

To: All Providers

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

Date: February 28, 2025

Subject: Opioid Treatment Program Openings; Trillium Provider Online Assistance; Training Providers to Help our Members; NCTracks Hot Topic Links; Early and Periodic Screening, Diagnosis and Treatment Required Services and Coverage; Federal Update: From Kelly Crosbie; Trillium Partnership with Carolina Institute for Developmental Disabilities; Upcoming Trillium Simulation Events; Mental Health Parity FAQ; Register for Trillium's Provider Forums; Person-Centered Thinking: A 12 Hour Training; February 2025 Pharmacy Newsletter Available; New Mental Health Parity and Addiction Equity Act Webpage; 2025 Trillium Family Weekends at Victory Junction; Roadmap2Ready: February; Trillium is a Closed Network for BH/SUD/IDD; Need to Report Fraud, Waste, and Abuse?

NEW

OPIOID TREATMENT PROGRAM OPENINGS FOR ANSON, BERTIE, BEAUFORT, DARE, LEE, RICHMOND, AND WARREN COUNTIES

Trillium has identified a need for Opioid Treatment Programs in Anson, Bertie, Beaufort, Dare, Lee, Richmond, and Warren counties. Warren County was recently added to this recruitment. Providers must be enrolled in NC Tracks and meet all requirements.

 [Clinical Coverage Policy 8A-9](#)





 [Application Link](#)

TRILLIUM PROVIDER ONLINE ASSISTANCE

Trillium provides a section of the most requested contact information, forms, and links on our website under Provider Information or use this link: [Provider Online Assistance](#).

Locate “How do I” and open the list of resources available.

Links include those below and more:

-  [Add a Site to my Contract](#)
-  [Change Information about my Agency](#)
-  [Contact my Provider Relations Coordinator](#)
-  [Find or Change my Provider Direct System Administrator](#)






TRAINING PROVIDERS TO HELP OUR MEMBERS

[My Learning Campus for Providers](#) offers daily updates on recently developed training aligned with Tailored Plan requirements. All contracted providers can access training 24 hours a day, 7 days a week.

Training for Tailored Plan, Tailored Care Management, and Medicaid Direct Prepaid Inpatient Health Plan requirements are easily accessed through multiple pathways. A My Learning Campus tutorial is available to help you navigate this site.

After creating your account, check out the Provider My Learning Campus. If you already have an account, log in to see what’s new.

NCTRACKS HOT TOPIC LINKS

-  [Inclusion Works Lunch & Learn: Employment Models](#)
-  [Request For Proposals-Request For Proposals-New Non-Law Enforcement Transportation Program](#)
-  [2023-2024 North Carolina Safer Syringe Initiative Annual Report](#)
-  [Grant Opportunities](#)
-  [Side by Side: Substance Use Services and Programming](#)

EARLY AND PERIODIC SCREENING, DIAGNOSIS AND TREATMENT REQUIRED SERVICES AND COVERAGE

The assigned primary care provider (PCP) is responsible for Early and Periodic Screening, Diagnosis and Treatment (EPSDT) services, including screening, diagnosis and treatment.

Screening services include:

1. Routine physical examinations as recommended and updated by the American Academy of Pediatrics (AAP) "Guidelines for Health Supervision III" and described in "Bright Futures: Guidelines for Health Supervision of Infants, Children and Adolescents."
 - ▲ Screening for developmental delays at each visit through the age 5.
 - ▲ Screening for Autism Spectrum Disorders per AAP guidelines.
2. Health and development history.
3. Unclothed physical exam.
4. Development assessment and behavioral health screening.
5. Assessment and provision of immunizations as appropriate for age and health history, in accordance with the schedule for pediatric vaccines established by the Advisory Committee on Immunization Practices.
6. Assessment of nutrition status.
7. Vision testing.
8. Hearing testing.
9. Laboratory procedures appropriate for age and population groups, including blood lead screening.
10. Oral health assessments, evaluations, prophylaxis and oral hygiene counseling for all children at preventive visits at regular intervals and in accordance with the state Oral Health Periodicity Schedule.
11. Infant members under age 1 must be referred to a dentist or dental professional working under the supervision of a dentist as part of the Medicaid Fee-for-Service program.
12. Anticipatory guidance and health education.
13. Referral for additional services, if indicated, for further diagnosis and treatment services.

Trillium will ensure and verify that network behavioral health providers coordinate with Primary Care Providers and specialists conducting EPSDT screenings. Trillium will not make an adverse benefit determination on a service authorization request for a child until the request is reviewed.

[Learn More](#)

FEDERAL UPDATE: FROM KELLY CROSBIE, MSW, LCSW, DIRECTOR

A MESSAGE FROM DIVISION OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES, AND SUBSTANCE USE SERVICES

Thank you for your on-going dedication and commitment to serving the people and communities of North Carolina. I thank you for supporting people with significant mental health, substance use and problem gambling, intellectual and developmental disabilities, and traumatic brain injury in all of our communities. I wanted to share some updates with you; unfortunately, the information is slim; but I wanted you to know that we are thinking of you all and so we are sharing what we do know.

