



Network Communication Bulletin #400

To: All Providers

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

Date: March 21, 2025

Subject: National Core Indicator Survey Update; Camp Easterseals Virginia; Upcoming Trillium Simulation Events; Update from NCTracks; NCTracks Hot Topic Links; Medicare Crossover Claims; 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; Trillium Partnership with Carolina Institute for Developmental Disabilities; Mental Health Parity FAQ; Register for Trillium's Provider Forums; New Mental Health Parity and Addiction Equity Act Webpage; 2025 Trillium Family Weekends at Victory Junction; Need to Report Fraud, Waste, and Abuse?

NEW

NATIONAL CORE INDICATOR (NCI) IDD 2024-2025 SURVEY UPDATE

Trillium has successfully submitted nearly 300 NCI IDD survey packets to the state! We extend a heartfelt THANK YOU to our providers who helped gather member consents and background information—your support made this possible! Your contribution to this annual survey is greatly appreciated.

In the coming weeks, the state will begin scheduling interviews with members and guardians. Their responses, along with those of other participants across North Carolina, will provide valuable insights to enhance services for individuals with disabilities and their families. Thank you for being part of this important effort!

CAMP EASTERSEALS VIRGINIA

20 Summer Camp Scholarships are now sponsored by Trillium Health Resources! Trillium Campers can experience this wonderful camp for FREE this summer!

Camp Easterseals Virginia is a fully accessible overnight camp in New Castle, Virginia. It's a place where campers of all ages and abilities enjoy an exciting camp experience in a supportive environment with knowledgeable and experienced staff. Every camper is celebrated and empowered to try new things, make friends, and create lifelong memories.

This opportunity is open to the first 20 people to apply!

Want to learn More? Visit [Camp Easterseals Virginia](#) website.

Ready to apply? Visit [Apply to Camp Easterseals Virginia](#) webpage

Questions? Email camp@eastersealsucp.com

UPCOMING TRILLIUM SIMULATION EVENTS

- 🌱 Supporting Children Early Simulation - [Warren County - March 26, 2025](#)
- 🌱 Re-entry Simulation - [Gates County - April 29, 2025](#)
- 🌱 Re-entry Simulation - [Duplin County - May 13, 2025](#)

UPDATE FROM NCTRACKS – A MESSAGE ON BEHALF OF MEDICAID

COLLABORATIVE CARE MANAGEMENT CAPACITY BUILDING FUNDING

Starting April 1, 2025, applications open for Phase 1 and Phase 2 Practices.

The NC General Assembly has earmarked \$5 million for capacity building for Medicaid-enrolled primary care practices across the state to adopt Collaborative Care Management (CoCM). The NCDHHS Division of Mental Health, Developmental Disabilities, and Substance Use Services (DMHDDSUS) is contracting with Community Care of North Carolina (CCNC) to manage the program in partnership with North Carolina Area Health Education Centers Practice Support coaching.

CoCM is an evidence-based behavioral health integration model designed to support primary care clinicians in assessing and treating patients with mild to moderate behavioral health conditions. An evidence-based model shown to be more effective than usual care, CoCM improves patient outcomes, increases satisfaction for both patients and providers, and reduces healthcare costs and the stigma related to mental health and substance use disorders.

The capacity building fund has a maximum award of \$50,000 per practice. A primary care practice entity applying on behalf of multiple primary care practice sites may receive a maximum of three awards per entity. **Phase 1:** Each clinic site may be eligible to receive awards of \$50,000 to begin a CoCM model in-house. **Phase 2:** Additionally, \$30,000 is available for practices to expand an existing in-house CoCM model and \$20,000 is available to practice sites meeting Phase 1 eligibility, but planning to outsource staffing to a third-party, turn-key company.

For more information, please see [CCNC's website](#).

NC MEDICAID LONG TERM SERVICES AND SUPPORTS 2025 PROVIDER FORUM

NC Medicaid Long Term Services and Supports (LTSS) will host the 2025 Forum June 4-5, 2025. This two-day conference is a statewide conference for providers of all service types who administer, manage, and deliver medical, supportive, and home and community-based services to NC Medicaid beneficiaries in NC Medicaid Managed Care and NC Medicaid Direct. Please note that anyone is encouraged to attend, and that the forum is not limited to providers.

More details on topics, speakers and registration will be available soon.

Event Information

2025 NC Medicaid LTSS Forum







Wednesday, June 4, 2025, and Thursday, June 5, 2025

3415 Wake Forest Rd, Raleigh, North Carolina, 27609

Contact: [Event Webpage](#)

NCLIFTSS (Acentra): 1-833-522-5429

NCTRACKS HOT TOPIC LINKS

-  Governor Stein Delivers First State of the State Address
-  Former Governor Roy Cooper and Dr. Betsey Tilson Honored with Levine Award for Contributions to Public Health
-  Medicaid Expansion in North Carolina: The First Year
-  Inclusion Connects Releases Report on Progress
-  NCDHHS Investment to Strengthen the Direct Support Professionals Workforce
-  March is Problem Gambling Awareness Month

- 🌱 Collaborative Care Management Capacity (CoCM) Building Funds Announcement
- 🌱 Side by Side with DMH/DD/SUS National Autism Acceptance Month
- 🌱 NC Recovery Courts Conference 2025 Creating Lasting Change
- 🌱 Addiction Professionals of North Carolina 2025 Spring Conference

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.

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](#).

**Roadmap
2Ready**



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](#)

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.

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.

Previously held forums information is available in the [Provider Forum](#) webpage.

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.