



Transforming Lives. Building Community Well-Being.

Network Communication Bulletin #325

To: All Providers

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VP of Network Management

Date: October 16, 2023

Subject: Provider Direct Update, Provider Tailored Plan Training Announcement, Clinical Coverage Policy 8A-9 Opioid Treatment Program UPDATE, Provider RFA Opportunity: Partnerships in Overdose Prevention and Harm Reduction, New NC Medicaid Dashboard – Innovations Waiver Waitlist, Invite to HOP Care Manager Trainings, Perceptions of Care – A Big Thank You, New Monthly Webinar: Side by Side with DMH/DD/SUS, Implementation Science 101 Learning Session: Working with Children with Complex Needs, Crisis De-Escalation Training for Providers, Fetal Alcohol Spectrum Disorder Training Series Part 2, Quest Analytics BetterDoctor Provider Outreach, Important Claims Information, Hispanic Summit, Valued Providers Seal Program, Long Term Services and Supports, Stakeholder Notice of Proposed SUD Waiver Extension & Comment Period, Open Enrollment: Residential Therapeutic Care for Transgender/Gender Diverse Youth, Disaster Planning, Need to Report Fraud, Waste, and Abuse?

PROVIDER DIRECT UPDATE

On our last Provider Direct update we communicated that the 90 Day Inactivity change will be going into effect on 9/28/23. **We wanted to let you know the 90 Day Inactivity change has been delayed to 10/18/23.** On this date, any Provider Direct account that has not logged in for the past 90 days will be made inactive. Please see below for additional details on the 90 Day Inactivity change.

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 organization's PD System Administrator. They will be able to re-activate accounts for your organization.

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. As part of the 90 Day Inactivity change, any new Provider Direct user created must initially login within 14 days or their account will be made inactive.

PROVIDER TRAINING ANNOUNCEMENT

TAILORED PLAN and MEDICAID DIRECT TRAININGS

- 1.** HIPAA Privacy and Security Rules
- 2.** Prevention and Population Health Management for Behavioral Health and I/DD Professionals
- 3.** State-Funded Services: Administrative and Billing Guide
- 4.** State-Funded Services: Clinical Guidelines
- 5.** Early Periodic Screening, Diagnostic and Treatment (EPSDT) for Providers
- 6.** Disaster Planning: Preparing for, Responding to, and Recovering from a Crisis or Emergency Event for Providers
- 7.** Fraud, Waste, and Abuse for Providers
- 8.** Supports and Service Enhancements - For Providers
- 9.** Provider Rights and Responsibilities For Providers
- 10.** Culturally and Linguistically Competent Care for Providers
- 11.** Infection Prevention and Control - Providers
- 12.** TP/MDPIHP Provider Manual
- 13.** Unmet Health Related Resource Needs for Providers
- 14.** Provider Communications Marketing Responsibilities
- 15.** Due Process
- 16.** NEMT/NEAT for Providers
- 17.** Tailored Plan Medicaid and State-Funded Claim Submission
- 18.** Trillium Health Equity Strategy
- 19.** The Engagement Strategy with the Eastern Band of Cherokee Indians
- 20.** Introducing Trillium Staff and Providers to the Federally Recognized Eastern Band of Cherokee Indians and Their Culture

TAILORED PLAN and MEDICAID DIRECT TRAININGS

21. Introducing Trillium to the Waccamaw-Siouan Tribe, Meherrin Indian Tribe, Haliwa-Saponi Indian Tribe - North Carolina State-Recognized Tribes-"Tribal Cultural Awareness for Staff and Professionals"
22. Opportunities and Requirements of Working with Indian Health Care Providers

TAILORED PLAN ONLY TRAININGS

1. State-Funded Services: Administrative and Billing Guide
2. State-Funded Services: Clinical Guidelines
3. Managed Care/Tailored Plan 101 for Providers

MEDICAID DIRECT ONLY TRAININGS

1. NC Medicaid Managed Care vs NC Medicaid Direct: What's the Difference?
2. MDPIHP Provider Manual Orientation
3. Tailored Care Management For Youth In Foster Care, Receiving Adoption Assistance, or Former Foster Youth - Care Management

OTHER TRAININGS

1. Submitting a Claim

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

CLINICAL COVERAGE POLICY 8A-9 OPIOID TREATMENT PROGRAM UPDATE

Clinical Coverage Policy 8A-9 Opioid Treatment Program revisions will go into effect on Oct. 15, 2023. The updated policy [Program Specific Clinical Coverage Policies](#).

