

To: All Providers

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

Date: February 7, 2025

Subject: Open Enrollment: Peer Support Services and Psychosocial Rehabilitation Services; Join Trillium’s Global Quality Improvement Committee; Clinical Communication Update Regarding No Prior Authorizations; Provider Direct Resources; NCTracks Hot Topic Links; Federal Grants Update; DMH/DD/SUS Announces Investments to Expand Services for Justice-Involved Individuals; Announcing Trillium’s Provider Forums; The Human Rights Committee; 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; 2025 Trillium Family Weekends at Victory Junction; Roadmap2Ready: February; Inclusion Works Lunch & Learn Registrations; Upcoming Trillium Simulation Events; Request for Proposal: Transition Management Services; February Diversity, Equity and Inclusion Events; 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

OPEN ENROLLMENT

PEER SUPPORT SERVICES – OPEN ENROLLMENT – ALL TRILLIUM COUNTIES

Trillium has identified a need for Medicaid funded Peer Support Services (PSS) across Trillium’s catchment area. Peer Support Services (PSS) are an evidenced-based mental health model of care that provides community-based recovery services directly to a Medicaid-eligible adult beneficiary diagnosed with a mental health or substance use disorder. PSS provides structured, scheduled services that promote recovery, self-determination, self-advocacy, engagement in self-care and wellness and enhancement of community living skills of beneficiaries.

This recruitment is Medicaid funded only. Provider must be located in Trillium's catchment area, enrolled in NC Tracks, and meet the Service definition requirements in [Clinical Coverage Policy 8G](#) amended January 1, 2025.

This PSS Open Enrollment will close in 2 weeks on February 17, 2025 Close of business.

 [Questions Link](#)

 [Application Link](#)

PSYCHOSOCIAL REHABILITATION SERVICES – OPEN ENROLLMENT – ALL TRILLIUM COUNTIES

Trillium has identified a need for Medicaid funded Psychosocial Rehabilitation (PSR) services across Trillium's catchment area. PSR is designed to help adults with psychiatric disabilities increase their functioning so that they can be successful and satisfied in the environments of their choice with the least amount of ongoing professional intervention. PSR focuses on skill and resource development related to life in the community and to increasing the participant's ability to live independently.

This recruitment is Medicaid funded only. Provider must be located in Trillium's catchment area, enrolled in NC Tracks, and meet the Service definition requirements in Clinical Coverage Policy 8A amended January 1, 2025. The provider must demonstrate a plan to obtain PSR license if not already licensed.

This PSR Open Enrollment will close in 2 weeks on February 17, 2025 Close of business.



 [Questions Link](#)

 [Application Link](#)

JOIN TRILLIUM'S GLOBAL QUALITY IMPROVEMENT COMMITTEE

Are you passionate about enhancing healthcare quality and driving meaningful change? Trillium is seeking dedicated **CFAC representatives** as well as **Integrated Care Representatives** to join the Global Quality Improvement Committee (GQIC).

The GQIC is a dynamic group of practitioners, providers, specialists, and family representatives working together to improve healthcare quality. By joining, you'll have the opportunity to:

-  Collaborate on impactful quality initiatives.
-  Share insights and expertise with peers and Trillium staff.

- 🌱 Help shape recommendations that guide quality improvement efforts.

If you're ready to make a difference, contact us at QMinfo@trilliumnc.org to learn more or express your interest. Visit [Trillium Health Resources - Committees](#) or [My Learning Campus](#) for more information about GQIC.

CLINICAL COMMUNICATION UPDATE REGARDING NO PRIOR AUTHORIZATIONS

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.](#)

PROVIDER DIRECT RESOURCES

Provider Direct is a secure platform for mental health, I/DD, and substance use providers to access for the following:

- 🌱 Enter or upload Treatment Authorization Requests (TARS) to obtain prior authorization
- 🌱 Upload Person-Centered Plans and Individual Service Plans (ISPs)
- 🌱 Access and file claims
- 🌱 Submit complaints/grievances
- 🌱 Access the Provider Manual

Each screen of Provider Direct contains a direct link to Carolina Complete Health's provider portal for physical health.

A Treatment Authorization Request (TAR) can be completed within Provider Direct in the "Clients" section scrolling down to the "Client TARS" segment.

Training materials can be found [clicking this link](#) and within Provider Direct for quick access. Available trainings include several related to treatment/service authorization requests:

- 🌱 Copy TAR Training
- 🌱 Treatment Authorization Request TAR Training

- 🌱 Discharge TAR Training
- 🌱 Authorizations Training

If you need technical assistance, you can reach out to Provider Direct Support via the Feedback button within Provider Direct or email PDsupport@TrilliumNC.org.

