



## Network Communication Bulletin #366

**To:** All Providers

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

**Date:** September 6, 2024

**Subject:** Virtual Provider Office Hours Session, Requesting Naloxone: Process Change Effective September 30, 2024, Trauma Informed Comprehensive Clinical Assessment RFA, Electronic Visit Verification Provider Information and Helpful Links, Day Supports Service Providers Reminder, Incident Reporting Training for Providers, Trillium is a Closed Network for BH/SUD/IDD, Direct Care Worker Reporting, Community Partners Webinar-An Update on Medicaid, Survey Interview Opportunity to Improve Employment Services, September Suicide Prevention and Awareness Summit, August's Roadmap 2 Ready, Trillium Offers Featured Cultural Competency, DEI, and Bias Trainings, NCTracks Multi-Factor Authentication Updates Coming Soon, State-funded Substance Abuse Intensive Outpatient and Comprehensive Outpatient Program Rates, Perceptions of Care Survey, Person-Centered Tools and Strategies to Maximize Choice and Promote Safety, Victory Junction Fall 2024, Upcoming Re-Entry Simulations, Tailored Plan Provider Informational Session, Need to Report Fraud, Waste, and Abuse?

### TRENDING

#### VIRTUAL PROVIDER OFFICE HOURS SESSION

**SEPTEMBER 11, 2024 12:00 P.M. – 1:00 P.M.**

Trillium Health Resources invites you to join us for Provider Office Hours. This meeting with Trillium leadership will provide you with resources and answers as you navigate the Tailored Plan process. We look forward to (virtually) meeting you.

You can join on Webex using the link below.

 [Join the Meeting](#)

**Please note: These events are for contracted providers only.**

## NEW

### REQUESTING NALOXONE: PROCESS CHANGE EFFECTIVE SEPTEMBER 30, 2024

In response to the continuing opioid crisis, the North Carolina Department of Health and Human Services (DHHS) seeks to make naloxone more widely available, particularly to individuals and communities at highest risk of opioid overdose.

Effective September 30, 2024 all requests for Naloxone should be submitted to [Where Can I Get Naloxone?](#) The purpose of this form is for organizations to submit requests for naloxone to be provided by DHHS for distribution to individuals at high-risk of opioid overdose or those that may be able to assist in an overdose situation. Department's preference is for providers to use the above weblink to request supplies.

Once on the website, proceed to the bottom of the page under the heading Request for your Organization: "[Click here to submit your request](#)" for needed supplies.

### TRAUMA INFORMED COMPREHENSIVE CLINICAL ASSESSMENTS PROVIDER SEARCH

Trillium Health Resources is actively seeking organizations that are interested in conducting Trauma Informed Comprehensive Clinical Assessments (TiCCAs) as part of the Standardized Assessment Process (SAP) with Wilson County Department of Social Services (DSS) and the surrounding counties.

The TiCCAs will be for youth impacted by Wilson County DSS in an effort to ensure proper diagnosis, leading to proper service provisions subsequently enhancing the outcomes for both children and their families. The assessments are developed by Benchmarks NC, who will also provide the appropriate trainings for clinicians to perform the TiCCAs.

Trillium will choose two provider agencies in Wilson County and the surrounding counties to conduct the TiCCAs. The selected provider agencies will designate a clinical team leader to oversee the project and the clinical team. The clinical team will be comprised of no more than five additional clinicians who will also participate in the project."

 [TICCAS Information](#)

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## ELECTRONIC VISIT VERIFICATION INFORMATION AND HELPFUL LINKS

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### ATTENTION: PCS EVV PROVIDERS

#### EVV Information and Helpful Links

Trillium Health Resources contracts with HHAeXchange for the EVV software. See links below for information on getting set up with HHA if not already done so.

- 🌱 [North Carolina Home Health Provider Enrollment Form](#)
- 🌱 [LME Provider Portal Questionnaire](#)
- 🌱 Services subject to EVV elements - [EVV Service Codes](#)

#### Effective dates:

- 🌱 PCS services are under Hard Launch guidelines effective 7/1/2024. All providers are expected to be fully compliant with EVV requirements. EVV data must be validated prior to claims adjudication and claims without the required EVV criteria will deny for "Some of all of service units could not be validated by the EVV Vendor"
- 🌱 HH Services - Soft launch until 1/1/2025. This means HHCS providers are encouraged to submit EVV visit information to HHAx through the soft launch period to ensure all systems are operating as intended for a successful hard launch. If experiencing challenges with claims submission during soft launch, providers are able to submit claims outside of HHAx while working collaboratively with Trillium and HHA to resolve barriers.

