



Transforming Lives. Building Community Well-Being.

Network Communication Bulletin #313

To: All Providers

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

Date: July 31, 2023

Subject: Safeguarding PHI through Email, 90-Day Limit on Future Enrollment Dates Coming to NCTracks Applications, Tailored Plan Provider Training Announcement, Important Information Regarding the 2023 Perceptions of Care Surveys, Re-Entry Simulation Event, **PLEASE COMPLETE** Needs Assessment Survey for IDD Residential Providers, Silent No More: Addressing the Mental Health & Opioid Crises in the LEP, Ethnic, and BIPOC Communities, The International Day for the Remembrance of the Slave Trade and its Abolition, Victory Junction Events in the Fall, Behavioral Health Screening Programs Offered to Trillium's Network Providers, Community Inclusion Trainings, Long Term Services and Supports, Open Enrollment: Residential Therapeutic Care for Transgender/Gender Diverse Youth, Claims Updates: Ordering, Prescribing, Referring...and National Drug Code, Public Comment Period Open- State Funded Service Definitions (CLS, Day Supports, Residential Supports for IDD, Supported Employment, Supported Living Periodic for IDD/TBI), Quest Analytics BetterDoctor Provider Outreach, Clinical Coverage Policies Posted for Public Comment, FALL APPLICATION OPEN! Virtual Coach: HealthMatters Program, Current Behavioral Health Needs, Disaster Planning, Need to Report Fraud, Waste, and Abuse?

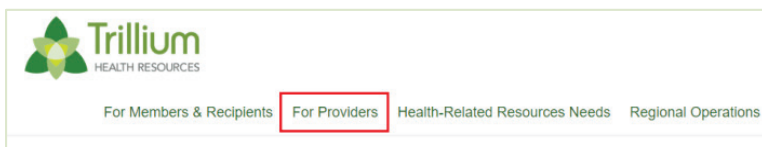
SAFEGUARDING PHI THROUGH EMAIL

Providers are responsible for safeguarding a member's protected health information ("PHI") when transmitting PHI. A secure method of transmittal should be utilized when sending PHI electronically which can be accomplished through encryption software. Your agency 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](#)).

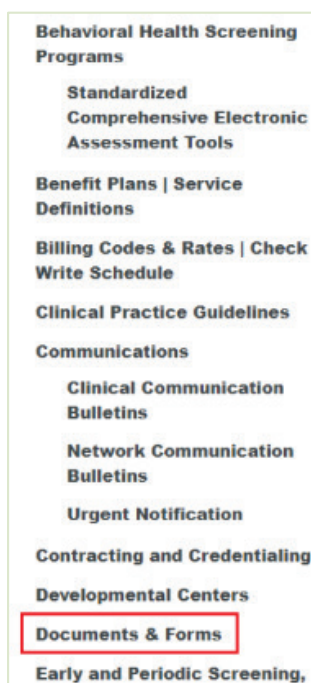
Zixmail will encrypt the contents and attachments of the email. It does not however, encrypt information in the subject line. No form of PHI should be included in the subject line of an email. When sending PHI to Trillium or other agencies through email or ticket submission, please ensure you are utilizing a secure method of transmittal to eliminate any potential confidentiality concerns. [Zixmail Instructions](#) are available on our website.

If you prefer not to click on links, you can navigate to the instructions by going to our main website and follow these steps:

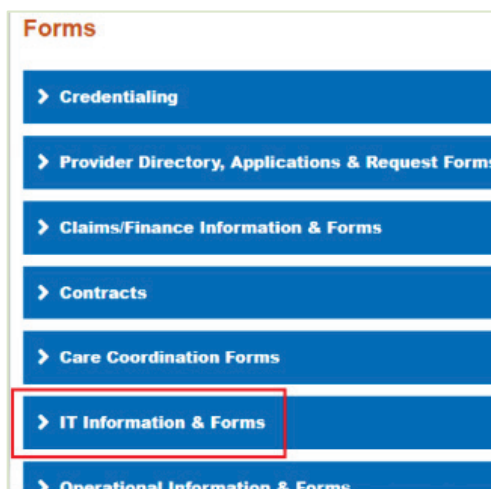
1. For Providers (top of page)



