

**To:** All Providers

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

**Date:** January 31, 2025

**Subject:** Announcing Trillium's Provider Forums; Clinical Communication Update Regarding Prior Authorizations; The Human Rights Committee; NCTracks Hot Topic Links; Side by Side with DMH/DD/SUS; DMHDDSUS Celebrates Two Year Anniversary of Behavioral Health Statewide Central Availability Navigator; Promoting the Development and Use of Natural Supports; North Carolina Child Treatment Program Partnering with Licensed Mental Health Providers; New Mental Health Parity and Addiction Equity Act Webpage; Claims Denial for Services with Identified Third-Party Insurance; 2025 Trillium Family Weekends at Victory Junction; Office Administrator Change Tips; Roadmap2Ready: February; Inclusion Works Lunch & Learn Registrations; North Carolina Medicaid Annual Health Disparities Report; Upcoming Trillium Simulation Events; Request for Proposal: Transition Management Services; Open Enrollment: Psychosocial Rehabilitation; February Diversity, Equity and Inclusion Events; Medical Leadership in Disaster Preparedness and Response; 2024-2025 National Core Indicators – I/DD Survey; Trillium is a Closed Network for BH/SUD/IDD; Need to Report Fraud, Waste, and Abuse?

**NEW**

### **ANNOUNCING TRILLIUM'S PROVIDER FORUMS**

Trillium's Provider Forums share the information most relevant to our network. The webinar series take place on the second Wednesday of each month. It will share information providers identify as vital to their work. Provider feedback, recent updates, and upcoming items will drive monthly topics. Each forum will conclude with a Question and Answer session. Register today for the [next Provider Forum on February 12!](#)

Providers can also register for our upcoming forums on [March 12](#) and [April 9](#).

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## CLINICAL COMMUNICATION UPDATE REGARDING NO PRIOR AUTHORIZATIONS

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Effective February 1, 2025, NPA (no prior authorization) flexibility will end and all TARs, not subject to parity, will require a medical necessity review. Authorization requests will need to have all required documentation uploaded so please take time and review the benefit plans posted on Trillium's website at [Benefit Plans | Service Definitions | Trillium Health Resources](#).

[Read the complete Clinical Communication Bulletin 074 here.](#)

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## THE HUMAN RIGHTS COMMITTEE (HRC)

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The Trillium Human Rights Committee (HRC) is dedicated to safeguarding the rights of individuals receiving mental health, substance use, and intellectual/developmental disability (I/DD) services. Working hand-in-hand with CFAC members, families, Trillium staff, and providers, the HRC ensures that services are always delivered with respect for member rights.

The HRC is a diverse group including family members, individuals served, practitioners, providers, and specialists representing all disability groups and regions in Trillium's catchment area. Participants must adhere to privacy and HIPAA laws and commit to attending all meetings. Trillium staff act as liaisons and provide administrative support to the committee, with regular reports made to the Quality Improvement Committee (QIC), which takes appropriate action based on the HRC's recommendations.

The HRC's mission, in accordance with NC General Statutes/ Administrative Code is to ensure compliance with members' rights, confidentiality laws, and established procedures for handling grievances, allegations of abuse, and concerns about restrictive treatment and service access. The committee's primary responsibilities include reviewing:

-  Critical incidents involving restrictive interventions, allegations of abuse, neglect, exploitation by staff, and member deaths.
-  Complaints and grievances related to member rights violations, questionable practices, service access, inadequate treatment, confidentiality issues, alleged abuse, and unsafe facilities.
-  Provider concerns related to quality of care, accessibility, health and safety, and crisis responsiveness.

To serve on the HRC, you must be an adult member/recipient, a relative or guardian of a member/recipient, a network provider, or other stakeholder living in one of the counties in Trillium's catchment area.




Trillium is currently seeking participants in the *Northern MH/SU* region/service area. To identify which counties fall into the Northern region, please click [here](#).

To apply for membership, fill out the [Human Rights Committee Application](#). For questions, contact us at [QMInfo@TrilliumNC.org](mailto:QMInfo@TrilliumNC.org). For more information, visit [Trillium Health Resources - Committees](#).

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## NCTRACKS HOT TOPIC LINKS

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-  [NCDHHS Livestream Fireside Chat and Tele-Town Hall](#)
-  [Grant Opportunities](#)
-  [Crisis Services](#)

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## SIDE BY SIDE WITH DMH/DD/SUS

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Join to learn about policies and programs that affect the MH/IDD/SU/TBI community. Side by side, we will work together to better understand and improve our system. We will listen closely to one another, and we will share ideas for public policy that will improve lives in NC.

