



Network Communication Bulletin #381

To: All Providers

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Subject: Trillium Provider Network Survey for Technical Assistance, Education, and Training Topics, North Carolinas Department of Health and Human Services Information Links, Person-Centered Thinking: A Training in December, Chart the Journey: Ways to Use the New North Carolina Person-Centered Planning Resource Toolkit Website, Grants for Employers of Record Webinar, Proposed Medicaid Policies Open for Public Comment, Implementation of Provider Data Management/Centralized Verification Organization on Hold, Medication Management Services - Open Enrollment, Free Mental Health Support for Teens Across North Carolina in Wake of Hurricane Helene, Resources for Certified Peer Support Specialists, Assistance for Providers Experiencing Disruptions Due to Hurricane Helene, Hurricane Helene Policy Flexibilities and Resources, Connections-Care Management Platform, Annual Provider Training Needs Assessment Extended, Working with Children with Complex Needs, Re-Entry Simulation, Trillium is a Closed Network for BH/SUD/IDD, Need to Report Fraud, Waste, and Abuse?

NEW

TRILLIUM PROVIDER NETWORK SURVEY FOR TECHNICAL ASSISTANCE, EDUCATION, AND TRAINING TOPICS

The Trillium Network Management team wants to ensure that we provide technical assistance and education on a variety of topics to assist our provider network. Your input is important to us to make sure that we are meeting your needs, and expectations. We have three quick questions that will not take more than a minute to complete.

The purpose of these questions is to assist us in developing and providing technical assistance on topics that are relevant for you and your organization. Also, our goal is to improve our customer service.

 [Click here to complete the survey](#)

NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES INFORMATION LINKS

- [!\[\]\(95b42f0077faf7439a26242a54e021ec_img.jpg\) Mental Health, Developmental Disabilities and Substance Use Services Grant Opportunities](#)
- [!\[\]\(e097ab4c08b8186dd0908330bbc2dc28_img.jpg\) Retainer Payments for Home and Community-Based Services Impacted by Hurricane Helene](#)
- [!\[\]\(1e9d865c5de095f8e3304757c49e79d7_img.jpg\) Division of Mental Health, Developmental Disabilities and Substance Use Services Bulletins](#)
- [!\[\]\(735b10d724a5f0ec5005c4eb3eb9c9d1_img.jpg\) Press Releases](#)
- [!\[\]\(e6250f05bc27fa93236b816562b699f9_img.jpg\) Weathering the Storm](#)
- [!\[\]\(d190cc638f389909d4b049d6c19e4cb2_img.jpg\) Community Events](#)

PERSON-CENTERED THINKING: A TRAINING IN DECEMBER

Service definitions continue to require providers to participate in 12-hour training programs on Person-Centered Thinking. The 12-hour training approved by the National Learning Community for Person Centered Practice must be provided by an approved trainer. This training meets those requirements and much more.

[!\[\]\(339a16584d5da0f0a3ca4e9ec17bf6a1_img.jpg\) Register here](#)

CHART THE JOURNEY: WAYS TO USE THE NEW NORTH CAROLINA PERSON-CENTERED PLANNING RESOURCE TOOLKIT WEBSITE

Join this official launch of the North Carolina Person-Centered Planning (PCP) Resource Toolkit website. Our online PCP resource collection is designed to streamline access to high-quality person-centered planning tools and resources. As a part of this session, participants will gain insight on the development of the website, learn more about the curated resources featured, and receive practical tips on how to navigate the online resources to support the implementation of a wide variety of person-centered practices.

[!\[\]\(3211b5d1d968fc1665909b34f9f16010_img.jpg\) Register here](#)

GRANTS FOR EMPLOYERS OF RECORD WEBINAR

Division of Mental Health, Developmental Disabilities and Substance Use Services is making one-time grants available to Employers of Record (EORs) to support recruitment and retention of Direct Support Professionals (DSPs). Grant application submissions will be accepted November 4 through December 16, 2024.

Join the Division of Mental Health, Developmental Disabilities and Substance Use Services to learn about the Direct Support Professional (DSP) Recruitment and Retention Grants for Employers of Record (EOR). We will review the application process including eligibility and how to apply.

 [Register for the webinar](#)

PROPOSED MEDICAID POLICIES OPEN FOR PUBLIC COMMENT

All policies currently open for public comment can be found on the [North Carolina Medicaid Division of Health Benefits](#).

