

To: All Providers

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

Date: December 1, 2022

Subject: Important Reminders Regarding Protecting PHI Information, Open Enrollment Announcement, December 2022 NC TRACKS Provider Training Schedule Now Available, Public Comments Open for Draft CCP 2A-1- Acute Inpatient, UPDATE: State-Funded I/DD & TBI Residential and Community-Based Day Services and the Due Date and Process for Submitting a Grandfathering Request (JCB #438), IRIS Alerts, Parents as Collaborative Leaders Training, 2022 NC SNAP Examiner's Certification Schedule Virtual Training, Disaster Planning, Need to Report Fraud, Waste, and Abuse?

IMPORTANT REMINDERS REGARDING PROTECTING PHI INFORMATION

Given significant cybersecurity threats currently in the health care sector, we want to take this opportunity to remind provider agencies that protecting member protected health information (PHI) is a critical contractual requirement for all Trillium providers, in addition to being a legal and regulatory requirement. The Provider Procurement Contract Article II.10 states providers are to comply with all applicable laws, rules and regulations related to confidentiality including the Health Insurance Portability and Accountability Act (HIPAA) and the Health Information Technology for Economic and Clinical Health Act (HITECH Act), which was adopted as part of the American Recovery and Reinvestment Act of 2009, commonly known as "ARRA" (Public Law 111-5). Now that telehealth and rapid information sharing are part of our daily operations, provider agencies must be aware of their obligations to safeguard members' PHI when transmitting PHI electronically. A secure method of transmittal should be utilized when sending PHI electronically, which can be accomplished through encryption software. Provider agencies may have a specific software platform or Trillium offers providers the opportunity to create and securely send emails by accessing Zixmail in the Provider Portal on Trillium's website ([Zixmail Link](#)). Zixmail will encrypt the contents and attachments of the email. It does not however, encrypt information in the subject line. No form of PHI should be visible in the subject line of an email.

When sending PHI to Trillium or other agencies through email or ticket submission, please ensure you are utilizing a secure method of transmittal to eliminate any potential confidentiality concerns. This is a simple step that providers can incorporate into their operations to safeguard PHI in electronic communications.

We know providers face many challenges in navigating the myriad of confidentiality laws and regulations. If you have a question about protecting PHI at your provider agency, reach out to Trillium's Privacy Officer at Privacy.Officer@TrilliumNC.org or 1-866-998-2597.

OPEN ENROLLMENT ANNOUNCEMENT: RESPITE

Trillium Health Resources (Trillium) is seeking to identify mission-driven organizations that are interested in providing **Respite Services for Children/Adolescents**. This open recruitment applies to both in-network and out-of-network providers enrolled in NC Tracks who are free of contract sanctions, fraud investigations, and/or current or previous IRS liens. More than one provider may be selected.

This recruitment is being used as a means to expand the network of Respite Providers that are capable of providing these services to Trillium Members who are also involved with the Department of Social Services.

This recruitment should not be interpreted as a contract (implicit, explicit, or implied), nor does it imply any form of an agreement to any potential candidate. In addition, no inference should be made that Trillium will purchase and/or implement in the future any of the programs or services proposed by the respondents.

Interested Providers should submit an application to the link below:

 [Application for Respite](#)

Questions? Please submit here: [Questions Link](#)

DECEMBER 2022 NC TRACKS PROVIDER TRAINING SCHEDULE NOW AVAILABLE

Registration is open for the December 2022 instructor-led provider training courses listed below. Slots are limited. NCTracks Zoom courses can be attended remotely from any location with a computer and internet connection. Please note that as of Jan. 1, 2021, training will be conducted through Zoom; individualized meeting information has been created for each course. Please see the Training Enrollment Instructions section below for registration details.

ORDERING, PRESCRIBING AND REFERRING (OPR) PROVIDER ENROLLMENT

Tuesday Dec. 6, 2022, 10:00a.m. - 12:00p.m.

This course will guide the user through the process of submitting an ordering, prescribing and referring (OPR) provider full and lite enrollment application. At the end of the course the user will be able to:

- 🌱 Understand the differences between full provider enrollment and an OPR lite provider enrollment.
- 🌱 Submit an OPR lite application.
- 🌱 Upgrade from an OPR lite provider to a fully enrolled provider via manage change request (MCR).

