invite you to become a member of the Provider Council!

Providers can complete a nomination form (see link below) and email it to Gary Bass, Provider Council President, at [gbass@pridenc.com](mailto:gbass@pridenc.com). The Provider Council is specifically seeking a **Hospital representative from the Southern Region** to fill a current vacancy. We need your voice in meetings to

join discussions that bring awareness to challenges providers may face, and help brainstorm additional ways providers can continue to be an asset to this important segment of the Trillium network. Hospital representatives are valued stakeholders in the Trillium network, and as we get closer to becoming a Tailored Plan on 4/1/2023 it is imperative that voices of Hospital providers are heard and represented on the Provider Council.

We are seeking a 3 year commitment for those interested in joining. The Provider Council meets every 2 months from 10 am 12 pm. Currently, we are holding virtual meetings as we continue to practice social distancing due to the COVID 19 pandemic. More information about the [Provider Council](#) can be found on the Trillium.

 [Special Invitation](#)





 [Provider Council Nomination Form](#)

## **MEDICAID COMMUNICATION ACCESS SERVICE TRAINING**

On January 26, 2021, the North Carolina Department of Health and Human Services (NCDHHS) launched the Medicaid Communication Access Service. NCDHHS' goal is to improve communication access in healthcare settings for NC Medicaid and Health Choice beneficiaries and their companions (parent, spouse, partner) who are Deaf, Hard of Hearing or DeafBlind.

This joint venture of the Division of Health Benefits (DHB) and the Division of Services for the Deaf and Hard of Hearing (DSDHH) enables DSDHH to reimburse Medicaid contracted providers for providing communication access.

Join us virtually for this free event on November 17<sup>th</sup>, from 10:00am-11:30am as DSDHH will provide an overview of this service and how you can benefit. During this presentation you will learn:

-  How to register for this new service
-  Who is eligible for this service
-  What the benefits are just for registering
-  How you can be retroactively reimbursed for providing communication access

User Access Control & Authentication for Provider Direct

**[Training Flyer that includes the REGISTRATION](#)**

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.
- 🌱 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.

## **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 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 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)

## 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!

Funding made possible by  
Trillium Health Resources



## 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 EthicsPoint 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.