

To: All Providers

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Date: April 17, 2025

Subject: IRIS Notification; April 2025 Pharmacy Newsletter Now Available; Update to Letterhead on Provider Letters; Inclusion Works Autism Awareness Month Lunch & Learn; NCTracks Hot Topic Links; Improving Member Health through Managed Care Program Enhancements; 1915(i) Resources Ready for Download; Attention Private Duty Nurse Providers; Updated Private Duty Nursing 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; Upcoming Trillium Simulation Events; Medicare Crossover Claims; Verifying Other Health Insurance for NC Medicaid Managed Care Members; Training Opportunity: Empowering Youth with Complex Needs; Mental Health Parity and Addiction Equity Act Webpage; Register for Trillium’s Provider Forums; Need to Report Fraud, Waste, and Abuse?

NEW

IRIS NOTIFICATION

IRIS Notification:

The Complaint Intake and Health Care Personnel Investigations Section is planning to move to a new location on Thursday, April 24, 2025.

We have learned the fax lines and machines will have to be moved the day before, on **April 23, 2025**. As a result, Health Care Personnel Investigations will not have the capability to receive any faxes from providers, such as the Initial Allegation and Investigation Reports for allegations of abuse, neglect, misappropriation, fraud, and diversion of drugs, during the move time.

Health Care Personnel Investigations cannot predict how long we will be without fax service since the Section is dependent on outside vendors for the moving of the fax lines

and machines. The DHSR Licensure and Certification Sections have been notified providers may not be able to successfully transmit their reports to Health Care Personnel Investigations on **April 23, 2025**, as timely as expected.

Staff will still be available for telephone calls during the move and our mailing address will not change.

APRIL 2025 PHARMACY NEWSLETTER NOW AVAILABLE

The latest Medicaid Pharmacy Newsletter, dated April 2025, is now available on the N.C. Medicaid website. In addition to the May 2025 checkwrite schedule, this edition of the newsletter includes the articles:

- Reminder on NC Medicaid Pharmacy Co-payment Requirements
- Important Announcement About the Cost of Dispensing Survey

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

UPDATE TO LETTERHEAD ON PROVIDER LETTERS

As part of an effort to ensure consistency and accuracy across all provider communications, the NCTracks team is updating the letterhead used in provider letters. While most provider letters currently use the CSRA letterhead, a limited number have been sent using NCDHHS letterhead.

Effective April 8, 2025, **all** provider letters will be updated to use the CSRA letterhead.

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INCLUSION WORKS AUTISM AWARENESS MONTH LUNCH & LEARN

Join Inclusion Works to learn about best practices to support individuals with intellectual and developmental disabilities and Traumatic Brain Injury on their path to achieving Competitive Integrated Employment.






This month's Lunch & Learn will focus on [LiNC IT](#), an Autism Employment Program. We will explore the program developed by the North Carolina Business Committee for Education and its effort to use state resources to support businesses, potential employees, and employers.

Date/Time: Wednesday, April 16, 2025, 12:00-1:00 p.m.

Registration: [Register for the Lunch & Learn](#)

Closed-Captioning & American Sign Language (ASL) Interpreters will be provided.

NCTRACKS HOT TOPIC LINKS

-  [NCDHHS Begins Capacity Restoration Services at Wake County Detention Center](#)
-  [NCDHHS Mental Health Fireside Chat Sees Record Attendance](#)
-  [Mounting Evidence Shows the Mental Health Collaborative Care Model in Primary Care Reduces Suicide](#)
-  [Post-Overdose Response Team Training](#)
-  [DSP Survey Report Webinar](#)

REMINDERS

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.

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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.)

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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.

UPCOMING TRILLIUM SIMULATION EVENTS

 Re-entry Simulation - [Gates County - April 29, 2025](#)

 Re-entry Simulation - [Duplin County - May 13, 2025](#)

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](#)

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](#)
-  [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.