Meeting Information

Follow the steps below for audio and visual access to the Zoom online training session:

1. Dial US Toll-Free: 833-568-8864
2. Enter meeting ID: 160 473 1177
3. Press the # key
4. Enter meeting passcode: 1368619411
5. [Click here from an internet browser](#)

Providers may choose to use the computer audio instead of dialing in.

PRIOR APPROVAL INSTITUTIONAL

Thursday, Dec. 8, 2022, 9:00 a.m. - 11:30 a.m.

This course guides authorized users through the process of submitting prior approval (PA) requests and inquiring about the status of previously submitted requests to ensure nursing facilities maintain compliance with Medicaid clinical coverage policy and medical necessity. After completing this course, authorized users will be able to:

- 🌱 Submit PA requests
- 🌱 Inquire about PA requests

Meeting Information

Follow the steps below for audio and visual access to the Zoom online training session:

1. Dial US Toll-Free: 833-568-8864
2. Enter meeting ID: 161 033 7366
3. Press the # key

4. Enter meeting passcode: 0193319555

5. [Click here from an internet browser](#)

Providers may choose to use the computer audio instead of dialing in.

SUBMITTING AN INSTITUTIONAL CLAIM

Thursday, Dec. 8, 2022, 1:00 p.m. – 4:00 p.m.

The NCTracks provider portal uses the NCID username and password to gain access to a secure online environment for submitting claims. This course guides users through the institutional claims process with an emphasis on Long-Term Care and secondary claims. After completing this course, authorized users will be able to:

- 🌱 Enter an institutional claim
- 🌱 Save a draft
- 🌱 Use the claims draft search tool
- 🌱 Submit a claim
- 🌱 View the results of a claim submission

Meeting Information

Follow the steps below for audio and visual access to the Zoom online training session:

1. Dial US Toll-Free: 833-568-8864
2. Enter meeting ID: 160 674 4450
3. Press the # key
4. Enter meeting passcode: 8607212761
5. [Click here from an internet browser](#)

Providers may choose to use the computer audio instead of dialing in.

HOW TO ADD OR UPDATE CREDENTIALS

Tuesday, Dec.13, 2022, 9:00 a.m. – 11:10 a.m.

This course will provide instructions for adding and updating licensing or certifications to the provider's record in NCTracks. Some taxonomy codes require the provider to be licensed, accredited, and/or certified according to the specific laws and regulations that apply to their service type.

Meeting Information

Follow the steps below for audio and visual access to the Zoom online training session:

1. Dial US Toll-Free: 833-568-8864
2. Enter meeting ID: 161 112 6056
3. Press the # key
4. Enter meeting passcode: 2127127645
5. [Click here from an internet browser](#)

Providers may choose to use the computer audio instead of dialing in.

PROVIDER WEB PORTAL APPLICATIONS

Tuesday, Dec. 13, 2022, 1:00 p.m. – 4:00 p.m.

This course will guide authorized users through an overview of the enrollment, re-enrollment, re-verification, maintain eligibility and manage change request (MCR) application processes. Non-Emergency Medical Transportation Providers are encouraged to attend this training session. At the end of this training, authorized users will be able to:

- 🌱 Understand the provider enrollment application process
- 🌱 Navigate to the NCTracks provider portal and understand how to complete the provider enrollment application processes:
 - 🌱 Provider enrollment - MCR
 - 🌱 Re-enrollment
 - 🌱 Re-verification
 - 🌱 Maintain eligibility

Meeting Information

Follow the steps below for audio and visual access to the Zoom online training session:

1. Dial US Toll-Free: 833-568-8864
2. Enter meeting ID: 160 630 7590
3. Press the # key
4. Enter meeting passcode: 1212171535
5. [Click here from an internet browser](#)

Providers may choose to use the computer audio instead of dialing in.

ORTHO HELPFUL HINTS FAQ

Wednesday, Dec. 14, 2022, 9:00 a.m. – 12:00 p.m.

This course discusses some helpful tips to remember when submitting an orthodontic prior approval (PA) request.

Note: This course will not provide instructions on how to submit an orthodontic PA request.

