

To: All Providers

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

Date: April 10, 2024

Subject: Important Email Addresses Update, Tailored Plan Launch, Updated Provider Fact Sheets, Summer Food Assistance Program Lunch and Learn: Sun Bucks, Certified Older Adult Peer Specialist Training Registration Open, Healthy Opportunities Pilots Celebrate Two-Year Anniversary, Tips for Filing Electronic Claims, Native American Health Summit in April, New Inclusion Connects Initiative to Further Support People with Intellectual and Developmental Disabilities, Tobacco-Related Policy Requirements, Provider Trainings Available, Unlicensed Alternative Family Living and Overnight Respite Requests, North Carolina Incident Response Improvement System Alerts, NC-SNAP Submissions, Community Crisis Intervention Training, Proposed Medicaid Clinical Coverage Policies-Open for Review and Comment, Roadmap2Ready Disaster Planning, Quest Analytics BetterDoctor Provider Outreach, Need to Report Fraud, Waste, and Abuse?

IMPORTANT EMAIL ADDRESSES UPDATE

On May 1, 2024, Eastpointe and Sandhills Center legacy MCO email addresses will no longer accept incoming emails. If you are unable to determine a staff member's Trillium email address, you may call 866-998-2597 and request to be transferred to any of our staff.

Please use Trillium email addresses going forward when communicating with all Trillium staff members. It is our hope that this will simplify communications and responses to your questions and concerns.

Thank you for your assistance!

TAILORED PLAN LAUNCH

A Message from NCTracks on Behalf of NC Medicaid

It's official! Tailored Plans will launch on July 1. At a legislative committee hearing today, NC Medicaid shared that the Local Management Entities (LMEs) that will run Tailored Plans – Alliance Health, Partners Health Management, Trillium Health Resources, and Vaya Health – are all ready to go live. As always, we are committed to being ready to serve and care for North Carolinians that use these services.

Tailored Plans include services for people with serious mental health issues, substance use issues, intellectual and developmental disabilities, and traumatic brain injury. People with NC Medicaid Direct who receive services for these needs may be moved to a Tailored Plan. The name will change, but the services will not.

Later this month, we'll be sending you a toolkit to share with your networks so that people know what to expect with the launch of Tailored Plans.

Thank you for your support and continued partnership.

UPDATED PROVIDER FACT SHEETS

NCDHHS updated Fact Sheets in the NC Medicaid Managed Care Provider Playbook to reflect the July 1, 2024, launch of Tailored Plans.

- [What Providers Need to Know: Part 1 – Before Tailored Plan Launch](#)
- [Tailored Plan Provider Contracting Deadlines Questions and Answers](#)
- [NC Medicaid Provider and Health Plan Lookup Tool](#)
- [What Providers Need to Know: NC Health Choice Move to Medicaid](#)
- [NC Medicaid Managed Care: Provider Training](#)

SUMMER FOOD ASSISTANCE PROGRAM LUNCH AND LEARN: SUN BUCKS

The North Carolina Division of Child and Family Well-Being (DCFW) invites you to join the upcoming Lunch & Learn webinar for community organizations to hear more about the newest summer food assistance program: **SUN Bucks**.

Beginning in Summer 2024, SUN Bucks will provide grocery-buying benefits to qualifying families with school-aged children during the summer months. Benefits can be used to buy healthy food at places like grocery stores, farmers markets, and some online retailers.

The webinar will be offered on three separate dates. Please register for the session(s) that work best with your schedule by using the links provided below.

Please forward to any community organizations you feel may benefit from these webinars!

Lunch & Learn: SUN Bucks, North Carolina's Newest Food Assistance Program for Kids!		
Date	Time	Registration Link
Wednesday, April 17 th	12:00 – 1:00 PM EST	Click here to register!
Monday, April 22 nd	12:00 – 1:00 PM EST	Click here to register!
Wednesday, May 8 th	12:00 – 1:00 PM EST	Click here to register!

Additional information and resources are available on the [Sun Bucks website](#). You can also reach out to DCFWSUNBucks@dhhs.nc.gov with any questions.