Providers can submit comments to Medicaid.public.comment@dhhs.nc.gov

Proposed Policy	Date Posted	Comment Period Ends
1S-13, Cell and Gene Therapy (New Policy)	9/25/2024	11/09/2024
1N-1, Allergy Testing	10/11/2024	11/25/2024
1N-2, Allergy Immunotherapy	10/11/2024	11/25/2024
8A-9, Opioid Treatment Program Service	10/25/2024	11/23/2024
10A, Outpatient Specialized Therapies	11/04/2024	12/19/2024
10B, Independent Practitioners (IP)	11/04/2024	12/19/2024
PA Criteria Lyfgenia	11/04/2024	12/19/2024

REMINDERS

IMPLEMENTATION OF PROVIDER DATA MANAGEMENT/ CENTRALIZED VERIFICATION ORGANIZATION ON HOLD

The North Carolina Department of Health and Human Services (NCDHHS) is pausing the implementation of the Provider Data Management/Centralized Verification Organization (PDM/CVO) module until further notice. While NCDHHS expects to fully implement a PDM/CVO module in the future, providers will continue to use NCTracks for all enrollment activities.

Even though NCDHHS is not transitioning to PDM/CVO at this time, providers remain contractually obligated to:

- 🌱 **Maintain an accurate provider record in NCTracks.** Reviewing each provider record and correcting outdated information is essential to supporting beneficiaries and the integrity of NCTracks provider data.
- 🌱 **Respond to NCTracks notifications that require action.** Monitor the NCTracks Provider Message Inbox for Reverification, Expiring Credentials, Maintaining Eligibility, and other important notices that require action to continue participation with NCDHHS programs.
- 🌱 **Stay informed.** Review the [NC Medicaid Provider webpage](#) often and read all new [Medicaid bulletins](#).
- 🌱 **Participate in educational opportunities.** Respond to notifications of engagement opportunities, webinars and other events.

NCDHHS will continue to work closely with providers to ensure a smooth enrollment process in NCTracks. For more information about provider enrollment, visit NC Medicaid's [Provider Enrollment webpage](#).

Contact NCTracks Call Center: 1-800-688-6696

MEDICATION MANAGEMENT SERVICES-OPEN ENROLLMENT

Trillium has identified the need for additional Psychiatric Medication Management Services. These services focus on reducing psychiatric and behavioral symptoms to improve functioning in familial, social, educational, or occupational life domains.

Providers must be enrolled in NC Tracks and meet all requirements in [Clinical Coverage Policy 8C](#).

Qualified practitioners include:

- 🌱 Psychiatrist/ MD/ DO
- 🌱 Psychiatric Mental Health Nurse Practitioner (PMHNP)
- 🌱 Physician Assistant (PA)
- 🌱 Nurse Practitioner (NP)

[Questions Link](#)

[Application Link](#)

FREE MENTAL HEALTH SUPPORT FOR TEENS ACROSS NORTH CAROLINA IN WAKE OF HURRICANE HELENE

NCDHHS is partnering with Alliance Health and [Somethings](#) to provide mental health support to teens across North Carolina. This initiative aims to offer much-needed [support to youth impacted by Hurricane Helene](#).

Somethings is a mental health platform that connects teens and young adults with Certified Peer Support Specialist mentors and can provide referrals to licensed therapists. If you're a teen or know a teen who needs mental health support, visit somethings.com/northcarolina to get connected to support. Services are available via text and video calls after school from 3:00-11:00 p.m. and on weekends.

This partnership between NCDHHS and Somethings is a critical step toward addressing this urgent need and ensuring that mental health support is within reach for every young person in North Carolina.

In the wake of Hurricane Helene, North Carolina has been working tirelessly to ensure that impacted residents receive the mental health support they need.

RESOURCES FOR CERTIFIED PEER SUPPORT SPECIALISTS

The Division of Mental Health, Developmental Disabilities and Substance Use Services (DMHDDSUS) is deeply committed to supporting Certified Peer Support Specialists (CPSS) and recognizing the invaluable contributions that individuals with lived experiences with recovery from mental illness and/or substance use disorders bring to North Carolina's prevention, treatment, and recovery services. The resources below are some of the many ways we continue to invest in and empower North Carolina's peer workforce.

NEW! CERTIFIED PEER SUPPORT SPECIALISTS WEBPAGE

Visit the new DMHDDSUS [Certified Peer Support Specialist](#) webpage for information about how to become a CPSS and apply for a certification scholarship. Community members can learn how to connect with a CPSS for help with recovery. Providers can access hiring resources like credential verification and the CPSS workforce opportunities website.

ASSISTANCE FOR PROVIDERS EXPERIENCING DISRUPTIONS DUE TO HURRICANE HELENE

Trillium Health Resources is aware that some providers may be experiencing service disruptions due to the impact of Hurricane Helene. To assist these providers, Trillium has created a tool to report and track service and financial disruptions.

Providers can notify Trillium of service disruptions to members via the [Stabilization payment request submission form](#). If funding is being requested, providers will need to fill out the [Disaster Expense Reimbursement Request Form](#) and attach it to the Smartsheet. Upon receipt of the form, Trillium will review and process the request as quickly as possible.