The objectives that this course will cover are:

- 🌱 Identify the three (3) methods of PA submission.
- 🌱 Identify how to upload documents when submitting PA requests via NCTracks or to existing PA requests.
- 🌱 Identify the most common errors when completing the American Dental Association form.
- 🌱 Identify common errors that require requests for PA additional information.
- 🌱 Requesting payment for orthodontic records.
- 🌱 Submitting PA requests for orthodontic treatment requiring orthognathic surgery.
- 🌱 Using the orthodontic PA attachment forms

Meeting Information

Follow the steps below for audio and visual access to the Zoom online training session:

1. Dial US Toll-Free: 833-568-8864
2. Enter meeting ID: 161 382 7533
3. Press the # key
4. Enter meeting passcode: 0385533554
5. [Click here from an internet browser](#)



Providers may choose to use the computer audio instead of dialing in.

SUBMITTING A DENTAL/ORTHODONTIC CLAIM

Wednesday, Dec. 14, 2022, 1:00 p.m. – 4:00 p.m.

This course will focus on how to submit dental and orthodontic claims. At the end of training, authorized users will be able to do the following:

- 🌱 Create a dental claim via the NCTracks web portal
- 🌱 Submitting a dental claim
- 🌱 Save a draft claim
- 🌱 Use claims draft search

-  Submit a claim
-  View results of a claim submission

Meeting Information

Follow the steps below for audio and visual access to the Zoom online training session:




1. Dial US Toll-Free: 833-568-8864
2. Enter meeting ID: 161 972 9137
3. Press the # key
4. Enter meeting passcode: 7105495838
5. [Click here from an internet browser](#)

Providers may choose to use the computer audio instead of dialing in.

ES USER ROLE ABBREVIATED MCRs UPLOAD DOCUMENTS

Thursday, Dec. 15, 2022, 10:00 a.m. - 12:00 p.m.

This course will guide users through the following enhancements to the provider enrollment application processes:

-  Enrollment specialist user role
-  Upload supporting documents
-  Abbreviated manage change request (MCR) applications

Meeting Information

Follow the steps below for audio and visual access to the Zoom online training session:

- 1.** Dial US Toll-Free: 833-568-8864
- 2.** Enter meeting ID: 161 052 5687
- 3.** Press the # key
- 4.** Enter meeting passcode: 4141836210
- 5.** [Click here from an internet browser](#)

Providers may choose to use the computer audio instead of dialing in.

NEW OFFICE ADMINISTRATOR

Tuesday, Dec. 20, 2022, 9:00 a.m. – 11:00 a.m.

This course shows authorized users the process for changing the current office administrator (OA) to a new OA for an individual provider or organization with a national provider identification (NPI) number or atypical provider. At the completion of training, authorized users will be able to:

- 🌱 Update the OA for an individual provider organization
- 🌱 Upgrade existing users to managing relationships

Meeting Information

Follow the steps below for audio and visual access to the Zoom online training session:

1. Dial US Toll-Free: 833-568-8864
2. Enter meeting ID: 161 034 7441
3. Press the # key
4. Enter meeting passcode: 8101431031
5. [Click here from an internet browser](#)

Providers may choose to use the computer audio instead of dialing in.

TRAINING ENROLLMENT INSTRUCTIONS

Providers can register for these courses in SkillPort, the NCTracks Learning Management System. Log onto the secure NCTracks Provider Portal and click Provider Training to access SkillPort. Open the folder labeled Provider Computer-Based Training (CBT) and Instructor Led Training (ILT). The courses can be found in the sub-folder labeled ILTs: Remote via WebEx (although this is the sub-folder name, please note that, as previously mentioned, courses will now be conducted via Zoom and not WebEx).

Refer to the [Provider User Guides & Training page](#) of the public provider portal for specific instructions on how to use SkillPort. The [Provider Training Tool Kits page](#) also includes a quick reference regarding Java, which is required for the use of SkillPort.

[NCTracks Home](#)

PUBLIC COMMENTS OPEN FOR DRAFT CCP- ACUTE INPATIENT SERVICES

DHHS has posted the draft of the Acute Inpatient Services Clinical Coverage Policy (CCP) 2A-1, for comments. The comment period will close 12/9/22.

Notice Proposed Medicaid and NC Health Choice Policies

Submit comments for public comment by emailing: Medicaid.public.comment@dhhs.nc.gov.

