

To: All Providers

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Date: March 14, 2025

Subject: Request for Applications for Substance Use Disorder Assessments; North Carolina Medicaid 1915(i) Webinar; New Resources to Understand Crisis Services; NCTracks Hot Topic Links; Medicare Crossover Claims; Community Partners Webinar – An Update on Medicaid; 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 Partnership with Carolina Institute for Developmental Disabilities; Upcoming Trillium Simulation Event; 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

REQUEST FOR APPLICATIONS FOR SUBSTANCE USE DISORDER ASSESSMENTS IN JUVENILE DETENTION CENTERS

Trillium is seeking providers to deliver substance use disorder (SUD) assessment and treatment in the **Perquimans County Detention Center** and **Richmond County Detention Center**. This is being funded by Mental Health Block Grant (MHBG) funds to support youth who are in custody of these facilities to identify SUD service needs and supports for successful post-custody continuity of care. Applicants must apply between March 6 - March 21, 2025.

[See Details and Apply Here](#)

NORTH CAROLINA MEDICAID 1915(I) WEBINAR FOR SERVICE PROVIDERS

NC Medicaid invites you to join the 1915(i) Webinar for service Providers on Thursday, March 20, 2025, from 11:00 a.m. to 12:00 p.m.

This webinar will cover important information about the 1915(i) service process, including:

- ▲ Determining beneficiary eligibility
- ▲ Conducting assessments to identify service needs
- ▲ Creating a care plan/Individual Support Plan (ISP)
- ▲ Service initiation and delivery
- ▲ Ongoing care coordination

The webinar will also include a review of the provider qualifications required by the Department, as outlined in the 1915(i) State Plan Amendment (SPA).

Register now by clicking the link below. If you're unable to attend the live session, you can still register to receive the webinar materials afterward.



NEW RESOURCES TO UNDERSTAND CRISIS SERVICES

A Message from DMHDDSUS Director, Kelly Crosbie, MSW, LCSW

When life feels out of control, North Carolinians can connect with non-judgmental, private and compassionate crisis services. The North Carolina Department of Health and Human Services has launched a new [toolkit](#) to continue to increase visibility for crisis care available to North Carolinians at no or low cost.

Partners like you can help your communities connect with these services through the following materials, available in both English and Spanish:

- ▲ A [flyer](#) that provides guidance on all ways to access crisis services
- ▲ [Social media](#) graphics and accompanying post copy
- ▲ A [newsletter template](#) to incorporate into your ongoing outreach

All materials direct North Carolinians to the revamped [NCDHHS web page](#) that helps people better understand North Carolina's crisis services, including how to:

- ▲ connect with someone who will listen and help
- ▲ have help come to them through a zip code search of mobile crisis teams
- ▲ go someplace safe through a searchable map of crisis community centers

Please share the above materials across your networks. Together, we can help people find support when they need it most.

We also encourage you to watch and share our latest tele-town halls in [English](#) and [Spanish](#) here where experts share guidance on crisis services and ways to support mental well-being.

If you, someone you love or those in your community are at a breaking point, crisis services can connect them with the care they need, the way they need it.

Help starts here: ncdhhs.gov/CrisisServices.

NCTRACKS HOT TOPIC LINKS

- ▲ [DMHDDSUS Director Crosbie to Receive Social Worker of the Year Award at the NASW-NC Ethics Conference](#)
- ▲ [NC Medicaid Expansion Toolkit](#)
- ▲ [State Consumer and Family Advisory Committee Meeting](#)
- ▲ [Brain Injury Advisory Council Meeting](#)
- ▲ [Inclusion Works Lunch and Learn National Developmental Disabilities Awareness Month](#)
- ▲ [NCDHHS Innovations Supported Living Levels 2 & 3 Stakeholder Meeting](#)
- ▲ [NCDHHS Spanish-Language Cafecito and Tele-Town Hall- \(NC Crisis Services - Support for All Ages\)](#)

REMINDERS

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.

🌱 [Register here](#)

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.

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

Roadmap 2 Ready



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](#)

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 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 EVENT

 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 [April 9](#) and future forums 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

[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.