

To: All Providers

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

Date: May 30, 2023

Subject: Open Enrollment: Residential Therapeutic Care for Transgender/Gender Diverse Youth, Claims Updates: Ordering, Prescribing, Referring...and National Drug Code, Trillium Provider Directory Update, IDEA Seminar Series: We're Still Here - Trauma-Informed Care for Native American Populations, CWCN Spring Provider training Flyer, Appendix K: Public Health Emergency Update, Information Regarding Highest Level of Education Verification on Applications for Re-verification, Enrollment, and Re-enrollment for Individual Providers, Peer Warm Line RFA, Quest Analytics BetterDoctor Provider Outreach, CCP Public Comment Period Open (Termination of IDD Targeted Case Management, Ending of Prior Approval for Imaging Services), FALL APPLICATION OPEN! Virtual Coach: HealthMatters Program Attention IDD Providers: National Core Indicators (NCI) Staff Stability Survey for 2022 Available, NC Youth and Family Voices Amplified and Upcoming Trainings, Annual Provider Training Needs Assessment, Current Behavioral Health Needs, State-funded Comprehensive Case Management (CCM) Request for Proposal (RFP), Parents as Collaborative Leaders (PACL) Training, Disaster Planning, Need to Report Fraud, Waste, and Abuse?

OPEN ENROLLMENT: RESIDENTIAL THERAPEUTIC CARE FOR TRANSGENDER/GENDER DIVERSE YOUTH

Trillium is accepting applications from Level III and Therapeutic Foster Care providers to develop residential services specifically for Transgender and/or Gender-Diverse (TGD) youth. Interested providers must submit an application to apply for consideration.

[Submit Questions](#)

[Application](#)

CLAIMS UPDATES

ORDERING, PRESCRIBING, REFERRING...

In accordance with 42 CFR 455.410, providers submitting claims that have an ordering, prescribing, or referring provider listed on the claim will need to ensure the provider is enrolled in NCTracks. Failure to do so may result in the denial and/or recoupment of the claims.

Federal regulation 42 CFR 455.410 states that:

- a) The State Medicaid agency must require all enrolled providers to be screened under to this subpart.
- b) The State Medicaid agency must require all ordering or referring physicians or other professionals providing services under the State plan or under a waiver of the plan to be enrolled as participating providers.

Please note: Attending, rendering, ordering, prescribing, and referring providers are required to be enrolled in Medicaid if they are included on a claim billed. This requirement also applies to operating, other operating, service facility NPI, assistant surgeon, and supervising providers.

Thank you for your attention to this communication. If you have questions, please contact the Provider Support Service Line at 1-855-250-1539.

NATIONAL DRUG CODE

In accordance with the NC DHHS Division of Health Benefits Managed Care Billing Guidance for Health Plans, providers shall submit a National Drug Code (NDC) on claims where drug procedure codes are reported separately. All institutional (revenue codes in the 250-259 and 631-639 range) and professional claims must include a valid 11-digit NDC code for each claim detail line that includes a drug procedure code. In addition, all pharmacy related revenue codes are required to have a HCPCS/CPT coder reported. A valid HCPCS/CPT code along with units of service must be entered on claims along with the NDC and NDC quantity (based on assigned unit of measure). Administrative codes should not be billed with an NDC code and shall result in a denial of the administrative code. Failure to do so may result in the denial and/or recoupment of the claims.

Thank you for your attention to this communication. If you have questions, please contact the Provider Support Service Line at 1-855-250-1539.

TRILLIUM PROVIDER DIRECTORY UPDATE

Effective May 31, 2023, our LME/MCO directory will close and will be switched to our new Tailored Plan/PIHP directory that includes physical health providers.

IDEA SEMINAR SERIES: WE'RE STILL HERE - TRAUMA-INFORMED CARE FOR NATIVE AMERICAN POPULATIONS

The 2023 IDEA Series features four interdisciplinary virtual sessions led by a variety of mental health experts with lived and professional experiences. Through interactive panel discussions and large group and small group conversations, speakers and participants will discuss the issues impacting mental health equity for all of our communities, remove the barriers to dialogue, and identify concrete actions to take to move forward together in our common purpose of improving lives.

For more information, contact: Jia_Luo@med.unc.edu.

[Register to this Seminar](#)

CWCN SPRING PROVIDER TRAINING FLYER

The Impact Center at UNC's Frank Porter Graham Child Development Institute is offering two adult learning sessions designed for behavioral health providers serving Children with Complex Needs. Participants will learn about foundational concepts of implementation science and how effective implementation practices support people, agencies, and systems who serve North Carolina's children and families. In addition, opportunities for interactive discussion and applied learning will be offered to explore how implementation best practices can be applied in day-to-day work and roles for improved outcomes. See flyer and registration link below.