 [Read CCP 2A-1](#)

UPDATE: STATE-FUNDED I/DD & TBI RESIDENTIAL AND COMMUNITY-BASED DAY SERVICES AND THE DUE DATE AND PROCESS FOR SUBMITTING A GRANDFATHERING REQUEST (JCB #438)

This bulletin is an update to Joint Communication Bulletins #J408 (Residential Services) and #J417 and #425 (Community-Based Services) which informed LME/MCOs of changes in the Intellectual and Developmental Disabilities (I/DD) Benefit Plan for pertinent Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS) state-funded residential and community-based services for individuals with I/DD or Traumatic Brain Injury (TBI).

 [Joint Communication Bulletins #438](#)

See all Joint Communication Bulletins

In alignment with the new Tailored Plan launch date of April 1, 2023, this bulletin extends the termination date for related services and the grandfathering transition process from Nov. 30, 2022 to March 31, 2023.

Services That Will Sunset Under the I/DD Benefit Plan on March 31, 2023

Name of Service	NCTracks Code
Family Living Low	YM740
Family Living Moderate	YP750
Family Living High	YM755
Group Living Low	YP760
Group Living Moderate	YP770
Group Living High	YP780
Residential Supports	YM850
Supervised Living Low	YP710
Supervised Living Moderate	YP720

Services That Will Sunset Under the I/DD Benefit Plan on March 31, 2023

Name of Service	NCTracks Code
Supervised Living 1-6	YM811, YM812, YM813, YM814, YM815, and YM816
Day/Evening Activity	YP660
Developmental Day	YP610
Developmental Therapy – Paraprofessional	H2014UM
Developmental Therapy Paraprofessional – Group	H2014U1
Developmental Therapy Professional	H2014
Drop-In Center	YP690 and YP692
Financial Supports	YM600
Independent Living	YM700
Personal Assistance – Individual	YP020
Personal Care	YM050
Therapeutic Leave Level II	YA254
Therapeutic Leave Level II - Group Home	YA255
Therapeutic Leave Level III – 4 beds or less	YA256
Therapeutic Leave Level III – 5 beds or less	YA257
Therapeutic Leave Level IV – 4 beds or less	YA258
Therapeutic Leave Level IV – 5 beds or less	YA259
Wilderness Camp	YA254

Note: The above NCTracks procedure codes will remain intact for individuals with Mental Health or Substance Use diagnoses as this change is specific to the I/DD Benefit Plan.

In the event that those individuals enrolled in the above residential services for IDD & TBI on Jan. 31, 2023 who do not meet the service criteria for Residential Supports (I/DD & TBI) on the basis of age and/or the individual's SNAP/SIS score, LME/MCOs must submit an encrypted [Grandfather Request Form](#) for those impacted in their catchment area. This form must be completed and returned to DMHIDDContact@dhhs.nc.gov by Feb. 17, 2023.

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

IRIS ALERTS

The Live IRIS site will continue to redirect users from <https://iris.dhhs.state.nc.us/> to <https://iris.ncdhhs.gov> until December 31, 2022. We ask that all IRIS users bookmark the updated live site before December 31, 2022, to ensure easy access. In addition, the IRIS Training site will be moving on 11/4/2022 from <https://iristraining.dhhs.nc.us> to <https://iristraining.ncdhhs.gov>.

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

- 🌱 On the Provider Information tab, please ensure the correct plan/service that the member is enrolled in is selected. This will ensure the IRIS report is directed to the proper Health Plan or LME-MCO for review.
- 🌱 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 ensure that both of the questions listed on the Incident Information tab, "**Does this incident include an allegation against Staff and/or Facility?**" and "**Will this allegation require a submission of a Consumer Incident Report?**" are both checked **YES**. Then complete the abuse tab and the all **three** tabs under the HCPR tab.
- 🌱 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.).
- 🌱 To access the Incident Response and Reporting Manual, please visit <https://files.nc.gov/ncdhhs/documents/files/incidentmanual2-25-11.pdf>

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)

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](#)

DISASTER PLANNING

Sign up for county emergency alerts to stay informed of what's happening in your community on [ReadyNC.gov](#). Also, ReadyNC.org updates their website during disasters with evacuation orders, evacuation routes and shelter openings.



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.

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.

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.