Please reach out to TrilliumFinance@TrilliumNC.org with questions about the process, or to receive updates on the progress of a submission.

WHAT DO PROVIDERS NEED TO DO?

Providers experiencing service and/or financial disruption due to conditions resulting from Hurricane Helene should complete [Stabilization payment request submission form](#) as well as the [Disaster Expense Reimbursement Request Form](#). Questions regarding the process and information required should be directed to TrilliumFinance@TrilliumNC.org.

WHAT TYPES OF EXPENSES CAN THE FORMS BE UTILIZED FOR?

Providers may submit:

- 🌱 Expenses directly related to Hurricane Helene response efforts.
- 🌱 Expenses that cannot be immediately paid for with other funds.
- 🌱 Expenses that are incurred at (a) cost and scale consistent with the need on the ground and (b) whenever possible, in line with the standard rate/cost of such expenses in the normal course of business.

These member-focused expenses may include:

- 🌱 Counseling, crisis counseling, and/or peer support services.
- 🌱 Shelter supports behavioral health, I/DD and TBI needs.
- 🌱 “Guest dosing” of medications.
- 🌱 Other critical expenses related to supporting the behavioral health or other disability needs of people directly impacted by the storm.

HARDSHIP PAYMENT:

For Hurricane Helene hardship requests, providers can continue to claim a hardship payment via email communication to the Financial Hardship team at TrilliumFinance@TrilliumNC.org. Upon receipt, Trillium will review and process the request as quickly as possible.

WHO CAN PROVIDERS CONTACT IF THEY HAVE QUESTIONS?

If providers have questions, they should contact TrilliumFinance@TrilliumNC.org.

CONNECTIONS-CARE MANAGEMENT PLATFORM

[Network Communication Bulletin #378](#) notified providers that Trillium Health Resources will no longer offer our Tailored Care Management (TCM) platform to TCM providers.

Trillium’s intent is to terminate the TCM provider contracts regarding the use of our care management platform no later than June 30, 2025. Future TCM providers will be required to utilize their own platform for documentation of service delivery.

The reason for this decision is that Trillium is not funded, nor is it financially sustainable to continue to support external TCM entities in providing access to Trillium’s Connection platform.

**ANNUAL PROVIDER TRAINING NEEDS ASSESSMENT
EXTENDED**

Trillium Health Resources requests your participation in the annual Provider Training Needs Assessment. Your participation in this survey is completely voluntary but very useful in the development of topics for provider trainings.

All of your responses will be kept confidential. Responses will only be used for statistical purposes and to determine your training needs. Please take about five minutes to complete this survey so that Trillium’s Training Department can provide trainings that

your agency needs. If you have any questions, please contact Jackie Tadeo, Training Director (Jackie.Tadeo@TrilliumNC.org). You can access the survey by clicking the following link:

 [Provider Training Needs Assessment](#)

This survey will be available through November 22, 2024.

WORKING WITH CHILDREN WITH COMPLEX NEEDS

The Build Up Team, housed within the Impact Center at UNC's Frank Porter Graham Child Development Institute is offering an Implementation Science 101 webinar titled Understanding How Implementation Science and Practice May Improve Agency and Clinical Outcomes.

 [Click here to register](#) for Friday, November 8, 2024 from 10am-12pm EST.

REQUEST FOR PROPOSAL: TRANSITION MANAGEMENT SERVICES

Trillium has posted a Request For Proposal (RFP) to invite service providers to submit a proposal for the implementation of Transition Management Services (TMS). TMS is provided to individuals participating in the Transition to Community Living (TCL) initiative.

TMS is a rehabilitation service intended to increase and restore an individual's ability to live successfully in the community by maintaining tenancy. TMS focuses on increasing the individual's ability to live as independently as possible, managing the illness, and reestablishing his or her community roles related to the following life domains: emotional, social, safety, housing, medical and health, educational, vocational, and legal. TMS provides structured rehabilitative interventions through a team approach. Providers may submit proposals for one or more of the counties/regions included in the RFP.

The five regions/counties included in the RFP are as follows:

1. Craven
2. Guilford/Randolph
3. Moore/Hoke
4. New Hanover
5. Pitt/Greene/Wilson

For more information, to ask questions, and to apply, please visit the [Current Service Needs](#) page on Trillium's website.

RE-ENTRY SIMULATION

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.

UPCOMING RE-ENTRY SIMULATION EVENT:

 [Brunswick County, NC – November 19](#)

TRILLIUM IS A CLOSED NETWORK FOR BH/SUD/IDD

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.

In-Network Trillium providers requesting contract changes should email 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](#).

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.