**Date/Time:** Monday, Feb. 3, 2025, 2:00-3:00 p.m.

**Registration:** [Register for webinar](#)

**English Flyer:** [Download flyer](#)

**Spanish Flyer:** [Download flyer](#)

Closed-Captioning & American Sign Language (ASL) Interpreters will be provided.

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## DMHDDSUS CELEBRATES TWO YEAR ANNIVERSARY OF BEHAVIORAL HEALTH STATEWIDE CENTRAL AVAILABILITY NAVIGATOR (BH SCAN)

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This month marks two years since the Division of Mental Health, Developmental Disabilities and Substance Use Services (DMHDDSUS) launched [BH SCAN](#), a platform designed to connect people to the right care at the right time in the right place. This technology includes a centralized bed registry for mental health and substance use care,

offering daily updates on available beds. The goal is to help providers make faster referrals and reduce long waits in emergency departments.

Since its launch, **over 3,100 licensed beds** have been enrolled, covering the following services:

-  Community and state psychiatric inpatient facilities
-  Psychiatric residential treatment facilities (PRTFs)
-  Adult and youth facility-based crisis centers (FBCs)
-  Substance use treatment centers

In 2024, we expanded this functionality to include 928 beds across 25 locations that provide **hourly, automated updates** on bed availability. Nearly 100 organizations now have real-time access to this data.

North Carolina has been a strong adopter of this technology, with 83% of facilities reporting bed availability in BH SCAN daily. This data helps providers find essential inpatient and crisis care for people more efficiently and offers critical insights to DMHDDSUS, including the identification of gaps in the statewide crisis system and highlighting areas where additional beds may be needed.

In 2023, we piloted **Automated Bed Availability (ABA)** with Bamboo Health and UNC. Looking ahead, we're preparing to launch **digital referral technology** in early 2025. This system will integrate ABA with providers' Electronic Health Record (EHR) systems, streamlining referrals between providers. Future updates will include mobile crisis dispatch integration, making referrals even more comprehensive.

BH SCAN is already making a difference. For example, during Hurricane Helene, the system helped providers quickly find available beds and transfer patients to operational facilities when others were closed.

DMHDDSUS remains committed to improving BH SCAN to meet the needs of North Carolinians—both providers and individuals—ensuring timely and effective care for all.

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## PROMOTING THE DEVELOPMENT AND USE OF NATURAL SUPPORTS

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The [Temple University Collaborative on Community Inclusion](#) is pleased to offer the "Foundational Training on Community Inclusion" training series with funding from the

North Carolina Department of Health and Human Services and invites you to attend the next webinar in the series. This training will focus on how to support people in developing natural support systems (i.e., people who are not paid to help out, like friends and family members) and engage in activities with them in the community.

**Date/Time:** Tuesday, February. 11, 2025, 12:00 p.m. to 1:00 p.m.

**Registration:** [Register for the webinar](#)

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## **NORTH CAROLINA CHILD TREATMENT PROGRAM PARTNERING WITH LICENSED MENTAL HEALTH PROVIDERS**

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The North Carolina Child Treatment Program (NC CTP) is partnering with the NC Administrative Office of the Courts (AOC) on the new [Safe Babies Court Initiative](#). We're working in pilot counties to recruit licensed mental health professionals to become trained in Child-Parent Psychotherapy (CPP), a model designed to support children aged 0-6 and their caregivers. The Courts are covering the tuition for the training.

Two of the counties in the pilot-Brunswick and New Hanover are in your area, and I'm reaching out to see if you might be open to sharing our advertising about it with your providers. The courts are covering the cost of the tuition. We would greatly appreciate if you can share the links to help us reach clinicians and therapists in your community.

We have an information call coming up on February 10, 2025, 12:00 p.m. to 1:00 p.m. via Zoom:

 [Register](#)

See the link below for more details:

 [CPP Cohort 14 \(Spring 2025 – Fall 2026\)](#)

## REMINDERS

### NEW MENTAL HEALTH PARITY AND ADDICTION EQUITY ACT WEBPAGE

There are federal laws like the [Mental Health Parity and Addiction Equity Act](#) of 2008 that Trillium must follow. This law requires health plans to treat behavioral health services the same as physical health services. Rules for mental health and substance use services must be like those for medical or surgical services. This includes limitations like copays, visit limits, and prior authorization requirements.

Providers can learn about Mental Health Parity and Addiction Equity Act by registering to attend future trainings by clicking on this link: [New Mental Health Parity and Addiction Equity Act webpage](#) . The Mental Health Parity and Addiction Kick Off session that occurred on January 21, 2025 is available for your viewing.