Thank you for your continued support of North Carolina's children and teens!

Angela Morrison Summer – EBT Coordinator

Division of Child and Family Well-Being, Food and Nutrition Services Section

CERTIFIED OLDER ADULT PEER SPECIALIST TRAINING **REGISTRATION OPEN**

DMHDDSUS is pleased to offer free Certified Older Adult Peer Specialist (COAPS) Designation training to current North Carolina Certified Peer Support Specialists (NCCPSS), over the age of 50 years old. Registration for two sessions of COAPS training classes is now open.

COAPS training is a 3-day class that increases the understanding of aging, mental health, and co-occurring issues in older adults, teaches specialized techniques to support older adults in recovery, and increases the level of expertise for current NCCPSS. There are two opportunities available.

Date/Time: June 19-21 and Sept. 18-20, 2024, 9:00-4:30 p.m.

Location: Winston-Salem, NC

Registration: [Register here](#)

More Information: Email CE&E.Staff@dhhs.nc.gov

HEALTHY OPPORTUNITIES PILOTS CELEBRATE TWO-YEAR ANNIVERSARY

The North Carolina Department of Health and Human Services is celebrating two years of the Healthy Opportunities Pilots in North Carolina and announcing the intent to expand these life-saving services statewide. Described as a “life changing” program, the [Healthy Opportunities Pilots](#) addresses people’s non-medical unmet needs with services like food, housing, transportation and services related to interpersonal violence and toxic stress.

Preliminary research from the program’s independent evaluation shows the state is spending about \$85 less in medical costs per Healthy Opportunities Pilots beneficiary per month. Those findings also show participants avoided a significant number of emergency department visits and a segment of the participating population avoided inpatient hospitalizations. Research shows participants have a reduced risk of food insecurity, housing instability and lack of access to transportation. Further, the findings showed that the longer a person was enrolled in the pilots the greater reduction of risk and cost savings.

More than 288,000 services have been efficiently delivered and more than 20,000 NC Medicaid beneficiaries have enrolled across 33 predominantly rural counties in North Carolina as part of the Healthy Opportunities Pilots since the program began providing services two years ago.

To learn more about the Healthy Opportunities Pilots, visit the recent [news announcement](#). To learn more about the evaluation findings, visit the Health Opportunities Pilots [website](#).

TIPS FOR FILING ELECTRONIC CLAIMS

- 🌱 **Receiver ID:** 43071
- 🌱 **Zip Codes:** Should be 9 digits (no hypens)
- 🌱 **Payer IDs:** The SSI Group = 43071Change Healthcare = 56089
- 🌱 **837 EDI:** Files must have an unique file name
- 🌱 **Submitter ID/Sender ID:** Provider ID (The Provider ID can be found in Provider Direct in the Admin tab under Provider Management)
- 🌱 **3rd party billers:** Must have separate SFTP for each provider (SFTP form can be found at www.trilliumhealthresources.org under For Providers/ Documents & Forms/ IT Information & Forms/ Request access SFTP Claims Care Management.

NATIVE AMERICAN HEALTH SUMMIT IN APRIL

Trillium is hosting a Native American Health Summit on Saturday April 20th. This is an in-person event. Use the link below to learn more and register.

If you have any questions please contact Brooke Mickelson at Brooke.Mickelson@trilliumnc.org

 [Learn More and Register](#)

NEW INCLUSION CONNECTS INITIATIVE TO FURTHER SUPPORT PEOPLE WITH INTELLECTUAL AND DEVELOPMENTAL DISABILITIES

The North Carolina Department of Health and Human Services announced the launch of Inclusion Connects, a first-of-its-kind initiative in the state to better connect people with intellectual and developmental disabilities and their families with community-based services which are essential to supporting their health and well-being.

There are almost 200,000 people in North Carolina with developmental disabilities. Inclusion Connects will provide better access to the various supports and services available through Medicaid so people can live how and where they choose. For example, right now, there are more than 17,000 people on the Innovations Waiver Waitlist but only 39% of them are receiving services while they wait. There are similar services such as community living support, supported employment and respite care available now.

