

To: All Providers

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VP of Network Management

Date: May 21, 2024

Subject: A Message from NCTracks, Tailored Plan Provider Informational Sessions, Trillium In-Person Town Hall Opportunities, IDD Providers: National Core Indicators™ State of the Workforce Survey Available, Take Pride in Your Health Trillium Health Summit, Eastern NC IDD Listening Sessions for Families, Attention State Funded Providers, Providers Using Third-Party Billing Agencies, Split Claims Protocol, Attention Providers Using Provider Direct, Health Plan Billing Guide, Change of Email Address for Provider Invoices, New Functionality –EDI 277, Update to NCTracks: Re-verification Terminations, Updated Provider Fact Sheets, Tobacco-Related Policy Requirements, Unlicensed Alternative Family Living and Overnight Respite Requests, Roadmap2Ready Disaster Planning, Need to Report Fraud, Waste, and Abuse?

A MESSAGE FROM NCTRACKS ON BEHALF OF NC MEDICAID WEBINAR

TAILORED PLAN CLAIM SUPPORT FOR PROVIDERS

This webinar is for your billing staff involved in claim submission to understand how to submit claims when Tailored Plans go live on July 1, 2024. The Claims Support for Providers in Tailored Plan network(s) webinar is scheduled for Wednesday, May 22 from 5:30pm to 6:30pm EST.

Wednesday, May 22, 2024, from 5:30-6:30 p.m. - [Register](#)

TAILORED PLAN PROVIDER INFORMATIONAL SESSIONS

Trillium will host Tailored Plan Provider Informational Sessions through the month of June. Providers may attend one session or may elect to attend all sessions.

The same information will be provided at each session; however, attendees may ask different questions that may be beneficial to other providers.

Please review the information below and click on the session or sessions you plan to attend.

 [See Dates and Register](#)

If you have any questions, contact Robin Soderena at: robin.soderena@dhhs.nc.gov.

TRILLIUM IN-PERSON TOWN HALL OPPORTUNITIES

Welcome to Trillium! Trillium Health Resources is hosting in-person town halls to hear about your communities, introduce our staff, and answer your questions.

 [See Information and Register](#)

We look forward to meeting you.

IDD PROVIDERS: NATIONAL CORE INDICATORS™ STATE OF THE WORKFORCE SURVEY AVAILABLE

We are encouraging you to complete the National Core Indicators™ (NCI) State of the Workforce Survey for IDD Providers (who serve adult Medicaid beneficiaries). It is vitally important that we hear from you about issues affecting the IDD workforce. Your agency should have already received an email with the survey; the email subject is "NC NCI State of the Workforce Survey 2023." Surveys are due June 30, 2024. If you are an I/DD provider and you have not received the survey link, or if you have any questions, please contact NCISurvey@dhhs.nc.gov.

TAKE PRIDE IN YOUR HEALTH TRILLIUM HEALTH SUMMIT

A healthy, fulfilled life means feeling good inside and OUT. Building an inclusive, accepting world lays the path for full happiness and health for LGBTQ+ people. Join Trillium as we work towards that world and strengthen health for all. Topics include Youth, Mental Health and HIV/AIDS. Celebrate and boost LGBTQ+ health at the Take PRIDE in Your Health Summit event!

For more information visit TrilliumHealthResources.org.

 [Take PRIDE Trillium Summit](#)

EASTERN NC IDD LISTENING SESSIONS FOR FAMILIES

Listening sessions will be held June 3rd and June 4th giving families the opportunity to talk about their most pressing needs.

 [More Information here](#)

ATTENTION STATE FUNDED PROVIDERS

ATTENTION STATE FUNDED PROVIDERS:

Effective 7/1/2024, the Division of Mental Health will begin using new IDs for LME/MCOs. For this reason, providers submitting state funded claims, including 3 Way inpatient facility claims, will need to split their claims by date of service. Claims with dates of service prior to 7/1/2024 will need to be submitted separately from dates of service 7/1/2024 and after. Failure to split these claims will result in the denial and/or recoupment of the claims.