2. Documents & Forms



3. Scroll to the Forms section of the page



4. Select the **arrow** to the left of IT Information & Forms to expand the selection.

Forms

- > Credentiaing
- > Provider Directory, Applications & Request Forms
- > Claims/Finance Information & Forms
- > Contracts
- > Care Coordination Forms
- ▼ IT Information & Forms
 - [System Administrator Designee Request Form](#)
 - [Trading Partner Agreement](#)
 - [Learning Campus User Agreement](#) Please note: We also have a new process to request new users for [Provider.MyLearningCampus.org](#)
 - [Provider Direct Terms and Conditions Instructions](#)
 - [Access Provider Direct Instructions](#)
 - [Request access SFTP Claims Care Management](#)
 - [B35 Response file redirect to approve clearinghouse](#)
 - [ZixMail Instructions](#)

Select ZixMail Instructions

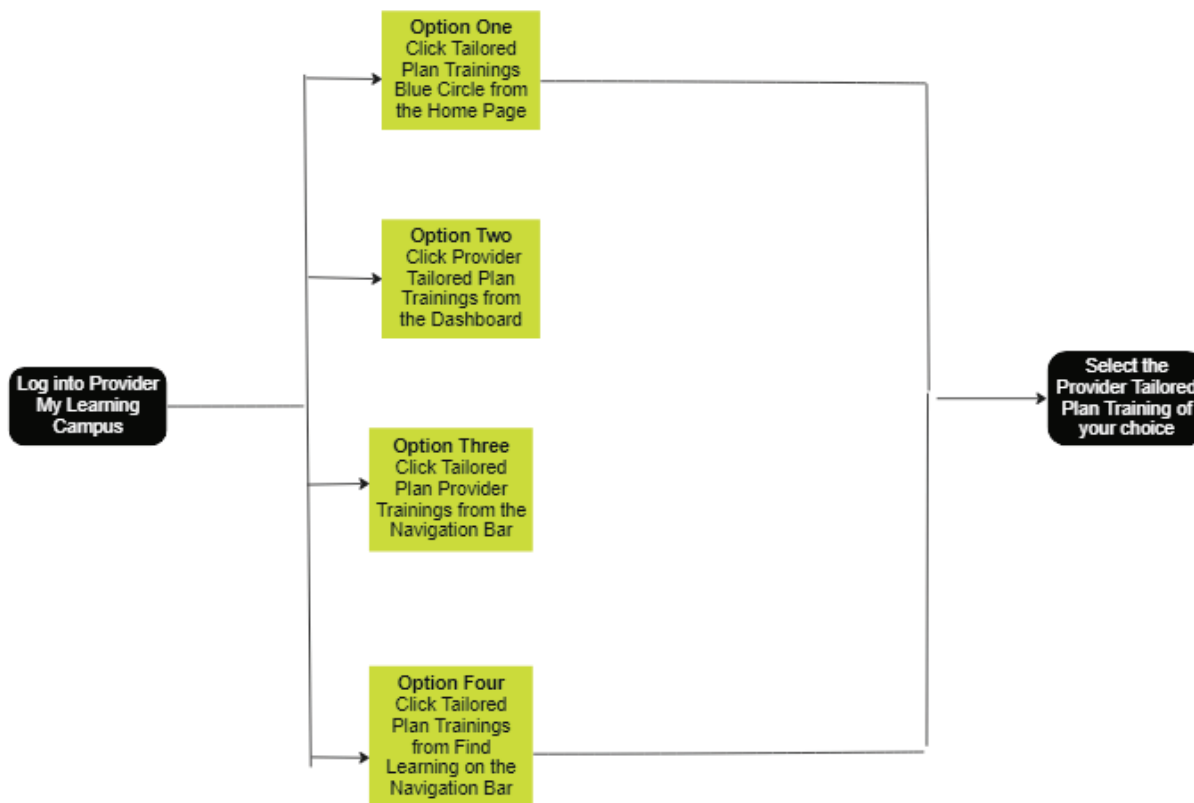
90-DAY LIMIT ON FUTURE ENROLLMENT DATES COMING TO NCTRACKS APPLICATIONS

Effective July 30, 2023, providers completing applications for enrollment, re-enrollment, manage change request (MCR), and re-verification in NCTracks will no longer be able to choose an effective date that is more than **90 days** in the future. All future effective dates must be within 90 days of the application date. Providers will still be able to choose a *past* effective date that is within 365 days of the application date.

Additionally, a provider's Licensure, Accreditation, Certification (LAC) may not expire within 30 days of the requested effective date. The LAC must be 30 days or more after the begin date requested on the application.

TAILORED PLAN PROVIDER TRAINING ANNOUNCEMENT

1. Approved List of twenty-three (23) Provider Tailored Plan Trainings and an additional Submitting a Claim Provider Training.
2. There are four pathways within Provider Learning Campus to access the Provider Tailored Plan Trainings
 - a. Please use the steps below to access the trainings



3. Department approved Tailored Plan Trainings can be found by clicking this link: [Trillium Tailored Plan Trainings](#)

Communications will be released as new provider trainings are approved by the state and become available on the Provider Learning Campus.

If you have any questions, please email trainingunit@trilliumnc.org and include in subject line: Provider Tailored Plan Trainings.

IMPORTANT INFORMATION REGARDING THE 2023 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 be contacted to participate in the administration of this survey. Specific instructions will be provided by Trillium staff prior to survey administration.