 [Press Release](#)

TOBACCO-RELATED POLICY REQUIREMENTS

Tobacco-related policy requirements will be **effective July 1, 2024**, for NC Medicaid Managed Care Standard Plans, Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plans, and Local Management Entity/Managed Care Organizations (LME/MCOs) contracted medical, behavioral health, I/DD and traumatic brain injury (TBI) service providers. These requirements apply to both Medicaid and state-funded service providers. The Department will work with health plans and LME/MCOs to include these requirements, as appropriate, in advance of July 1, 2024.

Secondhand smoke is a well-documented danger to health. No one should be exposed to secondhand smoke when they access care or on the job. Research shows that most people who use tobacco want to quit. An environment free from triggers, as well as access to evidence-based treatment, is necessary to support service recipients whose

goal is to become tobacco free. Among people who try to become tobacco free, only a small minority receive such assistance. Additionally, people with behavioral health disorders die disproportionately from tobacco-related illness.

Starting July 1, 2024, Standard Plans, Tailored Plans and LME/MCOs will require contracted providers, with exceptions noted below, to implement a tobacco-free policy covering any portion of the property on which the provider operates that is under its control as owner or lessee, including buildings, grounds and vehicles.

 [Complete Detailed Information](#)

PROVIDER TRAININGS AVAILABLE

Trillium will work with NCDHHS to develop a training plan for providers; we will share details and registration information with providers when modules have been scheduled. Previous and future trainings can be found on the Provider.MyLearningCampus.org site.

- [Current trainings available](#)

UNLICENSED ALTERNATIVE FAMILY LIVING AND OVERNIGHT RESPITE REQUESTS

Trillium conducts initial and annual site reviews for Unlicensed Alternative Family Living homes. These visits will be conducted live/virtually or conducted in person. Respite site visits will be conducted for any agency requesting overnight respite services in an unlicensed site.

To request, please complete the “Request to Add Site Form Alternate Family Living (AFL) or Respite” form located on Trillium’s website under the For Provider’s page-[AFL/Respite Additional Site Form](#).

An email notification will be sent with an attached checklist identifying items that will need to be seen during a site review. The documentation should be submitted as instructed. QP/Supervisor must be in attendance for the review.

NORTH CAROLINA INCIDENT RESPONSE IMPROVEMENT SYSTEM ALERTS

Live [North Carolina Incident Response Improvement System](#) (IRIS). In addition, you can access the [IRIS Training site here](#).

IRIS REPORTING TIMELINES

- 🌱 **Level 2 incidents**=An IRIS report must be submitted within 72 hours of learning of the incident.
- 🌱 **Level 3 incidents**= Verbal or written (email) notification to Trillium within 24 hours of learning of the incident. An IRIS report must be submitted within 72 hours of learning of the incident; however, for incidents involving allegations against staff, the IRIS report must be submitted within 24 hours of learning of the incident (to meet HCPR reporting timelines).

TRILLIUM'S REPORTING EXPECTATIONS

- 🌱 All reports must be submitted on time (zero late submissions). If a report is submitted outside the 72 hour required timeframe, please provide a statement in the IRIS report regarding the submission of the incident outside reporting timeframe.
- 🌱 All required fields (DOB, gender, incident details, cause of incident, incident prevention, authorities contacted, etc.) must be completed in IRIS in order for Trillium to process and close the report.
- 🌱 Please ensure member's LME-MCO record number, Medicaid ID and/or CNDS ID is completed on the Consumer's Treatment tab.
- 🌱 On the Provider Information tab, please ensure the Provider Agency name is entered in full and how it appears on the contract/license etc.
- 🌱 When a report contains allegations of abuse/neglect/exploitation against staff, the internal investigation report is required to be uploaded to the IRIS report within 5 working days.
- 🌱 Response to Trillium's questions must be provided within 24 hours of receiving an email or phone call regarding an incident. Please note, failure to respond to follow up questions or complete required elements may result in referral to Program Integrity.
- 🌱 Access the [Incident Response and Reporting Manual](#).

Please visit Trillium's [My Learning Campus](#) to access Incident Reporting Training for your agency staff.