Providers can also submit their Mental Health Parity Provider Questions by using the link which is one of the links below:


-  [View the Parity Kickoff Page](#)
-  [View the Parity Kickoff Recording](#)
-  [Mental Health Parity Provider Questions](#)
-  [Register for Upcoming Parity Webinars](#)

### CLAIMS DENIAL FOR SERVICES WITH IDENTIFIED THIRD-PARTY INSURANCE

Updates to NCTracks Third Party Liability process for NC Medicaid Direct. This bulletin article applies to NC Medicaid Direct.

As part of NC Medicaid's commitment to ensuring compliance with federal regulations, we are implementing updates to NCTracks Third Party Liability (TPL) process for NC Medicaid Direct. These updates will impact claims submitted for certain services when a member has other third-party insurance coverage listed in their eligibility record.

#### WHAT THIS MEANS FOR PROVIDERS

-  Claims for the following services will be **denied** if third-party insurance is detected in the member's eligibility record:

- Hospice
  - Private Duty Nursing
  - Home Infusion Therapy
  - Local Health Department (LHD)
  - Therapy Services
  - Institutional Ambulance
  - Hearing Aid
  - Independent Diagnostic Testing Facility/Portable X-ray
- ▲ Providers are required to submit these claims to the member's primary insurer before billing Medicaid.

### WHAT PROVIDERS NEED TO DO TO AVOID CLAIM DENIALS

1. **Check Member Eligibility before Billing:** Always verify member eligibility and third-party insurance information in NCTracks prior to submitting claims.
2. **Submit Claims to Primary Insurance First:** Ensure claims for the affected services are submitted to any identified third-party insurance before sending them to NC Medicaid.
3. **Maintain Documentation:** Keep Explanation of Benefits (EOB) records from the primary insurers for audit and resubmission purposes.

Claims submitted prior to Dec. 31, 2024, will not be affected. These updates align with NC Medicaid Direct federally mandated role as the payer of last resort.

[Claim Denials/TPL Edit in NCTracks](#)

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## 2025 TRILLIUM FAMILY WEEKENDS AT VICTORY JUNCTION

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April 4-6, 2025 | Application Deadline: Friday March 21, 2025

April 11-13, 2025 | Application Deadline: Friday March 28, 2025

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.

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 [Spring 2025 Interest Form](#) to begin your application. Check the [Spring Flyer](#) or visit the [Victory Junction Family Weekends Webpage](#) to learn more!

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## OFFICE ADMINISTRATOR (OA) CHANGE TIPS

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### HOW TO ANSWER THE CONTINUED ACCESS QUESTION IN AN OA CHANGE REQUEST

When completing an OA change request, users will see the question “Do you want the existing user to continue to have access to this NPI?” with answer choices of yes or no. This answer determines future access for NPIs previously associated with the OA.

Read the full article and details before making your selection. An FAQ is available:

 [Full Article](#)

 [FAQ Page](#)

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## ROADMAP2READY: FEBRUARY

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Each month we will cover a topic that is a part of the Centers for Medicare & Medicaid Services Emergency Preparedness Rule. Interested to see what we covered in past posts: [Click here](#).

Disaster plans must be submitted through the following link: [2025 Disaster Plan Submission](#).

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.

Disaster Plans are due **May 1, 2025**. Even if no updates are needed to your 2025 Disaster Plan, you **MUST** still resubmit the plan with a new cover page displaying the current year and disaster contact info. Failure to submit your Disaster Plan by the deadline (May 1, 2025), may result in an audit and/or plan of correction.

The U.S. [Centers 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 adequate disaster planning and training process in place within your organization. We know that the best way to cope



when a disaster strikes is preparation. Please connect with your [local emergency management](#) office, know your local hazards and 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](#).

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## INCLUSION WORKS COMMUNITY UPDATE

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[Inclusion Works](#) is a collaboration between the Division of Mental Health, Developmental Disabilities, and Substance Use Services (DMHDDSUS), the Division of Health Benefits (DHB) and the Division of Employment and Independence for People with Disabilities (EIPD)

[Register here for upcoming Inclusion Works Lunch & Learns kicking off in the New Year:](#)

- 🌱 [Employment Models](#)
- 🕒 [National Developmental Disability Awareness Month](#)

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## NORTH CAROLINA MEDICAID ANNUAL HEALTH DISPARITIES REPORT

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NC Medicaid serves roughly 3 million low-income individuals and families, placing it in a unique position to track health disparities and improve the health of populations that have been historically marginalized. To help identify and address these disparities, the North Carolina Department of Health and Human Services (NCDHHS) Division of Health Benefits (DHB) developed the 2022 *NC Medicaid Annual Health Disparities Report*, which outlines health disparities across the entire NC Medicaid beneficiary population.