Tips for common issues when not locating the service you are requesting or providing:

- 🌱 The end date for the time period requesting exceeds the member's eligibility span. You can check the member's eligibility on the client home page under the insurance tab.
- 🌱 If you are able to select the service but you are not seeing your provider agency in the provider drop down, that service may not be in the your contract for that funding type.
 - Ensure Proper Set up in NCTracks for the provider.
 - To Add a service, email NetworkServicesSupport@TrilliumNC.org and include:
 - ▲ Organization Name, Tax ID, NPI, billing address and service address
 - ▲ Service codes and names (refer to the benefits plan, rates table and the Clinical Coverage Policy)
 - ▲ When including member information (name, date of birth, Medicaid number, etc.), send your email securely via [Zixsecure](#).

NCTRACKS HOT TOPIC LINKS

- 🌱 [NCDHHS Fireside Chat and Tele-Town Hall- NC Crisis Services – Get Help 24/7](#)
- 🌱 [DMHDDSUS Crisis Services](#)
- 🌱 [Back Porch Chat Thursday, February 13, 2025](#)

FEDERAL GRANTS UPDATE

Over the past couple of weeks, there have been a number of communications from the White House that noted the stop of federal funds for some programs, services, and grants. These took the form of a memo from the federal Office of Budget Management (OMB), Executive Orders issued by the White House, and notices from federal agencies.

These communications did not provide specifics on what was impacted, only broad statements about work that supported Diversity, Equity and Inclusion (DEI) Programs or Gender Ideology Programs. Please see examples from the Centers for Disease Control

([DEI Restrictions](#) / [Gender Ideology](#)) and the Health Resources and Services Administration ([DEI Restrictions](#)).

However, a [Temporary Restraining Order](#) has been issued that prohibits the stop of federal funding in this manner. As part of the Order, the Federal Government was required to send a Notice of Court Order that states, "Federal agencies cannot pause, freeze, impede, block, cancel, or terminate any awards or obligations on the basis of the OMB Memo, or on the basis of the President's recently issued Executive Orders." With this order, it is expected that all federal funding should continue as originally established for the time being.

Given the long-term uncertainty of federal funding, NCDHHS is currently reviewing all Executive Orders issued by the White House and analyzing all programs and services supported by federal funding to gain clarity on the potential effect that a federal funding stop could have on programs, services, and grants.

DMH/DD/SUS ANNOUNCES INVESTMENTS TO EXPAND SERVICES FOR JUSTICE-INVOLVED INDIVIDUALS

DMH/DD/SUS is awarding more than \$11M to programs that strengthen treatment, recovery, and reintegration pathways for justice-involved individuals who need support with mental health, substance use, intellectual and developmental disabilities, and/or traumatic brain injury. These awards fund law enforcement-assisted diversion (LEAD) programs as well as transitional housing and employment services for people reentering their communities from carceral settings.

These funding priorities are part of the [DMH/DD/SUS 2024-2029 Strategic Plan](#) to expand services for individuals in the justice system. LEAD programs, transitional housing, and employment services are crucial interventions to ensure individuals have access to effective services in their own communities.

Housing and employment are two key barriers for individuals reentering their communities. LEAD is a model framework that supports community-based alternatives to jail and incarceration. The program connects individuals with substance use disorder at risk of being arrested with mental health, medical, and social services.

These awards will be distributed to organizations in the Piedmont and Eastern regions of the state. DMH/DD/SUS intends to release a separate grant application process for Western counties that have been impacted by Hurricane Helene.

Funding will support the following organizations as they implement or expand their services:

1. North Carolina Harm Reduction Coalition – LEAD
2. Coastal Horizons Center, Inc. – LEAD
3. Jubilee Home – Housing & Employment
4. Hope Mission of Coastal Carolina – Housing
5. Vaya Health and Alamance Academy – Housing & Employment
6. Hope Restorations, Inc. – Housing & Employment

With this funding, DMH/DD/SUS aims to further expand the breadth and depth of diversion and reentry services offered to ensure individuals have access to the services they need when they need them.

REMINDERS

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](#).

THE HUMAN RIGHTS COMMITTEE (HRC)

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. For more information, visit [Trillium Health Resources - Committees](#).

PROMOTING THE DEVELOPMENT AND USE OF NATURAL SUPPORTS

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](#)

NORTH CAROLINA CHILD TREATMENT PROGRAM PARTNERING WITH LICENSED MENTAL HEALTH PROVIDERS

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 \(Spring 2025 – Fall 2026\)](#)

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](#)

2025 TRILLIUM FAMILY WEEKENDS AT VICTORY JUNCTION

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!

ROADMAP2READY: FEBRUARY

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](#).

INCLUSION WORKS COMMUNITY UPDATE

[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

UPCOMING TRILLIUM SIMULATION EVENTS

- 🌱 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](#)

REQUEST FOR PROPOSAL: TRANSITION MANAGEMENT SERVICES

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.

FEBRUARY DIVERSITY, EQUITY AND INCLUSION EVENTS

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](#)

2024-2025 NATIONAL CORE INDICATORS-I/DD SURVEY

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 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 or call 1-866-998-2597 (ask for Amanda Morgan).

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 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 or use the applicable forms 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.