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 2023 Perceptions of Care survey will occur from **August 14-September 29, 2023**. 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 are a provider of services for members that meet requirements of participation for the survey, please email Surveys@TrilliumNC.org with the email address of who will be coordinating this survey for your agency. If you have any questions, please feel free to contact us at Surveys@TrilliumNC.org or 1-866-998-2597 and ask for Jennifer Kelly.

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.

RE-ENTRY SIMULATION EVENT

Trillium Health Resources invites you to participate in the first Trillium sponsored Reentry Simulation. This event provides a hands-on experience of the very real-life barriers facing those individuals released from incarceration, including those with severe substance use, mental illness, and intellectual/developmental disabilities. Through assigned profiles, participants are tasked with adjusting to the world outside of the prison gates,



securing employment, consistently attending treatment, maintaining stable housing, and complying with the conditions of their release. Your participation will help to facilitate access to services and resources that are often challenging and difficult to navigate.

This event provides a hands-on experience of the very real life barriers facing those individuals released from incarceration, to include those with serious substance use, mental illness and intellectual/developmental disabilities.

Through assigned profiles, participants are tasked with adjusting to the world out-side of the prison gates, securing employment, consistently attending treatment, maintaining stable housing, and complying with conditions of their release.

Your participation will help to facilitate access to services and resources that are of-ten challenging and difficult to navigate.

 [Register Here](#)

 [More information](#)

PLEASE COMPLETE- NEEDS ASSESSMENT SURVEY FOR IDD RESIDENTIAL PROVIDERS

In response to feedback received from the Division of State Operated Healthcare Facilities first needs assessment survey, completed in 2021, they are working to develop a training series to enhance the clinical capacity of I/DD residential providers.

In order to ensure the training series meets the needs of our provider community, they are looking for your help to respond to this survey. We'd love to gather as many responses as we can.

 [Needs Assessment Survey](#)

Thank you in advance for your input into the development of this training series!

SILENT NO MORE: ADDRESSING THE MENTAL HEALTH & OPIOID CRISES IN THE LEP, ETHNIC, AND BIPOC COMMUNITIES

The Addiction Policy Forum has partnered with the Ethnic Communities Opioid Response Network – MO to engage people who use languages other than English (LOTE) to address the opioid crisis in our ethnic communities. There are many communities that are ethnically, culturally, and linguistically diverse that need services and support during the opioid crisis.