- 🌱 [NC Medicaid Annual Health Disparities Report 2022](#)
- 🌱 [NC Medicaid Annual Health Disparities Brief 2022](#)

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## UPCOMING TRILLIUM SIMULATION EVENTS

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- 🌱 Supporting Children Early Simulation – [Northampton County - February 18, 2025](#)
- 🌱 Re-entry Simulation – [Montgomery County – March 11, 2025](#)
- 🌱 Supporting Children Early Simulation – [Warren County – March 26, 2025](#)

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## REQUEST FOR PROPOSAL: TRANSITION MANAGEMENT SERVICES

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### EXTENDED THROUGH FEBRUARY 28, 2025

Trillium has posted a Request For Proposal (RFP) to invite service providers to submit a proposal for the implementation of Transition Management Services (TMS). Transition Management Services (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 (Closed, Contract Pending)
3. Moore/Hoke
4. New Hanover
5. Pitt/Greene/Wilson (Closed, Contract Pending)

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

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## OPEN ENROLLMENT: PSYCHOSOCIAL REHABILITATION

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### CURRITUCK AND DARE COUNTIES

Trillium welcomes a great opportunity for Providers offering Psychosocial Rehabilitation Services (PSR). Trillium has open enrollment for Psychosocial Rehabilitation Services in Currituck and Dare counties. All interested providers are asked to complete an application by accessing the link below:

 [Provider Service Application](#)

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## FEBRUARY DIVERSITY, EQUITY AND INCLUSION EVENTS

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Trillium is pleased to announce upcoming Diversity, Equity and Inclusion virtual events:

- 🌱 **Heart Wellness By Grace Through Faith: Connecting Wellbeing with our Spiritual Journey**  
February 18, 2025, at 1:00 pm  
[Registration Link](#)
- 🌱 **Promoting Social Justice through Story Telling with Pastor Carmon**  
February 20, 2025, at 10:00 am  
[Registration Link](#)
- 🌱 **Breast Cancer: Addressing Racial Disparities through Education and Practice**  
February 25, 2025, at 11:00 am  
[Registration Link](#)

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## MEDICAL LEADERSHIP IN DISASTER PREPAREDNESS AND RESPONSE

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Are you currently responsible for the medical direction of a healthcare entity in the event of a disaster? Are you interested in serving in that role in the future? The [Medical Leadership in Disaster Preparedness and Response Virtual Conference](#), hosted by ASPR TRACIE and the American College of Emergency Physicians, will bring together individuals who have a medical direction role during disasters to discuss the spectrum of medical leadership responsibilities and some of the specific challenges of the role.

Space is limited--[register today!](#)

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## 2024-2025 NATIONAL CORE INDICATORS-I/DD SURVEY

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Trillium is partnering with NCDHHS to support the annual National Core Indicators (NCI) survey, which evaluates the outcomes of individuals receiving Intellectual and Developmental Disability (I/DD) services. This survey examines critical areas such as employment, community involvement, relationships, health and wellness, safety, and access to services. Standardized questions allow for comparisons between states and provide valuable insights into service quality.

### HOW PROVIDERS WILL BE INVOLVED

Providers serving members with I/DD aged 18 and older may be contacted to assist in the following ways:

- 🌱 Obtaining member consent for survey participation.
- 🌱 Providing background information for consenting members.

Survey administration will be handled by the Carolina Institute for Developmental Disabilities (CIDD), a third-party organization contracted by the State.

The survey sample and a minimum number of surveys are provided by the State. Support may be requested from providers until the minimum participation requirement established by NCDHHS is met.

### **ELIGIBILITY REQUIREMENTS FOR SURVEY PARTICIPATION**

Members must meet the following criteria to participate in the survey:

- Be diagnosed with an intellectual or developmental disability.
- Receive Medicaid-funded services from an I/DD provider agency.
- Be at least 18 years old.

### **NEXT STEPS FOR PROVIDERS**

If your agency provides services to eligible members, please email [Surveys@TrilliumNC.org](mailto:Surveys@TrilliumNC.org) with contact information for the point of contact for the NCI-IDD survey within your agency as soon as possible. Trillium will send additional details, including the list of members selected to participate, via email.

For questions or more information, contact [Surveys@TrilliumNC.org](mailto:Surveys@TrilliumNC.org) or call 1-866-998-2597 (ask for Amanda Morgan).

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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 website. Non-contracted providers can submit an [Interest Submission Form](#) to express future interest in contracting for behavioral health, substance use, and intellectual/developmental disabilities services.

Trillium will review interest submissions on a monthly basis.

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

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

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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.