DHHS continues to receive all federal funding and grant payments as expected. There have been some instances of payment delays, but this has not been a widespread issue nor lasted for an extended period of time. In addition, we received a new Notice of Award (NOA) for the first quarter of our new SUPTRS Block Grant. (yay!)

Temporary restraining orders remain in place blocking the freezing of federal funds. We continue to monitor and track all federal funding sources daily and will keep you posted if there are significant concerns or issues. There continues to be uncertainty within the federal workforce due to layoffs and resignations. It is not clear what the direct or long-term impact will be on the work of the Department.

March 14 is the deadline for a federal funding bill or continuing resolution to be passed to avoid a federal shutdown. We are working to understand possible impacts now so we can be prepared if there is a shutdown in the next few weeks. While we have approached the possibility of a federal shutdown in the past, the on-going changes at the federal level create additional uncertainty of how to navigate a potential shutdown.

We will continue to provide updates and welcome any feedback on what information is helpful to you and those that you support. The work of administering public dollars and making sure that we are providing programs and services remains vitally important.

Thank you for all that you do.

REMINDERS

TRILLIUM PARTNERSHIP WITH CAROLINA INSTITUTE FOR DEVELOPMENTAL DISABILITIES

Family Navigators partner with families, caregivers, and members to provide an array of formal and informal services and supports so that members can achieve their full potential and are able to live successfully in their community. Family Navigator services can be provided in individual or group settings, in person, by phone, or virtually. Importantly, Family Navigators are parents or care givers of loved ones with intellectual and developmental disabilities (I/DD) or traumatic brain injury (TBI) and bring that lived experience navigating systems and accessing resources.

The CIDD is a comprehensive center providing multidisciplinary clinical services, conducting basic to applied research, conducting clinical and research training and engaging in advocacy, all with the goal of improving the lives of individuals with developmental disabilities and their families throughout North Carolina and across the country.

UPCOMING TRILLIUM SIMULATION EVENTS

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

MENTAL HEALTH PARITY PROVIDER FAQ IS AVAILABLE

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 in the same manner 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.

- 🌱 [Frequently Asked Questions Link](#)

REGISTER FOR TRILLIUM'S PROVIDER FORUMS

Trillium's Provider Forums share the information most relevant to our network. The webinar series takes 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 for [March 12](#) and [April 9](#) by clicking the dates. Registration for future months is available.

PERSON-CENTERED THINKING: A 12-HOUR TRAINING

The National Learning Community Curriculum - Limited Seats Available

Date: Tuesday, March 18 and Wednesday, March 19, 2025

Time: 9:00 a.m. to 4:00 p.m. (both days)

Location: Ashley Park Apartments Club House, 10300 Pine Lakes Court, Raleigh, NC 27617

[Click to Register Today.](#)





Participants will learn practical information and get useful tools to enhance their person-centered practice in the field.

Target Audience: Providers of mental health or developmental disability services and others interested in the practical application of person-centered practices and tools.

Faculty: Terry Bedford, Communication/Training Director, Universal MH/DD/SAS. Terry is an approved Person-Centered Thinking (PCT) trainer and a member of the National Learning Community for Person-Centered Practice. He also is a trainer in Essential Lifestyle Planning and has held numerous roles supporting people with mental illness and developmental disabilities.

FEBRUARY 2025 PHARMACY NEWSLETTER NOW AVAILABLE

The latest Medicaid Pharmacy Newsletter, dated February 2025, is now available on the N.C. Medicaid website. In addition to the March 2025 check-write schedule, this edition of the newsletter includes the articles:

-  PREP Act Extension: North Carolina Medicaid to Cover COVID-19 and Flu Vaccines at Point-of-Sale Pharmacy for Children
-  Key Updates and Requirements for Pharmacy Providers
-  Prenatal Vitamins Reimbursement
-  Pharmacy Frequently Asked Questions (FAQs)

Reminder on NC Medicaid Pharmacy Co-payment Requirements

Providers are encouraged to review this important information. [The 2025 Medicaid Pharmacy Newsletters can be viewed here.](#)

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.

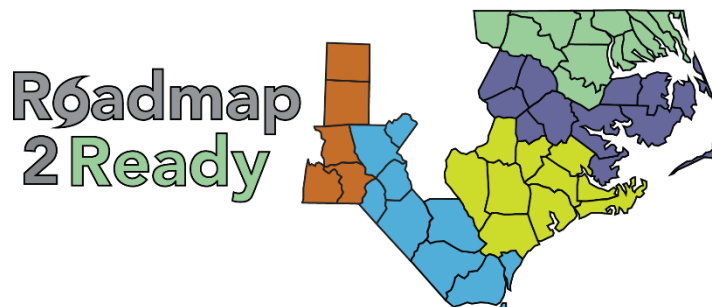
Open to all Trillium members and their families or natural supports, regardless of age or diagnosis.

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 strike 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](#).

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.