#### HHA Portal Reminders

- 🌱 Trillium is also currently under No Prior Authorization until 9/30/24 so you do not have to wait for an authorization to show in HHA for your member to bill your claims. The visit will still show red and show "No Auth" but that is just a warning and will not stop the claims from batching.
- 🌱 Providers will need to add the diagnosis code at the contract level. Here is a link to assist with that task if needed. - [Billing Diagnosis Codes \(hhaexchange.com\)](#).

#### Need additional Assistance:

- 🌱 HHA Knowledge Base is a great tool for Providers to use to assist with questions and issues. Providers can access the Knowledge Base by clicking the [Support Center](#) link in their portal.
- 🌱 [Trillium's EVV FAQ page](#)

- 🌱 Providers can submit questions or issues around EVV billing to [ClaimsSupport@TrilliumNC.org](mailto:ClaimsSupport@TrilliumNC.org) . In the subject of the email add "EVV Question" and the provider name. In the email, please include the provider agency name and tax identification number, member name, DOB, and service code/modifier(s) provided. Add any detail around errors or denial you are receiving.
- 🌱 Trillium's Physical Health Portal is available at the following link. [Provider Contact Information and Portals](#). Click on the purple box that says Physical Health Provider Portal and then Create New Account.

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## DAY SUPPORTS SERVICE PROVIDERS REMINDER

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This is reminder that providers who offer Day Supports Services, must adhere to the Day Supports Service definition under [NC Medicaid North Carolina Innovations Medicaid Clinical Coverage Policy No: 8-P](#) which states:

*Transportation to/from the beneficiary's home, the day supports facility and travel within the community is included in the payment rate. Transportation to and from the licensed day program is the responsibility of the Day Supports provider.*

Non-Emergency Medical Transportation (NEMT) **cannot** be used to transport Tailored Plan Members to and from Day Supports services.

Day Supports Providers may be subject to monitoring to ensure to adherence to NC Medicaid North Carolina Innovations Medicaid Clinical Coverage Policy No: 8-P.

## REMINDERS

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### INCIDENT REPORTING TRAINING FOR PROVIDERS

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An updated Incident Reporting Training for providers has been posted to Trillium's [My Learning Campus](#). This is a great training for new staff or for any staff looking to refresh their knowledge. Training certificates are available upon online completion.

The training delivers a condensed summary of information regarding incident reporting. By the end of the training, your staff will be able to:

- 🌱 Identify the purpose of incident reporting
- 🌱 Define incidents
- 🌱 Recognize when an incident report is required
- 🌱 Navigate the Incident Response Improvement System (IRIS), and

### Understand reporting guidelines

As a reminder, all Level II and Level III incidents must be submitted in IRIS within 72 hours of learning of the incident.

To all of our network providers, THANK YOU for continuing to adhere to IRIS reporting timelines!

Please contact [IncidentReporting@TrilliumNC.org](mailto:IncidentReporting@TrilliumNC.org) for any incident related questions.

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## TRILLIUM IS A CLOSED NETWORK FOR BH/SUD/IDD

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As a reminder, Trillium operates a closed network for all behavioral health, substance use, and intellectual and developmental disabilities services. (*N.C. Gen. Stat. 108D-23*). At this time, Trillium is not accepting requests to add new providers to the Trillium behavioral health, substance use, and intellectual and developmental disabilities provider network outside of a published recruitment opportunity.

Trillium continually assesses the needs of Members and adjusts the network to ensure Members have access to needed services. Current service needs are posted on our [Current Service Needs](#) webpage.

Non-Contracted Providers can submit an Interest Submission Form to express future interest in contracting for behavioral health, substance use, and intellectual and developmental disabilities services. Trillium will review interest submissions on a monthly basis.

### [Interest Form](#)

In-Network Trillium providers requesting contract changes should email [NetworkServicesSupport@TrilliumNC.org](mailto:NetworkServicesSupport@TrilliumNC.org) or use the applicable forms located on our [Provider Documents Forms](#) webpage.

For more information, providers can review our [Network Participation webpage](#).

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## DIRECT CARE WORKER REPORTING

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Pursuant to the 2023 Appropriations Act, Session Law 2023-134, North Carolina Medicaid established a process for eligible Medicaid providers to submit required information to participate in the Innovations Direct Care Worker (DCW) provider rate increase that was intended to support increased DCW wages. Providers should reference the [Innovations DCW Wage Increase Attestation and Acknowledgment Form](#), which details the documentation they can use to support and verify that the Innovations DCW Wage Increase funding was used for the benefit of its Innovations DCW.

Per the legislation, Innovations waiver services providers must submit to the relevant Health Plan an annual summary of expenditures, due three months after the respective State Fiscal Year ending June 30, 2024, to validate distribution of Innovations DCW Wage Increase revenue.