The Opioid Treatment Program policy will be removed from CCP 8A, Enhanced Services Mental Health and Substance Abuse Services.

PROVIDER RFA OPPORTUNITY: PARTNERSHIPS IN OVERDOSE PREVENTION AND HARM REDUCTION

The Injury and Violence Prevention Branch (IVPB) under the North Carolina Division of Public Health, Chronic Disease and Injury Section works to identify, implement, and support prevention strategies in injury and violence, including drug poisoning and overdose.

The purpose of this Partnerships in Overdose Prevention and Harm Reduction (POPHR) RFA is to fund community-based organizations and local health departments to expand linkages to care for people who use drugs and historically marginalized populations for addressing overdose prevention, polysubstance use, wound care, and related issues. Linkages to care will be expanded through implementation of established harm reduction strategies like drug checking, supporting syringe services programs, expanding justice-involved programs, and promoting peer-led post-overdose teams. Through direct funding, this RFA will support selected programs to hire staff, including peer support specialists, to connect people who use drugs to harm reduction services, evidence-based substance use disorder treatment, healthcare, and other services.

POPHR RFA applicants shall apply for funding to utilize at least one of the following strategies to increase access and linkage to care for people who use drugs. The strategies are listed in the RFA document accessible using the link below:

 [Request for Applications RFA # A409](#)

NEW NC MEDICAID DASHBOARD – INNOVATIONS WAIVER WAITLIST

NC DHHS has created an [Innovations Waiver Waitlist dashboard](#). The dashboard represents **individuals on the Innovations Waiver Waitlist by county and by LME/MCO**. The goal is to help ensure that individuals are getting the right services, in the right settings, at the right time. Over time, NC Medicaid anticipates adding additional information to the dashboard to help us all better understand the population waiting for NC Innovations Waiver services. NC Medicaid will update the Innovations Waiver Waitlist dashboard with the previous month's data by the 30th of each month.

Please note the LME/MCOs manage the Innovations waitlist for each of the counties they serve. For questions or to update contact information specific to an individual on the Innovations waitlist please contact the LME/MCO that serves their county.



 [New NC Medicaid Dashboard Innovations Waiver Waitlist](#)

For more information on the LME/MCOs and the counties they serve please see the [NCDHHS LME/MCO Directory webpage](#). Medicaid Reports and Dashboards are available on the [NC Medicaid Reports webpage](#).

Mental Health, Developmental Disabilities and Substance Use Services reports, including the monthly Dashboard, are available on the [NCDHHS Reports webpage](#).



INVITE TO HOP CARE MANAGER TRAININGS


In preparation for Healthy Opportunities Pilot (HOP) launch for the Medicaid Direct Tailored Care Management-eligible population on February 1, 2024, the Department will launch a training series for frontline LME/MCO /AMH+/CMA care management staff (supervising care managers, care managers, care manager extenders) in October 2023 to help ensure they are trained on their HOP roles and responsibilities. Trainings will include:

-  3 Live Training Sessions – 1 hour trainings hosted by DHHS staff reviewing HOP roles and responsibilities for LME/MCO /AMH+/CMA care managers, with time for Q&A. Live trainings will also be recorded to ensure they can be referenced in the future by LME/MCO /AMH+/CMA care managers.
-  12 Self-Paced Online Modules – Virtual trainings that LME/MCO /AMH+/CMA care managers will access following live training sessions via AHEC modules. These trainings will provide a deep dive into HOP services and how care managers can choose appropriate services for members.

Note: Care managers are required to complete trainings before the launch of HOP. Some LME/MCO care managers may have previously completed a portion of the trainings in early 2023; they are encouraged but not required to redo trainings already completed.

