

To: All Providers

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

Date: April 11, 2025

Subject: Crisis Services Fireside Chat; Improving Member Health through Managed Care Program Enhancements; 1915(i) Resources Ready for Download; NCTracks Hot Topic Links; April 2025 TCM Education; Updated PDN Clinical Coverage and Documentation Submission Policies Effective April 1, 2025; Roadmap2Ready: April; Addiction Professionals of North Carolina 2025 Conference: North Carolina Prevention Conference; NCARF 2025 Spring Conference – Working Together to Impact Change; NAMIWALKS; Questions Related to Proposed Federal Funding Cuts; New Campaign Focuses on Persistent Disparities in Overdose Deaths for Black Communities; Upcoming Trillium Simulation Events; Update from NCTracks; Medicare Crossover Claims; Verifying Other Health Insurance for NC Medicaid Managed Care Members; Training Opportunity: Empowering Youth with Complex Needs; New Mental Health Parity and Addiction Equity Act Webpage; Mental Health Parity FAQ; Register for Trillium’s Provider Forums; Need to Report Fraud, Waste, and Abuse?

NEW

CRISIS SERVICES FIRESIDE CHAT AND TELE-TOWN HALL

CRISIS SERVICES FIRESIDE CHAT AND TELE-TOWN HALL

The North Carolina Department of Health and Human Services will host a live fireside chat and tele-town hall on Thursday, April 10, from 6:00 p.m. to 7:00 p.m. to discuss how people can support their mental well-being, find resources and get help for themselves or someone else experiencing a mental health crisis.

The fireside chat will stream live from the NCDHHS [Facebook](#) and [YouTube](#) accounts, where viewers can submit questions. The event also includes a tele-town hall, which invites people by phone to listen in and submit questions. People can dial into the event by calling 855-756-7520 Ext. 120794#.

Fireside chat and tele-town hall panelists will discuss:

-  Where to find mental health information and resources

- 🌱 What crisis services are and how to access them
- 🌱 When to get help for yourself or a loved one
- 🌱 What crisis services are and how to access them
- 🌱 When to get help for yourself or a loved one

IMPROVING MEMBER HEALTH THROUGH MANAGED CARE PROGRAM ENHANCEMENTS

NORTH CAROLINA'S APPROACH TO STANDARD PLAN RE-PROCUREMENT

Since the launch of the NC Medicaid Managed Care Standard Plan program, the North Carolina Department of Health and Human Services (NCDHHS) has gathered valuable insights from Medicaid beneficiaries, providers, health systems, health plans and other partners, and has learned meaningful lessons in administering a Medicaid program under managed care.

[Improving Member Health Through Managed Care Program Enhancements: North Carolina's Approach to Standard Plan Re-Procurement](#), describes key policy priorities that will build on progress achieved over the last several years while strengthening areas offering opportunities for advancement or requiring additional attention and support.

As Medicaid managed care continues to mature in North Carolina, NCDHHS seeks to leverage Standard Plans in more innovative, effective, and efficient ways to improve health guided by the following key objectives:

- 🌱 ***Provide beneficiaries with timely access*** to care, a positive and respectful experience, and improved health outcomes
- 🌱 ***Advance high-value and efficient care*** through collaborative care delivery that addresses the full spectrum of member needs and improves population health
- 🌱 ***Engage and support providers*** and the healthcare workforce while reducing provider administrative burden
- 🌱 ***Support cost effectiveness and predictability*** for long-term program sustainability

The program changes for NC Medicaid Managed Care Standard Plans were identified for their potential to improve the member and provider experience, enhance care management and ensure timely access to high-value care. NCDHHS is dedicated to improving the health of all North Carolinians.

The [paper](#) and a [summary](#) are available on the [NC Medicaid Policy Papers webpage](#).

NCDHHS seeks public feedback on this paper by **Wednesday, May 7, 2025**, by:

- 🌱 **Email:** Medicaid.NCEngagement@dhhs.nc.gov with the subject line “Managed Care Program Enhancements Feedback”
- 🌱 **U.S. Mail:** Department of Health and Human Services, Division of Health Benefits, 1950 Mail Service Center, Raleigh NC 27699-1950
- 🌱 **Drop-off:** Department of Health and Human Services, Dorothea Dix Campus, Adams Building, 101 Blair Dr., Raleigh NC

Send questions about NC Medicaid transformation to Medicaid.NCEngagement@dhhs.nc.gov. For more information about transformation efforts, visit <https://medicaid.ncdhhs.gov/transformation>.

1915(i) RESOURCES READY FOR DOWNLOAD

1915(i) services are for certain people with NC Medicaid. They are for people who have intellectual/developmental disabilities, traumatic brain injuries, serious mental health conditions or severe substance use disorders. Some people on the waitlist for the NC Innovations Waiver may qualify. These Medicaid services support people in their own homes or communities, instead of care facilities.