For your convenience, please see the [Example - Innovations Direct Care Worker Wage End of Year Summary Report](#), which details how to complete the required report.

For the State Fiscal Year ending June 30, 2024, the [Innovations Direct Care Worker Wage End of Year Summary Report](#) is due September 30, 2024.

The report should be submitted to [RatesFinance@TrilliumNC.org](mailto:RatesFinance@TrilliumNC.org). If you have questions about this report or require assistance, please submit an email to [RatesFinance@TrilliumNC.org](mailto:RatesFinance@TrilliumNC.org).

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## COMMUNITY PARTNERS WEBINAR – AN UPDATE ON MEDICAID

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The Community Partners webinar series is designed to provide updates on NC Medicaid and key Medicaid initiatives.

Join us Thursday, Sept. 12 from 3:00-4:00 p.m. for the next session in our ongoing webinar series. The webinar will provide an informational overview on Medicaid.

To register for the webinar, simply click on the registration link below. Feel free to share the webinar invitation and registration link with other community partners you think would be interested in attending.

### **Community Partners Webinar – An Update on Medicaid**

Thursday, Sept. 12 from 3:00-4:00 p.m.

 [Click here to register](#)

For more information or questions contact us at [Medicaid.NCEngagement@dhhs.nc.gov](mailto:Medicaid.NCEngagement@dhhs.nc.gov)

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## SURVEY INTERVIEW OPPORTUNITY TO IMPROVE EMPLOYMENT SERVICES

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Inclusion Works of The North Carolina Department of Health and Human Services is conducting a study to understand current supported employment options for people with intellectual and developmental disabilities (I/DD) in North Carolina. They are seeking input from people who have I/DD and firsthand experience with these services to participate in an interview.

Your feedback will be crucial in helping them develop a new, person-centered Strategic Plan for Inclusion Works, aimed at promoting Competitive Integrated Employment (CIE). CIE enables individuals with I/DD to work in jobs alongside people without disabilities in their communities.

As a thank you for your time, they are offering a \$50 stipend for participating in an interview. The survey interviews will be scheduled during the month of September.

To participate, please [complete this form by Friday, Sep. 6](#)

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## SEPTEMBER SUICIDE PREVENTION AND AWARENESS SUMMIT

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Suicide prevention is up to all of us. Join us to hear from professionals and individuals with lived experience. They will share impactful strategies and best practices for suicide prevention. With the right tools and resources, we can save lives and support those in crisis. **This event is open to the community.**

September 27, 2024 | 9:30 a.m. – 4 p.m.

[Details and Registration Here!](#)

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## AUGUST'S ROADMAP 2 READY

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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. This month we are giving you information on Hazard Vulnerability Analysis.

Please [complete this document](#) if you wish to notify us of your interest in joining our Shelter Response Team. You must complete all the required fields and submit this document to let us know of your interest. For more insight on what this could look like please view this training that the NCDHHS put together. (Available [in Trilliums My Learning Campus](#))

**Hazard vulnerability analysis (HVA)** and risk assessment are organized approaches to identifying hazards or risks that are most likely to have an impact on a healthcare facility and the surrounding community. Conducting a risk assessment / HVA is a requirement in the CMS Emergency Preparedness Rule. When you put strategies in place to reduce the impact of those events you are mitigating and reducing the amount of time it could take to recover. See links and image below on how to calculate your risks.

Emergency plans should include:

- 🌿 Natural hazards (tornadoes & hurricanes),
- 🌿 technological hazards (Power outages & cyberattack),
- 🌿 manmade hazards (missing person & person with a weapon).

There are [tools](#), [templates](#) and [excel forms](#) available here. Once your risk assessment is completed, it is suggested to review with your team yearly and include strategies for addressing emergency events identified.

HAZARD	PROBABILITY (0-4)	SEVERITY						Relative Risk	Comments
		IMPACT			MITIGATION				
		HUMAN IMPACT	PROPERTY IMPACT	BUSINESS IMPACT	PREPARED-NESS	INTERNAL RESPONSE	EXTERNAL RESPONSE		
		Possibility of death or injury	Physical losses and damages	Interruption of services	Preplanning	Time, effectiveness, resources	Community/Mutual Aid staff and supplies		

Thank you for helping us support the people of North Carolina.

## TRILLIUM OFFERS FEATURED CULTURAL COMPETENCY, DEI AND BIAS TRAININGS

Trillium is offering new training opportunities. Use this link to learn more about each training and how to register for specific ones.

