

To: All Providers

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VP of Network Management

Date: December 15, 2022

Subject: Unlicensed Alternative Family Living (UAFL) Update, Building Bridges Initiative, Trillium and Carolina Complete Health Information Session, Important Updates – HealthConnex (ADT)... “What Does Law Mandate?”, Recruitment Opportunity Announcement: Office-Based Opioid Treatment (OBOT), Open Enrollment Announcement, Clinical Coverage Policy (CCP) 8H-2 Individual Placement and Support (IPS) Policy Posting, December 2022 NC TRACKS Provider Training Schedule Now Available, IRIS Alerts, Parents as Collaborative Leaders Training, Disaster Planning, Need to Report Fraud, Waste, and Abuse?

IMPORTANT UNLICENSED ALTERNATIVE FAMILY LIVING (UAFL) UPDATE

Effective immediately, the QP/supervisor from the provider agency *must attend* any onsite or virtual UAFL Review scheduled with their AFL provider(s). The QP/supervisor will receive the notification letter(s) and WebEx invites and share the information with their AFL provider(s) informing them of the upcoming review and any documents that will be reviewed. It is the responsibility of the QP/supervisor to ensure *both* are in attendance during the scheduled review.

BUILDING BRIDGES INITIATIVE

The North Carolina Department of Health and Human Services: Division of Mental Health, Developmental Disabilities and Substance Abuse Services and the Building Bridges Initiative are excited to announce an opportunity for 2023 to be a part of a Learning Collaborative with other provider organizations from across the state with no cost to you except a small portion of your time. This initiative is funded through the Division’s Mental Health Block Grant.

This collaborative aims to support implementation of best practice in the field of residential and community-based interventions and supports.

Child residential services are a focus of the Division of Mental Health, Developmental Disabilities and Substance Abuse Services. To that end, the Division has invested funding in this learning collaborative to build leaders in the provision of quality residential services.

Many of you may be familiar with BBI and have been a part of learning collaboratives before- and for many still, this may be new. Please check out BBI's website (www.buildingbridges4youth.org) for more information about Building Bridges Initiatives' effort nationally in providing resources and technical assistance to jurisdictions and providers who are leading these innovations of practice improvement.

Below you will find a "Save the Date" flier with more information about our kick-off event in January as well as our first webinar on "Workforce Development". We hope you can all attend!

 [Save the Date Flier](#)

TRILLIUM HEALTH RESOURCES AND CAROLINA COMPLETE HEALTH INFORMATION SESSION

Trillium Health Resources and Carolina Complete Health Network will host another Provider information session on January 10, 2023 at 12:00pm.



THIS SESSION WILL COVER

1. Contracting deadlines
2. Split claims protocol: understanding which entity to bill claims depending on service type
3. Q&A

[Register and Information Session](#)

IMPORTANT UPDATES – HEALTHCONNEX (ADT)... “WHAT DOES LAW MANDATE?”

On July 11, 2022, Governor Cooper signed into law the 2022 Appropriations Act (Session Law 2022-74). While the 2022 Appropriations Act does not change the January 1, 2023 deadline to connect to NC HealthConnex for providers receiving state-funds, including Medicaid, it does contain important provisions related to the NC HealthConnex program. Of note, are the following:

-  The requirement that providers receiving state-funds be connected to NC HealthConnex as a condition of continued receipt of such funds has been temporarily suspended until the General Assembly implements enforcement reforms.
-  The NC Health Information Exchange Authority Advisory Board must report to the General Assembly by March 31, 2023 on the status of provider connection to NC HealthConnex.

For more information on NC HealthConnex, you may visit the [North Carolina Department of Information Technology's NC HealthConnex](#).

RECRUITMENT OPPORTUNITY ANNOUNCEMENT: OFFICE-BASED OPIOID TREATMENT (OBOT)

Trillium Health Resources (Trillium) is seeking to identify mission-driven organizations and/or practitioners that are interested in providing **Office-Based Opioid Treatment (OBOT)**.

Office-Based Opioid Treatment (OBOT) is defined as treatment of opioid use disorders in the clinical setting by a qualified provider as defined under Public Law 106-310 Section 3501 (a) (G) (ii) to prescribe buprenorphine or buprenorphine-naloxone medications.

Qualified providers shall complete the required specialized training, and shall be granted the waiver authority from the Substance Abuse and Mental Health Services Administration (SAMHSA) to prescribe and dispense buprenorphine or buprenorphine naloxone in an office-based practice. In addition to the DATA 2000 waiver, both DEA and North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services Drug Control Unit registrations are required to operate as an Office-based Opioid Treatment Practice.

Beginning on 12/07/22 this open recruitment opportunity will remain open for a period of 60 days closing on 02/05/2023. It applies to both in-network and out-of-network providers enrolled in NC Tracks or eligible to enroll in NC Tracks, who are free of sanctions, fraud investigations, and/or current or previous IRS liens. More than one provider/practitioner may be selected. NC Tracks enrollment is required prior to contracting.

This recruitment is being used as a means to expand the Medicaid network of OBOT Providers that are capable of providing this service to Trillium Members throughout the Trillium catchment area.

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.

Have more questions? Please submit them using the [Questions link](#).

Wish to apply? Please apply using the [Application link](#).

Please visit the [Trillium Health Resources Recruitment Opportunities webpage](#) to see this and our other recruitment opportunities!

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](#)

CLINICAL COVERAGE POLICY (CCP) 8H-2 INDIVIDUAL PLACEMENT AND SUPPORT (IPS) POLICY POSTING

CCP 8H-2 Individual Placement and Support (IPS) has posted for 45-day public comment. This policy will be part of the 1915(i) option services.

The draft can be found here <https://medicaid.ncdhhs.gov/media/12229/download?attachment> and it will be posted through 1/21/23.

 [Instructions on how to provide feedback](#)

Please contact Stacy Smith at Stacy.Smith@dhhs.nc.gov with any questions.

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.

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](#)

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 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](#)

DISASTER PLANNING

Sign up for county emergency alerts to stay informed of what's happening in your community on [ReadyNC.gov](https://www.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.