If you have any questions, please contact the Provider Support Service Line at 1-855-1539 or submit an email to ClaimsSupport@TrilliumNC.org.

PROVIDERS USING THIRD-PARTY BILLING AGENCIES

ATTENTION PROVIDERS:

In an effort to ensure compliance with Health Insurance Portability and Accountability Act (HIPAA), Trillium Health Resources will not release any Protected Health Information (PHI) to a third party billing agency without an approved, signed Business Associate Agreement (BAA) or Qualified Service Organization Agreement (QSO) on file. No information can be shared with the third party biller until this documentation is received and reviewed. The BAA and/or QSO can be

1. Emailed to Claims2@TrilliumNC.org or
2. Faxed to 252-215-6877

If you have any questions, please contact the Provider Support Service Line at 1-855-1539 or submit an email to ClaimsSupport@TrilliumNC.org.

TAILORED PLAN/MEDICAID DIRECT SPLIT CLAIMS

ATTENTION PROVIDERS:

Effective 7/1/2024 with the launch of Tailored Plan implementation, providers submitting all claims, including inpatient facility claims, will need to split their claims by date of service based on the member's enrollment. Any date of service after the member's

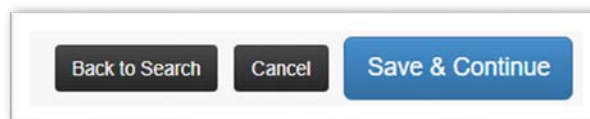
enrollment in Tailored Plan will need to be submitted separately from dates of service prior to enrollment in Tailored Plan. Failure to split these claims will result in the denial and/or recoupment of the claims. Please remember to check the member's enrollment/benefit plan monthly. Medicaid eligibility is visible in our provider portals and is updated daily based on the eligibility file received from NCDHHS.

If you have any questions, please contact the Provider Support Service Line at 1-855-1539 or submit an email to ClaimsSupport@TrilliumNC.org.

ATTENTION PROVIDERS USING PROVIDER DIRECT

DIRECT DATA ENTRY CLAIM SUBMISSIONS

When submitting claims using direct data entry through our Behavioral Health/IDD portal, Provider Direct, please remember after including the components on the claim, providers will need to click 'Save and Continue' at the bottom of the claim.



After the claim has been saved, there will be another opportunity to review the claim and reimbursement calculator prior to submission. For details on the reimbursement functionality, please reference [Network Communication Bulletin #188](#). After the final review of the claim, providers will scroll back down to the bottom of the claim and click 'Submit Claim'.



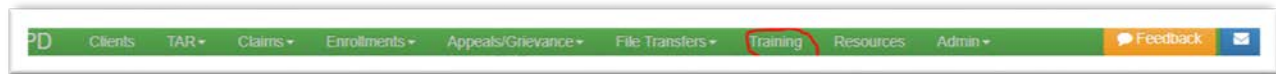
837 PROVIDER DIRECT SUBMISSIONS

When submitting claims via 837 through Provider Direct please remember:

- 🌱 File names will need to be unique
- 🌱 Payer/Receiver ID: 43071
- 🌱 Sender/Submitter ID: Trillium issued Provider ID
- 🌱 Zip code submitted will need to be 9 digits
- 🌱 3rd party billers submitting claims for multiple providers will require a separate SFTP set up

PROVIDER DIRECT TRAININGS

Provider Direct trainings are available in the Provider Direct portal through the training tab.



Provider Direct trainings are also available on our 'My Learning Campus' training platform.



For any claim-related questions regarding Provider Direct, please contact ClaimsSupport@TrilliumNC.org.

For any technical questions regarding Provider Direct, please contact PDSupport@TrilliumNC.org.

