



Transforming Lives. Building Community Well-Being.

Network Communication Bulletin #314

To: All Providers

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VP of Network Management

Date: August 15, 2023

Subject: QuestAnalytics BetterDoctor Provider Outreach, Provider Direct Update, New Email to Use for Requests to Affiliate Forms, Free Verbal Intervention Crisis De-Escalation Training Opportunity, New! Trillium's Provider Insider Newsletter!, Important Information Regarding the 2023 Perceptions of Care Surveys, **PLEASE COMPLETE-Needs Assessment Survey for IDD Residential Providers**, Valued Providers Seal Program, Victory Junction Events in the Fall, Community Inclusion Trainings, Long Term Services and Supports, Stakeholder Notice of Proposed SUD Waiver Extension & Comment Period, Open Enrollment: Residential Therapeutic Care for Transgender/Gender Diverse Youth, Clinical Coverage Policies Posted for Public Comment, Disaster Planning, Need to Report Fraud, Waste, and Abuse?

QUEST ANALYTICS BETTERDOCTOR PROVIDER OUTREACH

Trillium Health Resources has contracted with QuestAnalytics 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.

PROVIDER DIRECT UPDATE

In our September monthly release (09/28/2023) we will be implementing a couple changes effecting Provider Direct user accounts. The first change will be focused on clearing users Security Roles when a user is marked inactive. The second change will be a new 90 day inactive rule where a Provider Direct user that has not logged in for 90 days will automatically be made inactive. Please see the bullets below for additional details:

CLEARING SECURITY ROLES

- 🌱 In Provider Direct, when a PD System Administrator unchecks the Active checkbox for a user and clicks save, they will receive a pop up message. The message will inform them if they proceed and make this user inactive all Security Roles for this user will be unchecked. A PD System Administrator will no longer be able to inactive a user without also clearing the Security Roles.

90 DAY INACTIVITY

- 🌱 In Provider Direct, if you do not login within 90 days your account will automatically be made inactive. This rule applies to all users. To re-activate a user, you will need to reach out to your organizations PD System Administrator. They will be able to re-activate the user account and re-assign the Security Roles. In the event the PD System Administrator is made inactive, they will need to contact PDsupport@TrilliumNC.org to create a ticket requesting their account be re-activated.

NEW EMAIL TO USE FOR REQUESTS TO AFFILIATE FORMS

Please note our new email address ProviderEnrollment@Trilliumnc.org. This email is replacing the credentialing email that has been previously used.

FREE VERBAL INTERVENTION CRISIS DE-ESCALATION TRAINING OPPORTUNITY

NC DHHS Division of Mental Health, Developmental Disabilities, and Substance Use Services is collaborating with UNCG's Center for Youth, Family and Community Partnerships to offer free verbal intervention crisis de-escalation training.

The training program, facilitated by the Crisis Prevention Institute, will be at no cost to participants. Any provider site that is interested in this opportunity may register.

Providers should contact Shannon Barr, Training Coordinator, at scbarr@uncg.edu as soon as possible. Priority will be given to residential service providers and youth service providers.

NEW! TRILLIUM'S PROVIDER INSIDER NEWSLETTER!

Stay ahead of the game with The Provider Insider, your go-to source for all things related to current news for Trillium Providers. From the latest news and trends to expert insights, we've got you covered. Whether you're a seasoned professional or just starting out, The Provider Insider is the ultimate resource for staying informed and staying ahead.



HOW IS THE PROVIDER INSIDER NEWSLETTER DIFFERENT FROM THE NETWORK COMMUNICATION BULLETINS?

This newsletter will differ from the Network Communication Bulletins by offering an avenue to highlight community happenings from around our catchment area that will interest providers and members. We will share information on various projects Trillium is working on within our local communities. We will share new skill development/training opportunities available to providers. There is also an "In Case You Missed It" section where we will include links to the previous month's Network Communication Bulletins in an effort to reinforce any of the information previously shared.

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.

 [Perceptions of Care Information Sheet](#)

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!

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 for questions about the Valued Providers Seal Program. Providers can apply for one or multiple seals!

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.

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](#).

STAKEHOLDER NOTICE OF PROPOSED SUD WAIVER EXTENSION & COMMENT PERIOD

North Carolina's Section 1115 Demonstration Waiver includes expenditure authority for services provided to individuals who obtain residential and inpatient substance use disorder (SUD) treatment in an institution for mental disease (IMD). This SUD provision will expire Oct. 31, 2023, and NCDHHS will request an extension of an additional five years. Public comments on the waiver extension application must be received by **August 28, 2023, at 5 p.m. (Eastern Time)** to be considered before final submission to the Centers for Medicare & Medicaid Services. NCDHHS encourages feedback on all its program and policies at any time.

SUBMIT COMMENTS THROUGH:

Email: Medicaid.NCEngagement@dhhs.nc.gov. Please indicate "NC Section 1115 Waiver" in the email subject line.

U.S. Mail:

North Carolina Department of health and Human Services
NC Medicaid Section 1115 Waiver Team
1950 Mail Service Center
Raleigh NC 27699-1950

To learn more about the SUD waiver extension, visit the NC Medicaid website's [Proposed Program Design](#) page:

- SUD Extension Application
- SUD Waiver Extension Public Notice (full and abbreviated)
- April 2023 SUD Public Hearings Presentation and Recording

Questions may be sent to Medicaid.NCEngagement@dhhs.nc.gov.

 [Abbreviated public notice](#)

 [Waiver application narrative](#)

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](#)

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](#)

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](#) 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.