Join us on Tuesday, August 1st from 2:00 pm -4:00 pm CT for Silent No More: Addressing the Mental Health and Opioid Crises in the Limited English Proficiency (LEP), Ethnic, and BIPOC Communities - An Interactive Community Summit in St. Louis, MO.

This event will feature panel discussions with government, community, and faith leaders. This event will be a hybrid, offering an in-person and online option to attend. Learn more about ECORN [here](#) and Addiction Policy Forum's initiative [here](#).

Silent No More
Addressing the Mental Health & Opioid Crises in the LEP, Ethnic, and BIPOC Communities – An Interactive Community Summit

Tuesday, August 1st 2023
1:30pm Registration and Networking
2:00 – 4:00pm Event Time

Two ways to attend

In-Person
International Institute
St Louis Hall of Nations
3401 Arsenal St.
St Louis, MO 63118

Online
You must register online to receive a link to the online summit. Scan the code below to register.

Registration Required
[Click Here](#) to register

Presented by:

ATTC | Opioid Response Network | AmerisourceBergen | ADDICTION POLICY FORUM

SCAN ME

[Register Here](#)

THE INTERNATIONAL DAY FOR THE REMEMBRANCE OF THE SLAVE TRADE AND ITS ABOLITION

The International Day for the Remembrance of the Slave Trade and its Abolition is an international day celebrated every year on August 23. This day was designated by UNESCO (United Nations Educational, Scientific, & Cultural Organization) to memorialize the transatlantic slave trade.

August 23rd is a significant date because during the night of August 22 to August 23, 1791 on the island of Saint Domingue, which is now known as Haiti, an uprising began which set forth events which were a major factor in the abolition of the transatlantic slave trade.

To commemorate this day, the Training Dept. recommends you watching the following training, [Equity in Healthcare](#).

VICTORY JUNCTION EVENTS IN THE FALL

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 2023 Interest Form](#) OR [check the Flier](#) for more information.

FALL DATES

September 15 - 17, 2023 | Application Deadline: September 6, 2023

October 6 – 8, 2023 | Application Deadline: September 27, 2023

October 27 - 29, 2023 | Application Deadline: October 18, 202

COVID-19 Statement: *Victory Junction highly recommends 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 Fall Family Weekends, but ultimately the COVID-19 vaccination is optional. Self-pre-testing & reporting will be required for all (within 48 hours of check-in). Masks are optional for all participants during these programs.*

BEHAVIORAL HEALTH SCREENING PROGRAMS OFFERED TO TRILLIUM'S NETWORK PROVIDERS

Trillium Health Resources has established behavioral health screening programs to assist providers and practitioners in determining the likelihood that a member has coexisting substance use and mental health disorder. These screening tools are based on evidence from research studies that have been shown to be effective in the detection of positive screening for behavioral health symptoms and can be used as part of the general assessment of a member to determine if further evaluation is needed for formal diagnostic identification and treatment planning. Trillium offers two Screening Programs for you to use:

- 1.** Screenings for individuals who have a mental health disorder for the possible presence of a coexisting substance use disorders.

It is recommended that mental health clinicians, psychiatrists, and primary care physicians complete a substance use screening on every member/patient as part of their assessment process. Here are a list of screening tools for substance use:

- a. CAGE (Substance Abuse Screening Tool)
- b. CAGE AID (Substance Abuse Screening Tool-Adapted to Include Drug Use)
- c. DAST (Drug Abuse Screening Tool)
- d. AUDIT (The Alcohol Use Disorders Identification Test)
- e. AUDIT-C (modified version of the Alcohol Use Disorders Identification Test)

- 2.** Screenings for individuals who have a substance use disorder for the possible presence of coexisting mental health disorders.