🌿 [Learn and Register](#)

## NCTRACKS MULTI-FACTOR AUTHENTICATION (MFA) UPDATES COMING SOON

In accordance with the [North Carolina Identity Management \(NCID\) Citizen Identity Project](#), NCTracks is changing the User Login process and implementing Multi-Factor Authentication (MFA) updates. Please complete the following steps to update your NCID profile by **Sept. 6, 2024**, in advance of the MFA updates:

These instructions are for Individual and Business users only, not Local and State Government users.

1. Login to the [MyNCID portal](#) with your NCID Username and Password.
2. You will see the Profile Information page upon successful login.
3. Click on the **MFA** tab on your profile page.
4. Click on the **ADD ENROLLMENT** button on the bottom right.
5. A pop-up window will appear prompting you to choose an MFA method. *Please note that office phone extensions are not supported.*
6. Follow the onscreen prompts to add your chosen MFA method.



For detailed instructions, including images of each step, refer to the [NCID User Guide for MFA](#).

For more information and training videos, visit the [NCID Citizen Identity Project | NCDIT training page](#).

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## **STATE-FUNDED SUBSTANCE ABUSE INTENSIVE OUTPATIENT AND COMPREHENSIVE OUTPATIENT PROGRAM RATES**

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Trillium Health Resources (Trillium) received a bulletin from the North Carolina Department of Health and Human Services (NCDHHS) regarding the State-Funded Substance Abuse Intensive Outpatient Program (SAIOP) and Substance Abuse Comprehensive Outpatient Treatment (SACOT) Services.

This bulletin outlines new rate increases for these state-funded services. Currently, Trillium is reviewing the financial impact prior to making any changes to rates; further communication will be forthcoming.

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## **PERCEPTIONS OF CARE SURVEY**

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Every year Trillium Health Resources and other Tailored Plans (TP) 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 TP in an annual report. The survey results are used to inform policy decisions designed to improve the system.

 [Perceptions of Care Survey Information Link](#)

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 include use of electronic/web based and paperless surveys. These 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 2024 Perceptions of Care survey will occur from **August 12-September 20, 2024**. 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 TP, 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 1-855-250-1539 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.

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## **PERSON-CENTERED TOOLS AND STRATEGIES TO MAXIMIZE CHOICE AND PROMOTE SAFETY**

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The DMHDDSUS Crisis Prevention and Intervention Plan: Person-Centered Tools and Strategies to Maximize Choice and Promote Safety.

This training is designed for providers working in the DMHDDSUS system of care supporting people living with a wide range of disabilities or health conditions including mental health, substance use, Intellectual and Developmental Disabilities (IDD), older adults, etc. Training is particularly relevant to providers employed in programs where service definitions require PCP as articulated in the [Person-Centered Planning Guidance Document](#).

This virtual webinar event is part of the NC DHHS' ongoing efforts to support and strengthen Person-Centered Planning across the state.

Click the button below for additional details and circulate widely to your provider networks.

 [DMHDDSUS Crisis Prevention and Intervention Plan](#)

If you have any questions, contact Robin Soderena at: [robin.soderena@dhhs.nc.gov](mailto:robin.soderena@dhhs.nc.gov).

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## VICTORY JUNCTION FALL 2024

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Get ready—the newest session for Trillium Family Weekend at Victory Junction is here! We hope our members and families will take advantage of the camp’s inclusive environment and diverse amenities. Join us on a family weekend this fall in Randleman, NC.

The weekend is a unique experience for families to connect. Campers of every ability can feel fully empowered. Victory Junction adapts activities for every need. The camp’s amazing staff are familiar with hosting Trillium families. They even accommodate special diets. 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! Complete the [Fall 2024 Interest Form](#) to begin your application. Check the [Fall Flier](#) or visit the [Victory Junction Family Weekends Webpage](#) to learn more!

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## UPCOMING RE-ENTRY SIMULATIONS

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Trillium Health Resources is sponsoring Re-entry Simulations. You will learn about the many barriers individuals go through when they are released from jail.

Participants experience the difficulties of finding a job, keeping a stable home, going to treatment regularly, and following release rules.

\* Please note: The Re-entry Simulation originally planned for September 24 in Bolivia has been rescheduled. The updated schedule is as follows:

### UPCOMING RE-ENTRY SIMULATION EVENTS:

 [Beaufort, NC – September 10](#)

 [Bolivia, NC – November 19](#)

 [Rocky Mount, NC – October 29](#)

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## **TAILORED PLAN PROVIDER SESSIONS**

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The Tailored Plan Trillium presentations and recordings for the Tailored Plan Sessions to Providers are [available on our website](#).

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## **NEED TO REPORT FRAUD, WASTE AND ABUSE?**

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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.

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