HEALTH PLAN BILLING GUIDE

Reminder to our provider community that the Department's NC Medicaid Managed Care's Health Plan Billing Guide is posted on the DHB website at the below link:

 [Health Plan Billing Guidance](#)

As a payor of Medicaid funds, Trillium Health Resources is required to process all claims as per State and Federal regulations. The billing guide is regularly updated and updates are tracked on the guide. The guide is an additional resource to our provider community on billing requirements.

For any claims related questions, please contact the Trillium Claims Team at ClaimsSupport@TrilliumNC.org.

CHANGE OF EMAIL ADDRESS FOR PROVIDER INVOICES

To receive reimbursement for invoices February 1, 2024 and forward, please submit your invoices to PayablesNoReply@TrilliumNC.org. Trillium will remit payment of your invoice within thirty (30) days of receipt of complete, accurate, and approved invoice.

NEW FUNCTIONALITY -EDI 277 REQUEST FOR ADDITIONAL INFORMATION

Beginning May 31, 2024, Trillium Health Resources will begin utilizing the EDI 277 Claims Response transaction to request additional information needed to process a claim.

When generated, the EDI 277 request file will be located in the provider's *Outbound* folder through their SFTP connection with Trillium or through Provider Direct in the *View File Repository from MCO* page.

The requested information can be returned to Trillium Health Resources via the EDI 275 Patient Information transaction. This file allows providers to submit attachments related to the 277 request. Providers may upload the EDI 275 transaction file to their *Inbound* SFTP connection folder or via Provider Direct.

If you have questions, please contact the Provider Support Service Line at 1-855-250-1539 or send an email to ClaimsSupport@TrilliumNC.org.

UPDATE TO NCTRACKS: RE-VERIFICATION TERMINATIONS

Currently, if a provider does not complete the re-verification process, or the re-verification application is denied due to a negative background finding, failure to complete fingerprinting, bad data, or expired credentials (license/accreditation/certification per the Provider Permission Matrix), only the provider's non-Division of Mental Health, Developmental Disabilities and Substance Use Services (DMH/DD/SUS) health plans terminate.

Effective May 19, 2024, an update to NCTracks will be made to the re-verification process. If a provider's Medicaid health plan is terminated during the re-verification process, their **DMH/DD/SUS health plans will also terminate**:

Providers will be required to submit a re-enrollment application to continue to render services to NC Medicaid or State-funded beneficiaries.

More information about the re-verification process and links to training documents can be found on the [Provider Re-Credentialing/Re-verification page](#) or [NCTracks Home](#).

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](#)

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.

- [🌱 Complete Detailed Information](#)

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](#).

ROADMAP2 READY DISASTER PLANNING

Emergency plans were due May 1, [please submit](#) them if you haven’t already. If you need any resources to help improve your plan, please visit <https://asprtracie.hhs.gov/cmsrule>. They have wonderful tools, templates for emergency plans, as well as exercise examples.

Roadmap
2 Ready



Part of being prepared is to have a plan for any kind of emergency. We will be providing best practices on preparedness to help your organization. First, we will cover how to provide updated contact information to 911 tele communicators.

According to 911.gov- Most counties have a 911 addressing coordinator who is responsible for updating information regarding address changes, resolving address issues, or updating a business's contact information. If contact information for the 911 addressing coordinator cannot be found on your county's website, you may contact the **non-emergency number** for your county to ask for the appropriate addressing authority. This is important to assist 911 know who to contact in emergencies after hours, know approximately how many people could be on site, if there any mobility issues. This information helps first responders know who and how they can better respond and help in any emergency you may have.

Please be sure that you contact the non-emergency number for your county unless there is a true emergency. Did you know some counties can receive text 911? Interested in learning more about 911? [Check out the FAQ.](#)

When there is a state of emergency, please inform Trillium of any service provision or operational changes by completing the **Changes to Provider Operations form**. This form, which is only active when needed, is located on the [Community Crisis and Disaster Response webpage](#) under the "Provider" tab.

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.