The following is a list of screening instruments that can assist in identifying the onset of mental health conditions with members who are presenting with substance use issues. Here are a list of screening tools for substance use:

- a. Child Behavior checklist for ages 6-18 (CBCL/6-18)
- b. Parent Stress Index, 4th Edition (PSI-4)
- c. Swanson, Nolan, and Pelham Questionnaire-IV (SNAP-IV)
- d. Patient Health Questionnaire (PHQ-9)
- e. Generalized Anxiety Disorder-7 item scale (GAD-7)
- f. Mood Disorder Questionnaire (MDQ)

- g. Primary Care Post Traumatic Stress Disorder Screen for DSM-5 (PC PTSD-5)
- h. Mental Health Screening Form-III (MHDF-III)
- i. Kessler Psychological Stress Scale (K6)
- j. Kessler Psychological Stress Scale (K10)

In order to access these free screenings, please visit our webpage [Behavioral Health Screening Programs](#)



COMMUNITY INCLUSION TRAININGS

The Temple University Collaborative on Community Inclusion (www.tucollaborative.org) is a national research and training center that focuses on the importance of promoting opportunities for people with serious mental illnesses to participate in their communities (e.g., work, school, dating, parenting, engagement in faith communities, leisure and recreation, volunteering, friendships) as critical to their physical, cognitive, and mental health and wellness. They will be offering a series of trainings on topics supporting community inclusion and participation. Trainings are being offered the fourth Wednesday of the month from 12:00-1:30pm.

The registration links and training description for each training are on [the flyer](#). Providers will have to request access to Trillium's Provider My Learning Campus if you currently do not have a PMLC account in order to register for this training.

To request access to the PMLC, click on the link and complete the form:

[Request Access to Provider My Learning Campus](#). If you have any questions you may email TrainingUnit@TrilliumNC.org.

-  Beyond the Diagnosis: Community Inclusion Storytelling – September 27, 2023
-  Promoting the Development & Use of Natural Supports – October 25, 2023
NC Medicaid and State-Funded Stakeholder Engagement Invitation for Proposed Clinical Coverage Policy Medically Monitored Intensive Inpatient Services (ASAM 3.7)

LONG TERM SERVICES AND SUPPORTS

Trillium is currently recruiting for Long-Term Services and Supports Member Advisory Committee members that will (LTSS MAC) provides stakeholder input and advice regarding the LTSS covered services under Trillium's Health Resources- Behavioral

Health and Intellectual/Developmental Disabilities Tailored Plan that meets all the provisions noted in 42 C.F.R. § 438.110. Your opinion counts, we would like to become a member and solicit your feedback on the elements of LTSS. The LTSS MAC meets at least quarterly.

The LTSS MAC reviews and provides feedback on relevant Trillium's quality reports. The committee's input will serve as an early warning system for emerging issues related to member experience and quality of care. Specific concerns shared by the LTSS MAC will be referred to Trillium's Quality Management department, which will help coordinate resolutions, refer for investigations as needed, and report to Trillium's Quality Improvement Committee

If you are interested in serving on this committee, please complete [on-line form](#).

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.

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 TrilliumProviderDirectory@TrilliumNC.org or call 1-855-250-1539.

OPEN COMMENT PERIOD FOR STATE FUNDED I/DD AND TBI SERVICE DEFINITIONS

The Division of Mental Health, Developmental Disabilities and Substance Use Services has posted for 30-day public comment at [Proposed State Funded Service Definition Policies](#) State-Funded service definitions for I/DD and TBI for your feedback.


The public comment review period is from **July 7, 2023 – August 5, 2023** and your feedback can be provided at DMHIDDCONTACT@dhhs.nc.gov. Below you will find a brief summary of the proposed updates to the service definitions.

TELEHEALTH

Impacted Services: Community Living Supports, Day Supports, Supported Employment and Supported Living Periodic.

 Telehealth is real-time, two-way interactive audio and video telehealth.

 Telehealth General Criteria:

-  As outlined in Attachment A, select services within this clinical coverage policy can be provided via telehealth. Services delivered via telehealth must follow the requirements and guidance in State-Funded Telehealth and Virtual Communications Services, at the [Service Definitions](#) web page from NCDHHS.