The Department plans to begin live trainings the week of October 23rd (see training schedule below).

| HOP Training Topic | Date |
|---|--------------------------------------|
| Three live sessions hosted by DHHS staff | |
|  The Role of Care Management Teams in the Healthy Opportunities Pilots | Monday, October 23 11-11:50 AM ET |
|  Deeper Dive on Pilot Responsibilities of Frontline Care Managers | Monday, November 6 11-11:50 AM ET |

| HOP Training Topic | Date |
|--|---|
|  Assessing Member Eligibility for Participation in the Healthy Opportunities Pilots | Monday, November 20 11-11:50 AM ET |
| Self-paced sessions accessed online through AHEC | |
| <ul style="list-style-type: none"> 12 trainings included in the Healthy Opportunities Pilot AHEC Training Bundle | Ongoing following the conclusion of the above trainings |

We ask that you send a list of care management staff and their email address by Tuesday 10/17 to Sophie Sherman (ssherman@manatt.com) and Michaiah Parker (mparker@manatt.com), so that they can be added to the training invites.

PERCEPTIONS OF CARE SURVEY – A BIG THANK YOU!

The Perceptions of Care Survey administration period closed on September 29, 2023. Thank you to all the providers that assisted members with survey participation. With your help, we were able to exceed our required numbers for all surveys. When we have survey results from the State, we will create a Trillium report to share on our website. We appreciate all of your support and collaboration with this endeavor. Please reach out to Surveys@TrilliumNC.org with any questions related to surveys! Thank you!!

SIDE BY SIDE WITH DMH/DD/SUS

Join us each month to learn about policies and programs that affect the MH/IDD/SUD/TBI community. The goal of this webinar is to bring everyone together in one (virtual) place. This group includes consumers, families, advisory groups, LME/MCOs, community members, and partner organizations.

Side by side, we will work together to better understand and improve our system. We will listen closely to one another, and we will share ideas for public policy that will improve lives in NC.



Closed-Captioning & American Sign Language (ASL) Interpreters will be provided.

Date/Time: Monday, Oct. 23, 2023, 2:00-3:00 p.m.

[Register here](#)

[English Flyer](#)

[Spanish Flyer](#)

IMPLEMENTATION SCIENCE 101 LEARNING SESSION: WORKING WITH CHILDREN WITH COMPLEX NEEDS

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.

Providers or agencies with questions about the session, may contact [Build Up@unc.edu](mailto:BuildUp@unc.edu).

[See details on the flier](#)

CRISIS DE-ESCALATION TRAINING FOR PROVIDERS

Verbal Intervention™ crisis de-escalation trainings are being held with the Crisis Prevention Institute®. There are sessions on 10/20, 10/27, 11/15, and 11/17 and registration can be completed at: go.uncg.edu/crisistrainingexclusivesignup or at: go.uncg.edu/crisistraining by following the registration links.

Shannon Barr is the training coordinator and can be contacted at scbarr@uncg.edu with any questions.

FETAL ALCOHOL SPECTRUM DISORDER TRAINING SERIES PART 2

A BRAIN-BASED APPROACH TO FETAL ALCOHOL SPECTRUM DISORDERS

In this presentation, participants will be introduced to the neurobehavioral, or brain-based, approach to supporting individuals with Fetal Alcohol Spectrum Disorders. This brain-based model recognizes FASD as a physical disability with behavioral symptoms that is caused by prenatal exposure to alcohol.

Through discussion and images, participants will learn about the parts of the brain that are most impacted by prenatal alcohol exposure, the function of each structure, and how changes in these areas can impact behavior and learning.

As we explore the connection between the brain and behavior, participants will be introduced to a brain-based planning tool that can be used in identifying appropriate supports and creating effective and meaningful care plans for clients. Together we will apply this template to several examples across the service areas of mental health, substance use, and intellectual and developmental disabilities. Participants will leave this training with practical knowledge that can be applied to direct supports and program design.

[See all details and register](#)

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.

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.

HISPANIC SUMMIT

Trillium will host public information events regularly around our region. We will share how YOU can take steps to improve your health!

Come hear about the health care conditions impacting our Hispanic communities.

Herencia Hispana/LatinX: Vamos a Hablar
Hispanic/LatinX Heritage: Let's Talk!

WHEN: October 25

TIME: 9am-2pm

[See details and registration](#)

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!

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](#)

DISASTER PLANNING

Refer to the ReadyNC.gov website for disaster resources and information you need to plan, prepare and stay informed. Basic supplies, unique needs, first aid and pets are all considerations when building your kit. To learn more visit the 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. These questions will be answered in a Q&A format and published on Trillium's website.