[Details and Registration](#)

APPENDIX K: PUBLIC HEALTH EMERGENCY UPDATE

The Public Health Emergency ended on May 11, 2023. It is important to note that flexibilities under Appendix K will remain in place for six months after the end of the federal PHE. This means that the Appendix K flexibilities will end on November 11, 2023. Providers should continue to allow members and their families to access the flexibilities until that time. It is also important to note that the Department of Health and Human Services (NCDHHS) will be placing a request to the Centers of Medicare and Medicaid to update the Innovations Waiver to include some of the flexibilities permanently into the waiver.

More information about which flexibilities will be ending, how to end current flexibilities, which flexibilities will be made available permanently will be communicated in future Network Communication Bulletins.

If you have any questions, please email IWCOVIDResponse@TrilliumNC.org

For more information on visit [Appendix K flexibilities.](#)

INFORMATION REGARDING HIGHEST LEVEL OF EDUCATION VERIFICATION ON APPLICATIONS FOR RE-VERIFICATION, ENROLLMENT, AND RE-ENROLLMENT FOR INDIVIDUAL PROVIDERS

During the application processing for individual providers, it is mandatory to verify their highest level of education.

FOR PHYSICIANS

In the case of a board-certified provider, the board certification will be regarded as their highest level of education. Although the Accreditation Page does not explicitly mention the requirement of board certification, please include this information on the application to expedite the processing. If the provider was previously board-certified, but board certification is no longer active, please include this information on the application as well.

For providers who are not board certified, the Completion of Residency will be considered the highest level of education. Please indicate this as the highest level of education on the Supplemental Information Page in the Education section. A query will be conducted on the American Medical Association (AMA) website to confirm the provider's residency status. If the physician is found in the AMA records and their residency is confirmed, a residency letter will not be requested from the provider.

However, if residency cannot be confirmed on the AMA website, the application will be returned, requiring a residency letter for further processing.

[NCTracks Home](#)

PEER WARM LINE RFA

DMH/DD/SUS has released a Request for Applications (RFA) of a Statewide Peer Warmline where anyone can call and talk to a Certified Peer Support Specialist 24/7.

Applicants must be a consumer operated provider. There will be a bidders conference webinar on Tuesday May 23 (link is in the RFA) or questions can be emailed to 988info@dhhs.nc.gov by June 25, 2023.

 [Peer Warm Line RFA Template](#)

QUEST ANALYTICS BETTERDOCTOR PROVIDER OUTREACH

Trillium Health Resources has contracted with Quest Analytics for network adequacy and provider directory accuracy. On our behalf, Quest Analytics conducts provider outreach to validate the data on Trillium's Member-facing Provider Directory. Quest Analytics utilizes BetterDoctor as a solution for Provider Directory accuracy and outreach efforts. BetterDoctor will contact providers by fax, mail, email, and/or a telephone call on a quarterly basis.


The provider letter will explain the process and request the provider validate the data contained in Trillium's Member-facing Provider Directory. The providers will validate and update their data via their input into the BetterDoctor portal.

The Network team will review the validated data and will work with the provider to resolve any inaccurate data issues. If you have any questions about Member-facing Provider Directory validation and outreach, email TrillumProviderDirectory@TrillumNC.org or call 1-855-250-1539.


CCP PUBLIC COMMENT PERIOD OPEN (TERMINATION OF IDD TARGETED CASE MANAGEMENT, ENDING OF PRIOR APPROVAL FOR IMAGING SERVICES)

Newly revised CCPs are posted for public comment.


8H-3 Individual and Transitional Support


 Comments are due June 3

8H-4 1915(i) Respite


 Comments are due July 3

8N- IDD Targeted Case Management

 Department is recommending the termination of this CCP

 Comments are due June 26

1K-Prior Approval Imaging Services

 Department is recommending the termination of this CCP

 Comments are due June 11

[Proposed Medicaid Policies open for public comment](#)

FALL APPLICATION OPEN! VIRTUAL COACH: HEALTHMATTERS PROGRAM

We are pleased to announce the **Virtual Coach: HealthMatters Program** application is open for Fall 2023 enrollment. HealthMatters Program is a 12-week health promotion program led by support staff and developed for and by the people with intellectual and developmental disability (IDD). Please see information below on program description, important dates, and how to apply to participate in this FREE program.

- 🌱 [REGISTER](#) for live **Informational Webinar** on June 13th, 2023 (1-2pm CT)
- 🌱 Find the online [Application Instructions](#).
- 🌱 [DOWNLOAD PDF](#) of Application Instructions.
- 🌱 [APPLY HERE](#) – **deadline to apply is August 11th, 2023**. Please read Application Instructions first and note training dates. Approved Organizations will be contacted by August 18th, 2023.

What is Virtual Coach: HealthMatters Program?

- 🌱 A health promotion program that **provides frontline staff and caregivers strategies and materials** to support healthy options and choices among people with IDD.
- 🌱 Consists of a [12-week program](#) that includes 36 interactive online health education lessons and physical activity videos. View [Health Matters Curriculum Preface](#) and [Table of Contents](#). The Program can be delivered virtually or in-person.
- 🌱 Provided **FREE** for 12-months.

Other questions? Contact Jasmina Sisirak at jsisirak@uic.edu.