 Telehealth Specific Criteria:

State funds shall cover services delivered via telehealth services when the all the following additional criteria are followed before rendering services via telehealth:

- a. Provider(s) shall ensure that services can be safely and effectively delivered using telehealth;
- b. Provider(s) shall consider a recipient's behavioral, physical and cognitive abilities to participate in services provided using telehealth;
- c. The recipient's safety must be carefully considered for the complexity of the services provided;
- d. In situations where a caregiver or facilitator is necessary to assist with the delivery of services via telehealth their ability to assist and their safety must also be considered;
- e. Delivery of services using telehealth must conform to professional standards of care: ethical practice, scope of practice, and other relevant federal, state

and institutional policies and requirements, such as Practice Act and Licensing Board rules;

- f. Provider(s) shall obtain and document verbal or written consent. In extenuating circumstances when consent is unable to be obtained, this must be documented;
- g. Recipients shall be informed that they are not required to seek services through telehealth and shall be allowed access to in-person services, if the recipient requests;
- h. Provider(s) shall verify the recipient's identity using two points of identification before initiating service delivery via telehealth;
- i. Provider(s) shall ensure that the recipient's privacy and confidentiality is protected to the best of their ability.

 Telehealth Claims: Modifier GT must be appended to the HCPCS code to indicate that a service has been provided via interactive audio-visual communication.

DIRECT CARE SERVICES MAY BE PROVIDED IN ALTERNATE LOCATIONS DUE TO COVID-19

Impacted Services: Community Living Supports, Day Supports, Supported Living Periodic, Respite, Residential Supports, TBI Long Term Residential Rehabilitation and Supported Employment I/DD

PLACE OF SERVICE

Direct Care service may be provided in a hotel, shelter, church, or alternative facility-based setting or the home of a direct care worker due to

COVID-19 related issues, as long as ALL the following criteria are met:

- a. health and safety of the recipient can be maintained;
- b. the individual's ISP and PCP plan has been updated indicating service delivery needed in an alternative location due to COVID-19 related issue;
- c. and documentation provided confirming a COVID-19 diagnosis.

[Click HERE to COMMENT on State Funded Service Definitions no later than 8/5/23](#)

CLINICAL COVERAGE POLICIES AND OTHER POLICIES POSTED FOR PUBLIC COMMENT

NEWLY REVISED CCPs AND OTHER POLICIES POSTED FOR PUBLIC COMMENT:









The following proposed new or amended Medicaid clinical coverage policies are available for review. The initial comment period for each proposed policy is 45 days.

Submit comments for [policies to open for public comment](#) by emailing: medicaid.public.comment@dhhs.nc.gov.

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

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:

-  **Child and Adolescent Facility Based Crisis Center:** all counties.
-  **Opioid Treatment Program:** Beaufort, Bertie or Washington Counties.
-  **Office Based Opioid Treatment Providers:** all counties.
-  **Partial Hospitalization Programs for Adults:** Beaufort, Bertie, Bladen, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Currituck, Dare, Gates, Halifax, Hertford, Hyde, Jones, Martin, Northampton, Pamlico, Pasquotank, Pender, Perquimans, Tyrrell, and Washington counties.
-  **Partial Hospitalization Programs for Children:** 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, and Washington counties.
-  **Psychosocial Rehabilitation:** Currituck, Dare, and Onslow counties.
-  **Psychological Services, Psychologist or Licensed Psychological Associates:** all counties.
-  **Substance Abuse Comprehensive Outpatient Services:** Dare county.

Interested Providers should submit an [application](#) by July 31, 2023.

DISASTER PLANNING

FEMA recommends preparing a disaster kit with supplies for your home, work and cars. A basic disaster supply kit should include additional emergency supplies to help prevent the spread of coronavirus and the flu. To learn more visit [FEMA's Ready.gov](https://www.fema.gov/ready) website.



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 [Road2Ready webpage](#). 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.

If the emergency response protocol is enacted 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.