1915(i) services are available to eligible people with NC Medicaid through NC Medicaid Direct, Tailored Plans or the Eastern Band of Cherokee Indians Tribal Option.

Please share these bilingual and accessible resources to help your community get the answers they need. The 1915(i) Toolkit is available in **English** and **Spanish**.

The 1915(i) Toolkit includes:

- 🌱 NEW! [PowerPoint with essential details about 1915\(i\)](#)
- 🌱 NEW! [1915\(i\) Flyer](#)
- 🌱 NEW! [1915\(i\) Community Living and Supports Flyer](#)
- 🌱 NEW! [Social media copy and graphics](#)
- 🌱 NEW! [Email templates and newsletter graphic](#)
- 🌱 Webinar: [“Accessing Home and Community-Based Services through 1915\(i\)”](#)
- 🌱 and related [Questions and Answers](#)

[Download the toolkit](#)

ATTENTION PRIVATE DUTY NURSE (PDN) PROVIDERS

USE "SCHOOL" AS PLACE OF SERVICE FOR MISSED SCHOOL VISITS STARTING APRIL 14, 2025





Effective April 14, 2025, PDN providers are to use SCHOOL as the Place of Service for the Missed School Visits only. The Place of Service value is entered on the Detail Information tab during entry of a new prior approval request via the NCTracks Provider Portal.

Providers may request up to 30 hours per every 180-day certification period for sick days, adverse weather days, and/or scheduled school closings as an additional detail line on an initial continuation, reauthorization, or shared care prior authorization request. Any hours needed beyond the 30 hours per every 180-day certification period will be submitted as a separate prior authorization request with the Increase of Hours service type.

Note: School as a place of service is only for missed school visits.

[NCTracks Home](#)

NCTRACKS HOT TOPIC LINKS

-  [Governor Josh Stein and NCDHHS Secretary Dev Sangvai Hold Roundtable in Nash County on NC Medicaid in Rural Communities](#)
-  [N.C. Senate Confirms Secretary Dev Sangvai](#)
-  [Inclusion Works](#)
-  [Improving Member Health Through Managed Care Program Enhancements: North Carolina's Approach to Standard Plan Re-Procurement](#)


REMINDERS

APRIL 2025 TAILORED CARE MANAGEMENT EDUCATION

TCM LEARNING COLLABORATIVES

TCM Learning Collaboratives (LCs) are designed to assist TCM candidates in developing the administrative tools to implement best practices within all treatment settings and among all providers. These sessions will be led by NC AHEC Practice Support to facilitate a coordinated learning experience with access to subject matter experts across the state.

Join us for the following TCM LCs in April:

 April 16, 2025 | 12:30 p.m. to 1:30 p.m.

[Tailored Care Management Learning Collaborative \(LC\) Session 90: DHB Office Hours](#)

[See All TCM Education Courses](#)

UPDATED PRIVATE DUTY NURSING CLINICAL COVERAGE AND DOCUMENTATION SUBMISSION POLICIES EFFECTIVE APRIL 1, 2025

Private Duty Nursing (PDN) Clinical Coverage policies require providers to submit the signed CMS 485 every 60 days for PDN beneficiaries. Providers are expected to submit the signed CMS 485 every 60 days. Effective April 1, 2025, for reauthorizations, GDIT will not look at previous PAs for CMS 485s.

Effective April 1, 2025, PDN providers will have a 7-business day grace period to submit all required PDN documentation. If the documentation is submitted and acceptable within 7 business days of the PA submission, GDIT will adjudicate the PA with the requested effective start date provided all clinical criteria are met. If the documentation is received after the 7-business day deadline, the effective PA start day will be the date of receipt of acceptable documentation provided all clinical criteria are met.

EXAMPLE:

1. PA submit date: 02/03/2025
2. PA requested start date 02/12/2025
3. RAI letter sent: 02/07/2025
4. If the additional information was received on or before 02/18/2025, the PA would be approved with the requested effective start date of 02/12/2025.
5. If the additional information is received after 02/18/2025, the PA start date would be reduced to the date the final piece of documentation is received, and all criteria is met. (Example: All requested additional information is received on 02/20/2025; therefore, the PA start date is 02/20/2025.)

[NCTracks Home](#)

ROADMAP2READY: APRIL 2025

Each month we will cover a topic that is a part of the Centers for Medicare & Medicaid Services Emergency Preparedness Rule. In March we covered power failures and a toolkit on how to improve your plan. Interested to see what we covered in past posts? [Click here.](#)

Roadmap 2 Ready



Unfortunately, sometimes residents or clients can go missing. Ensure that this is included in your facilities procedures and emergency plans. There are many resources and templates available to help create a plan and checklists for your facility.

Here are the [resources that ASPR TRACIE](#) has put together, below are some highlights of what to consider.