For any incident related questions, please contact:

- 🌱 Julie McCall (Julie.Mccall@TrilliumNC.org) for IRIS counties: Bladen, Columbus, Brunswick, New Hanover, Pender, Onslow, Jones, Carteret, Pamlico, Craven, Pitt, Beaufort, Hyde, Dare, Tyrrell, Washington, Martin, Bertie, Chowan, Perquimans, Pasquotank, Currituck, Camden, Gates, Hertford, Northampton, Halifax, Nash.

- 🌱 Christy Way (Christy.Way@TrilliumNC.org) for IRIS counties: Anson, Hoke, Lee, Montgomery, Moore, Randolph, Richmond
- 🌱 Debbie Powell (Debbie.Powell@TrilliumNC.org) for IRIS counties: Guilford
- 🌱 John English (John.English@TrilliumNC.org) for IRIS counties: Edgecombe, Wilson, Robeson, Scotland, Greene
- 🌱 Veronica Murphy (Veronica.Murphy@TrilliumNC.org) for IRIS counties: Duplin, Lenoir, Sampson, Warren and Wayne

NC-SNAP (NC SUPPORT NEEDS ASSESSMENT PROFILE) SUBMISSIONS

Providers should submit NC-SNAP assessments utilizing the following e-mail box: NCSNAP@trilliumnc.org.

TRILLIUM OFFERS COMMUNITY CRISIS INTERVENTION TRAINING

Community Crisis Intervention is an 8-hour training offered exclusively through Trillium. The training is a free intensive 1-day training. See the flyer below for more information.

[Community Crisis Intervention Training Information](#)

PROPOSED MEDICAID CLINICAL COVERAGE POLICIES- OPEN FOR REVIEW AND COMMENT

NC Medicaid Division of Health Benefits has posted Clinical Coverage Policies for public comment. [Proposed Medicaid Policies](#). The following new Behavioral Health Clinical Coverage Policies are now open for review and comment.

ROADMAP2 READY DISASTER PLANNING

Trillium is sending out this reminder and notification to providers that disaster plans need to be reviewed and updated, staff trained/re-trained, and contingency and communication plans developed.

For 2024 disaster plan submission you will go to a link to share your 2024 Disaster Plan and important contact information. This requested information includes:

- 🌱 Contact information for your designated “Disaster Point of Contact”

- 🌱 Corporate site address and facility phone number
- 🌱 Any residential sites currently in your contract (address, phone numbers)

Please note, you will need to enter each site as a separate submission. Disaster plans must be submitted through the following link: [2024 Disaster Plan Submission](#)

Disaster Plans are due ***no later than May 1, 2024***. If no updates are needed to your 2024 Disaster Plan, you ***MUST*** still resubmit the plan with a new cover page displaying the current year and disaster contact info. **To confirm your disaster plan was received just check the "send me a copy of my responses" option at the end of the Disaster Plan Submission form.** Failure to submit your Disaster Plan for 2024 by the deadline (May 1, 2024), may result in an audit and/or plan of correction.

The Federal Center for Medicare and Medicaid Services (CMS) posted guideline requirements for all entities that receive Medicaid funds and this applies to all of our Medicaid providers. For your reference, we have attached the Final Rule that will assist you in locating the requirements to the federal rules that apply to each of your situations.

Our contract with providers requires that you have an adequate disaster planning and training process in place within your organization.

While it is our desire that no one has to contend with all that a hurricane or flood brings, the reality is that North Carolina has dealt with its fair share of these kinds of disasters in the past. We know that the best way to cope when a disaster strikes is preparation. Please connect with your local emergency management services, know your local resources, and stay connected with Trillium in the event of an emergency. In addition, Trillium has a list of disaster preparedness resources listed on the [Community Crisis and Disaster Response webpage](#).

🌱 [Final Rule](#)

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.

NEED TO REPORT FRAUD, WASTE AND ABUSE?

EthicsPoint is a secure and confidential system available 24 hours a day, 7 days a week for anyone to report suspected violations of potential fraud, waste and abuse or confidentiality issues. 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.