

To: All Providers

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

Date: March 7, 2025

Subject: Medicare Crossover Claims; Community Partners Webinar – An Update on Medicaid; NCTracks Hot Topic Links; Verifying Other Health Insurance for NC Medicaid Managed Care Members; Updates to Clinical Coverage Policy 5A-3, Nursing Equipment and Supplies; Roadmap2Ready: March; Training Opportunity: Empowering Youth with Complex Needs; Opioid Treatment Program Openings; Trillium Provider Online Assistance; Training Providers to Help our Members; 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; New Mental Health Parity and Addiction Equity Act Webpage; 2025 Trillium Family Weekends at Victory Junction; Need to Report Fraud, Waste, and Abuse?

NEW

MEDICARE CROSSOVER CLAIMS

Effective 4/1/2025, Trillium Health Resources will begin processing Medicare Crossover claims received by NCTracks. Both Professional and Institutional secondary claims will be received by Trillium for dual-eligible beneficiaries (Medicare & Medicaid coverage) who have Trillium designated as their Medicaid Managed Care payor.

Providers with dual-eligible beneficiaries will only need to submit claims in the following cases:

- 🌱 If Medicaid requires a different billing format from Medicare for a particular service including the differing of modifiers and claim forms
- 🌱 The members have additional third-party commercial coverage

For any questions regarding claims, please feel free to contact ClaimsSupport@TrilliumNC.org.

COMMUNITY PARTNERS WEBINAR – AN UPDATE ON MEDICAID

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

Join us Wednesday, March 19 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.

 [Click here to register](#)

For more information or questions contact us at Medicaid.NCEngagement@dhhs.nc.gov

*Close captioning is available in English and Spanish. If additional accessibility and communication accommodations are needed, please email Medicaid.NCEngagement@dhhs.nc.gov with the details of your request.

NCTRACKS HOT TOPIC LINKS

-  [Side by Side with DMH/DD/SUS Substance Use Services and Programming](#)
-  [Ribbon Cutting for New Behavioral Health Urgent Care Center](#)
-  [DMH/DD/SUS Highlighted In North Carolina Health News](#)
-  [CIT Conference 2025 Highlights](#)
-  [Governor Proclaims Developmental Disabilities Awareness Month](#)
-  [Secretary Dev Sangvai Visits Western North Carolina](#)
-  [North Carolina's Healthy Opportunities Pilots Receive National Recognition](#)

VERIFYING OTHER HEALTH INSURANCE FOR NC MEDICAID MANAGED CARE MEMBERS

[Verifying Other Health Insurance for NC Medicaid Managed Care Members](#)

Use Standard Plan and Tailored Plan provider portals or Real-Time Eligibility Electronic Data Interchange Transactions 270/271.

Providers are reminded to verify other insurance information for NC Medicaid Managed Care members through the respective Standard Plan and Tailored Plan provider portals or through the PHP's Real-Time Eligibility Electronic Data Interchange (EDI) transactions 270/271.

NC Tracks should only be used to verify other insurance for NC Medicaid Direct members. NC Medicaid health plans have and will continue to be the primary source of truth for identifying and verifying the existence of other health insurance coverage for the managed care member population. Please refer to the March 2023 bulletin, [Identifying Other Found Insurance for NC Medicaid Managed Care Members](#), for the original announcement.

OTHER HEALTH INSURANCE REMINDERS

- 🌱 Providers should verify other health insurance information directly with the Medicaid Managed Care Organizations (PHPs) associated with the member prior to submitting claims.
- 🌱 Claims submitted to a Medicaid PHP for members with other health insurance must adhere to the coordination of benefits (COB) protocols as outlined by the health plan.

HEALTH PLAN RESPONSIBILITIES

- 🌱 Medicaid PHPs are responsible for identifying, verifying and maintaining accurate records of other health insurance coverage for their members.
- 🌱 PHPs must communicate any updates of other health insurance to the state Medicaid agency as part of their regular reporting requirements.

NC Medicaid Help Center: 888-245-0179.

UPDATES TO CLINICAL COVERAGE POLICY 5A-3, NURSING EQUIPMENT AND SUPPLIES

[Updates to Clinical Coverage Policy 5A-3, Nursing Equipment and Supplies](#)

An amended version of Clinical Coverage Policy 5A-3, Nursing Equipment and Supplies with an effective date of March 1, 2025, was posted to the [NC Medicaid Clinical Coverage Policy web page](#).

ROADMAP2READY: MARCH 2025



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](#).

Reminder that 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.

Power failures can occur at any time. Knowing what your emergency plan is if this occurs at your facility is critical to your business and the people you serve. According to Agility Recovery, 70 percent of U.S. businesses will be affected by a power outage in the next 12 months, so it is important that you understand your risk, develop a preparedness and mitigation plan, and take action.

It is important to include any evacuation triggers that may be needed if it gets too hot, generator runs out of fuel or malfunctions, gets too cold etc. Consider where you will go and how you will get there.

Ready.gov has a great toolkit will help you develop specific plans and provides checklists for your staff, space, systems, & service. [English version is here](#) and [Spanish version is here](#). Additional resources for Health Care Facilities during utility failure can be found [Utility Failure Tip Sheet ELECTRICITY](#) and [Healthcare Facilities and Power Outages](#).

TRAINING OPPORTUNITY: EMPOWERING YOUTH WITH COMPLEX NEEDS

April 25, 2025 10:00 a.m. at the Koury Convention Center

This interactive training will provide participants with information and resources to support harm reduction and the overall wellbeing of youth with a neurodivergent diagnosis. Participants will have the opportunity to learn and practice harm reduction strategies while also increasing their understanding of the impact that substance use has specifically on positive outcomes and mental health for youth with complex needs.

Title of Training: Empowering Youth with Complex Needs: Addressing Harm Reduction in Youth with Co-occurring Neurodivergent Diagnosis and Substance Use

Speaker: Ashley Osbourne

 [REGISTER HERE](#)

REMINDERS

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.

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.

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

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me: 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.

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](#)
-  [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!

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.