- 🗑️ **When was the last time this procedure and plan were revised in detail?** Make some time this month to meet with leadership and Emergency Preparedness team to review the plan.
- 🗑️ **Is your staff familiar with the procedure and plan?** This may be a good time to send staff a reminder of the procedures in place
- 🗑️ **Is there suggestions in place on search patterns or recommendations?** Do you have a blueprint of your floor plan or assigned specific roles to search their designated areas?
- 🗑️ **Complete an After-Action Report (AAR)** after a resident goes missing or use this scenario to create a tabletop exercise. It is important to go over what occurred after the fact and find areas that need improvement or updating.

If you are not a residential facility but have a member that may be prone to wandering, check with your local Sheriff Office or Emergency Management office to see if they qualify for programs such as:

- 🗑️ **Are You OK? Service**--This program is a daily telephone reassurance program offered by some Sheriff's Office. (This program could be called "R U OK")
- 🗑️ **Project Lifesaver**--Search and rescue program operated by public safety agencies and designed for "at-risk" individuals who are prone to the life-threatening behavior of wandering.

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. **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.

ADDICTION PROFESSIONALS OF NORTH CAROLINA 2025 SPRING CONFERENCE

Made possible in part by support from NCDHHS, attend the APNC Spring Conference to earn valuable continuing education credits toward licensure, enjoy tailored sessions designed to enhance your professional growth, and network with peers who share your passion and commitment across our state.

Date/Time: April 21-23, 2025, 8:00 a.m. to 12:00 p.m.

Location: Lake Junaluska Conference Center, 91 North Lakeshore Drive, Waynesville, NC

Registration: [Register for the conference](#)

NORTH CAROLINA PREVENTION CONFERENCE

Made possible in part by support from NCDHHS, the primary focus of the North Carolina Prevention Conference is to support those engaged in primary prevention strategies, including prevention providers, coalition workers, educators, and public health professionals.

Date/Time: April 24-25, 2025, 8:00 a.m. to 12:00 p.m.

Location: Lake Junaluska Conference Center, 91 North Lakeshore Drive, Waynesville, NC

Registration: [Register for the conference](#)

More Information: [Visit the conference website](#)

NCARF 2025 SPRING CONFERENCE - WORKING TOGETHER TO IMPACT CHANGE

Founded over 50 years ago in 1965, NCARF - Working Together to Impact Change is an established resource for influence, information, education and training, networking, and collaboration with member facilities. Functioning as the unified voice, NCARF is dedicated

to ensuring that the citizens of North Carolina are aware of the diverse services provided by its members.

Conference Date/Time: April 30 - May 2, 2025

Location: Courtyard by Marriott--Carolina Beach, 100 Charlotte Ave, Carolina Beach, NC

Registration: [Register for conference](#)

More Information: [View the conference agenda](#)

NAMIWALKS

This yearly event brings together mental health advocates, peers, professionals, and family members to bring awareness, pledge to eradicate stigma in communities, and raise funds to support NAMI programs and services. Come together to celebrate recovery, advocate for increased access to resources, and contribute to improving the lives of those who live with mental illness and their families. Show your support for mental health in North Carolina and DMH/DD/SUS's community partner, NAMI, by attending.

Date/Time: Saturday, May 17, 2025, 8:00 a.m. to 1:30 p.m.

Location: Perimeter Park, 3015 Carrington Mill Blvd, Morrisville, NC 27560

Registration: [Register for the walk](#)

More Information: [Visit the website](#)

QUESTIONS RELATED TO PROPOSED FEDERAL FUNDING CUTS

Trillium has received several questions related to the federal funding cuts announced on March 24, and we understand the uncertainty this announcement may have caused. Please note, the scope of this potential funding cut is limited.

Trillium has reached out to all providers who may be impacted by this notice. If you have not received direct communication from Trillium on this topic, we do not anticipate any funding changes for your organization currently.

NEW CAMPAIGN FOCUSES ON PERSISTENT DISPARITIES IN OVERDOSE DEATHS FOR BLACK COMMUNITIES

Vital Strategies hosted a webinar to launch a new campaign to reduce opioid overdose, with a focus on addressing disproportionately high overdose deaths in Black communities. See below for sign-up information and a video about the campaign. [Watch the video](#)

A partner of DMH/DD/SUS, Vital Strategies has convened a coalition of Black community leaders, government officials, and health experts to create the You Have the Power to Save Lives campaign.

The campaign promotes overdose-reversing naloxone, an easy-to-use nasal spray medication. At the heart of the campaign is a new website, YouCanSaveLives.org, where people can learn how to get naloxone in their community and hear real-world testimonials about the importance of carrying and using naloxone.

NCDHHS maintains its own website where anyone in NC can learn how to get naloxone. Please visit naloxonesaves.org to learn more about how North Carolina is working to address the opioid epidemic.

UPCOMING TRILLIUM SIMULATION EVENTS

- 🗓️ 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

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

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.

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](#)

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](#)

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 future forums and review previously held forum information: [Provider Forum](#) 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.