ATTENTION IDD PROVIDERS: NATIONAL CORE INDICATORS (NCI) STAFF STABILITY SURVEY FOR 2022 AVAILABLE

We are encouraging you to complete the National Core Indicators™ (NCI) Staff Stability Survey for IDD Providers (who serve Medicaid beneficiaries). 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 2022." **Surveys are due in June**. 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.

YOUTH AND FAMILY VOICES AMPLIFIED UPCOMING TRAININGS

Below are upcoming training opportunities and events with the registration links.

 **[Child & Family Teams \(Revised CFT 01\)](#)**

May 30-31, 2023

 **[Youth Support Partner 101](#)**

June 14-16, 2023

 **[Trauma-Informed Care](#)**

June 6, 2023

 **[Wellness Recovery Action Plan \(WRAP\)](#)**

June 22, 2023

For questions or concerns about any of the listed training opportunities, please contact our Family Training Coordinator, Frederick Douglas at fmdougla@uncg.edu or our Youth Training Coordinator, Kyle Reece at kjreece@uncg.edu.

ANNUAL PROVIDER TRAINING NEEDS ASSESSMENT







Trillium Health Resources requests your participation in the annual Provider Training Needs Assessment. Your participation in this survey is completely voluntary but very useful in the development of topics for provider trainings. All of your responses will be kept confidential. Responses will only be used for statistical purposes and to determine your training needs. Please take about five minutes to complete this survey so that Trillium's Training Department can provide trainings that your agency needs.


If you have any questions, please contact Jackie Tadeo, Training Director (Jackie.tadeo@trilliumnc.org). You can access the survey by clicking the following link: [Provider Training Needs Assessment](#)


This survey will be available May 1 – May 31, 2023

CURRENT BEHAVIORAL HEALTH SERVICE NEEDS

Below is a list of needed services, supports or vendors in our region. Trillium is accepting applications from mission-driven organizations interested in providing the following services:

-  **Ambulatory Detox:** all counties
-  **Child and Adolescent Facility Based Crisis Center:** all counties
-  **Substance Abuse Medically Monitored Community Residential Treatment Program:** all counties
-  **Assertive Community Treatment:** Camden County
-  **Opioid Treatment Program:** Beaufort, Bertie, Carteret, Dare, or Washington Counties
-  **Office Based Opioid Treatment Providers:** all counties

 **Partial Hospitalization Programs (Adult):** Beaufort, Bertie, Bladen, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Currituck, Dare, Gates, Halifax, Hertford, Hyde, Jones, Martin, Nash, Northampton, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Tyrrell, Washington.

 **Partial Hospitalization Programs (Child):** Beaufort, Bladen, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Currituck, Dare, Gates, Halifax, Hertford, Hyde, Jones, Nash, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Tyrrell, Washington

 **Psychosocial Rehabilitation:** Carteret, Currituck, Dare, Onslow

 **Psychological Services, Psychologist or Licensed Psychological Associates:** all counties

 **Substance Abuse Comprehensive Outpatient Services:** Carteret, Dare, Onslow, Pamlico

Interested Providers should submit an [application](#) by June 30, 2023.

STATE-FUNDED COMPREHENSIVE CASE MANAGEMENT (CCM) REQUEST FOR PROPOSAL (RFP)

The goal of the RFP is to recruit a provider for State-Funded Comprehensive Case Management Services (CCM) that could serve the entire catchment area.

The State-Funded Comprehensive Case Management Service (CCM) will specifically target the adult population with either a mental health(MH), substance use (SU), or co-occurring MH/SU/IDD/TBI diagnosis that access behavioral health services for psychiatric care or substance use disorder services and fulfill the requirements of 10A NCAC 27G. Trillium will provide non UCR funding.

 [Trillium RFP State Funded Comprehensive Case Management Service](#)

There are no startup funds available.

ACTIONS	DATES
Questions & Answer (Q&A) submission deadline Please use our Question Submissions Form to submit questions	May 15, 2023
Questions & Answer (Q&A) posted on this page	May 30, 2023
RFP Proposed Submission Deadline	June 15, 2023
RFP Award Notification	July 1, 2023

ALL DATES ARE TENTATIVE AND SUBJECT TO CHANGE

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 healthcare 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.

These trainings are offered at no cost. These trainings are for parents/caregivers and advocates of our members. **The time for all trainings is 10:00am-11:30am.**

- 🌱 **Module 8:** Re-Framing Agendas: From the Personal to the Policy Level – June 8, 2023

[More Information and Registration](#)

- 🌱 **Module 9:** Solving Problems in Groups – June 22, 2023

- 🌱 **Module 10:** Understanding Diversity – July 20, 2023

[More information and Registration Modules 9 &10](#)

DISASTER PLANNING

As part of preparation for Hurricane Season, review FEMA's recommendations on how to get informed. To learn more, visit FEMA's website [Ready.gov](https://www.fema.gov). Their resource page provides information on evacuations, alert notification systems and apps to download.



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 [Community Crisis and Disaster Response](#). 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.