



Transforming Lives. Building Community Well-Being.

## Network Communication Bulletin #327

**To:** All Providers

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

**Date:** November 1, 2023

**Subject:** New Claims Request/Inquiry Process, Important Claims Information, Division of Vocational Rehabilitation Services (DVRS) Benefits Counseling Sponsored Training, Provider RFA Opportunity: Partnerships in Overdose Prevention and Harm Reduction, Invite to HOP Care Manager Trainings, Implementation Science 101 Learning Session: Working with Children with Complex Needs, Crisis De-Escalation Training for Providers, Quest Analytics BetterDoctor Provider Outreach, Valued Providers Seal Program, Long Term Services and Supports, Open Enrollment: Residential Therapeutic Care for Transgender/Gender Diverse Youth, Need to Report Fraud, Waste, and Abuse?

### NEW CLAIMS REQUEST/INQUIRY PROCESS

Effective 11/1/2023, Trillium has improved its process for to submit Claim Request Forms (CRFs) and Claim Inquires.

CRFs and Inquiries will now be submitted using two separate forms. You can find links for both forms and the instructions for completion at [www.trilliumhealthresources.org](http://www.trilliumhealthresources.org) under For Providers/ Documents and Forms/ Claims/Finance Information & Forms. The links are added below for your convenience. Providers are encouraged to review the instructions posted on the Trillium website.

 [Claims Request Form link](#)

 [Inquiry Form link](#)

## **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.

## **DIVISION OF VOCATIONAL REHABILITATION SERVICES** **SPONSORED BENEFITS COUNSELING TRAINING**

The Division of Vocational Rehabilitation Services (DVRS) Benefits Counseling Team invites you to one of two remaining sessions to increase your knowledge of earned income on benefits. Please use the links below to register for the training session that best meets your schedule. All training sessions will discuss the same content. We look forward to seeing you there.

### **TOPIC:**

Benefits Counseling: A Tool to Promote Employment for People with Disabilities

### **DESCRIPTION:**

Individuals with Severe and Persistent Mental Illness/Serious Mental Illness (SPMI/SMI) are often hesitant to consider employment due to impact of earned income on benefits. You play a vital role in opening the door to conversations about work through the supports you offer. Please join the DVRS Work Incentive Planning and Assistance (WIPA) Benefits Counseling Team for an overview the impact of work on benefits, get answers to the top three benefits questions you may be asked, and increase your knowledge of resources available to individuals who would like to consider work.

### **NOVEMBER**

You are invited to a ZoomGov meeting.

When: Nov 15, 2023 01:00 PM Eastern Time (US and Canada)

[Register in advance for this meeting](#)

## DECEMBER

You are invited to a ZoomGov meeting.

When: Dec 13, 2023 10:00 AM Eastern Time (US and Canada)

[Register in advance for this meeting](#)

After registering, you will receive a confirmation email containing information about joining the meeting.

## **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](#)

Applications will be received until 5:00pm on Thursday, November 30, 2023

## **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 began live trainings the week of October 23rd (see training schedule below for remaining sessions).

HOP Training Topic	Date
<b>Two live sessions hosted by DHHS staff</b>	
🌱 Deeper Dive on Pilot Responsibilities of Frontline Care Managers	Monday, November 6 11-11:50 AM ET
🌱 Assessing Member Eligibility for Participation in the Healthy Opportunities Pilots	Monday, November 20 11-11:50 AM ET
<b>Self-paced sessions accessed online through AHEC</b>	
<ul style="list-style-type: none"> <li>• 12 trainings included in the Healthy Opportunities Pilot AHEC Training Bundle</li> </ul>	Ongoing following the conclusion of the above trainings

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

[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 11/15, and 11/17 and registration can be completed at: [go.uncg.edu/crisistrainingexclusivesignup](https://go.uncg.edu/crisistrainingexclusivesignup) or at: [go.uncg.edu/crisistraining](https://go.uncg.edu/crisistraining) by following the registration links.

Shannon Barr is the training coordinator and can be contacted at [scbarr@uncg.edu](mailto:scbarr@uncg.edu) with any questions.

## **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.

## 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!

## 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](#)

## **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.