



Transforming Lives. Building Community Well-Being.

## Network Communication Bulletin #316

**To:** All Providers

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

**Date:** September 1, 2023

**Subject:** Quest Analytics BetterDoctor Provider Outreach, Important Claims Information, Delay in Training on Person-Centered Planning, Provider Direct Update, September Re-Entry Simulation Event, Question, Persuade, and Refer (QPR) Training, Fetal Alcohol Spectrum Disorder Training Series, New! Trillium's Provider Insider Newsletter!, Important Information Regarding the 2023 Perceptions of Care Surveys, 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 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](mailto:TrilliumProviderDirectory@TrilliumNC.org) or call 1-855-250-1539.

## **IMPORTANT CLAIMS INFORMATION**

Trillium has identified a number of claims in which an individual NPI is not being entered in the attending provider field as is required per X12 HIPAA guidelines on institutional claim forms.

As of November 1, 2023, per the DHHS guidelines the attending NPI cannot be the billing NPI on UB04 and 837 institutional claims. Please note that the attending provider does not need to be employed by the facility but is the individual who has responsibility for the medical care/treatment of this beneficiary.

Providers will have until November 1, 2023 to come into compliance with this requirement before denying billing. Starting November 1, 2023, if the billing NPI is the same as the attending NPI the claim may deny.

If you have questions, please contact the Provider Support Service Line at 1-855-250-1539.

## **DELAY IN TRAINING ON PERSON-CENTERED PLANNING**

Due to technical difficulties, the Person-Centered Planning (PCP) training that was supposed to be available on August 11, 2023 was not available. Therefore, the training will be available on September 15, 2023 instead. As a result of this change, *providers will not be required to comply with the new guidance outlined in the Person-Centered Planning (PCP) Guidance Document until after Wednesday, November 1, 2023.*

If you have questions regarding this matter, please contact Brittany Jones at [Brittany.T.Jones@dhhs.nc.gov](mailto:Brittany.T.Jones@dhhs.nc.gov).

## **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](mailto:PDsupport@TrilliumNC.org) to create a ticket requesting their account be re-activated.

## **SEPTEMBER RE-ENTRY SIMULATION EVENT**

[Please click here to register or scan the QR code below with your phone's camera.](#)



**Trillium**  
HEALTH RESOURCES  
Transforming Lives. Building Community Well-Being.

# RE-ENTRY SIMULATION

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 outside 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 often challenging and difficult to navigate.

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**NO COST**  
**WHO** - Trillium Providers & Staff  
**WHEN** - September 26, 2023 (8:30 am—12:30pm)  
**WHERE** - Greenville Convention Center  
 303 Greenville Blvd, SW  
 Greenville, NC 27834

**EVENT SCHEDULE**

- 8:30-9:00- Registration
- 9:00-9:15- Welcome & introduction of Guest Speakers
- 9:15-10:00- Guest Speaker
- 10:00-10:15- Simulation instructions
- 10:15-11:15- Simulation
- 11:15-11:45- General Discussion/Re-cap
- 11:45-12:15- Guest Speaker
- 12:15-12:30- Closing Thoughts



**Scan the QR Code Below**



Space is limited to 175 people  
 Registration Ends  
 September 22, 2023

## QUESTION PERSUADE REFER (QPR) TRAINING

**QPR stands for Question, Persuade, and Refer the 3 simple steps anyone can learn to help save a life from suicide.**

Just as people trained in CPR and the Heimlich Maneuver help save thousands of lives each year, people trained in QPR learn how to recognize the warning signs of a suicide crisis and how to question, persuade, and refer someone to help. Each year thousands of Americans, like you, are saying "Yes" to saving the life of a friend, colleague, sibling, or neighbor.


People trained in QPR learn how to recognize the warning signs of a suicide crisis and how to question, persuade, and refer someone at risk to get the help they need.

Learn [more about this training](#) or [Register](#)

## FETAL ALCOHOL SPECTRUM DISORDER TRAINING SERIES

First Training: Exposure to Alcohol in Utero is Another Type of Trauma: Fetal Alcohol Spectrum Disorder

Fetal Alcohol Spectrum Disorder is misdiagnosed and a missing diagnosis for 90% of those with this disability, despite a prevalence rate of up to 1 in 20 in the US (May et al, 2018). As with any condition, early diagnosis and intervention is key to favorable outcomes. This webinar will promote an understanding of FASD, which is a lifetime developmental disability and not curable: statistics for North Carolina; signs and symptoms; primary and secondary characteristics; diagnosis; and available resources. Time will be available for Q&A.

 **WHEN:** September 28, 2023, 11am – 1pm

[Register Here](#)



**Fetal Alcohol Spectrum Disorder Training Series**

**Thursday, September 28, 2023 • 11am – 1pm**



**Presented by:**  
**Kathy Hotelling**  
Co-founder and Board Chair  
of NCFASD Informed, Inc.

**First Training:**  
**Exposure to Alcohol in Utero is Another Type of Trauma:  
Fetal Alcohol Spectrum Disorder**

Fetal Alcohol Spectrum Disorder is misdiagnosed and a missing diagnosis for 90% of those with this disability, despite a prevalence rate of up to 1 in 20 in the US (May et al, 2018). As with any condition, early diagnosis and intervention is key to favorable outcomes. This webinar will promote an understanding of FASD, which is a lifetime developmental disability and not curable: statistics for North Carolina; signs and symptoms; primary and secondary characteristics; diagnosis; and available resources. Time will be available for Q&A.



**REGISTER HERE**

## **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](mailto: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](mailto: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](#)

## 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](mailto: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, 2023**



*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](http://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](mailto: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](#)

## **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](mailto:medicaid.public.comment@dhhs.nc.gov).

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

## **DISASTER PLANNING**

Refer to the [ReadyNC.gov](http://ReadyNC.gov) website for disaster resources and information you need to plan, prepare and stay informed. You can find current weather alerts, evacuation orders, shelters and power outage information on their website. To learn more visit the [ReadyNC.gov](http://ReadyNC.gov) website [here](#).

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](mailto:NetworkManagement@TrilliumNC.org). These questions will be answered in a Q&A format and published on Trillium's website.