

To: All Providers

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Subject: Roadmap to Ready: July 2025; Important Announcement: State Consumer and Family Advisory Committee (SCFAC) July Meeting Canceled; New Peer Support Policies Go Live July 15; Reentry Series Now Available for Staff & Providers; IPV HOP Notification; Proposed Amendment of Rule; New Date for Trillium's July Provider Forum; Provider Directory and NCTracks Data; NCTracks Quick Links; Justice Involved Network Recruitment; Upcoming Supporting Children Early Simulations September through December; Early and Periodic Screening, Diagnosis and Treatment (EPSDT); Open Enrollment for Forensic Evaluators; Attention: Home Health Providers; Provider My Learning Campus Reminder; Need to Report Fraud, Waste, and Abuse?

NEW

ROADMAP TO READY: JULY 2025

Each month we will cover a topic that is a part of the Centers for Medicare & Medicaid Services (CMS) Emergency Preparedness Rule. In June we covered resources about tabletop exercises to test your disaster plans.



[See what we covered in past posts](#)

CMS Requires the planning for alternate sources of energy to maintain the following: Temperatures to protect patient health and safety and for the safe sanitary storage of provisions.

Here are some questions and things to consider when creating or reviewing your policies:

- 🌱 Review HVAC-system/air conditioner vulnerabilities, have backup systems identified and/or contracts for additional cooling capabilities.

- 🌱 Review additional critical systems that may be impacted by high temperatures (for example, IT servers, communication systems, sensitive medical equipment, etc.).
- 🌱 Evacuation planning in case of power loss or HVAC malfunction.
- 🌱 Strategies for supporting vulnerable employees and community members (list).
- 🌱 Protocols to reduce staff, resident, and patient exposure to extreme heat and reduce health impacts (opportunities for hydration and cooling, frequent breaks, shifting schedules to minimize exposure to midday and evening heat, cancelling outdoor activities, etc.). See [OSHA](#) and [CDC](#).
- 🌱 Stay aware of heat risk forecasts throughout the heat season (June 1 – Sept 1): NWS HeatRisk and National Integrated Heat Health Information System ([Heat.gov](#)).
- 🌱 Inventory of key supplies and plans to rapidly expand capabilities with surge in heat-related illnesses (including but not limited to respiratory, cardiac, and heat stroke supplies/equipment such as ample ice, bags for ice immersion, evaporative cooling, etc.).

Disaster Plans were 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 information. **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.

IMPORTANT ANNOUNCEMENT: STATE CONSUMER AND FAMILY ADVISORY COMMITTEE (SCFAC) JULY MEETING CANCELED

In recognition of the recent Independence Day holiday and to allow time for summer fun, the July meeting of the State Consumer Family Advisory Committee (SCFAC) is canceled. We appreciate your ongoing commitment and contributions. We will reconvene at our next scheduled meeting in August.

The SCFAC advises North Carolina Department of Health and Human Services and the General Assembly on the planning and management of the Division of Mental Health,

Developmental Disabilities, and Substance Use Services. The meeting is open to the public.

Join us for our next meeting!

In-Person and Virtually

Wednesday, August 13, 2025, 9:00 - 3:00 p.m.

Attend In-Person:

[Register Here](#)

Ashby Building, Conf. Room 115,
2104 Umstead Drive, Raleigh, NC

Please register prior to the meeting for
the log-in link & dial-in options

NEW PEER SUPPORT POLICIES GO LIVE JULY 15

New policies and procedures for the [NC Certified Peer Support Specialist](#) Program launch July 15, 2025, following input from over 100 CPSS professionals, national organizations, and state providers.

KEY POLICY CHANGES:

- 🌱 New Ethics and Code of Conduct
- 🌱 Eligibility: 18 months in recovery required before training
- 🌱 Trainers: Must have 3+ years of CPSS experience
- 🌱 Certification Exam: Now required after completing the state's *Foundations of Peer Support* training

TRAINING UPDATES:

- 🌱 Online course launches July 2025
- 🌱 In-person training starts September 2025
- 🌱 Full certification requires completion of both and passing the exam

TRAINER APPLICATIONS:

- 🌱 Open early July 2025
- 🌱 Selected applicants notified by end of July

Visit the [NC CPSS Program](#) website for more updates. Thank you for supporting peer recovery across North Carolina!

REENTRY SERIES NOW AVAILABLE FOR STAFF AND PROVIDERS

By the end of this training, you will have a comprehensive understanding of reentry and the Reentry 2030 initiative, including its four overarching goals and key objectives. You will be able to define and identify barriers to successful reentry, describe how Trillium Health Resources and the T-STAR program support reentry efforts, and understand the role and formation of Local Reentry Councils in North Carolina. [ACCESS TRAINING HERE](#)

INTIMATE PARTNER VIOLENCE-HEALTHY OPPORTUNITIES PILOT NOTIFICATION

Hello Healthy Opportunities Pilot (HOP) Partners,

Trillium was notified earlier last week that there has been a HOP extension that allows continuation of Intimate Partner Violence (IPV) services through December 31, 2025, or until written notice from the Department that the waiver has ended, whichever comes first.

The extension has been granted due to safety concerns associated with early termination of services for members enrolled in HOP services as a result of their IPV risk factor.

HOP IPV service delivery continuation and winddown is applicable to HOP enrollees who meet the following requirements as of the date of this notice:




-  The member was determined eligible for HOP services and enrolled in HOP during the pilot service delivery period II and at the time-of-service delivery stop notification on June 2, 2025; and
-  The HOP enrollee was authorized to receive IPV services on or before June 2, 2025, for which the HOP enrollee had an open and active authorization to receive at least one of the IPV or Cross-Doman services listed in Table 1: HOP IPV Service Winddown – Services Available beyond July 1, 2025; and
-  The HOP enrollee requires HOP supports to address their IPV-related needs, and there is no other funding or delivery source for those services available to that HOP enrollee.

Table 1: HOP IPV Service Winddown– Services Available	
Service	Domain
IPV Case Management	IPV
Violence Intervention Services	IPV
Evidence-Based Parenting Curriculum	IPV
Home Visiting Services	IPV
Holistic High-Intensity Case Management	Cross-Domain
IPV-Related Linkages to Health-Related Legal Supports	Cross-Domain
Housing Move-In Support	Housing
Inspection for Housing Safety and Quality	Housing
One-Time Payment for Security Deposit and First Month's Rent	Housing

NEXT STEPS:

- 🌱 Trillium in coordination with the Network Leads, IPV HSOs and HOP Care Teams will identify impacted and eligible members. Trillium asks that if you are an entity supporting a member whom you suspect is eligible per the waiver extension guidelines above to please reach out directly to Maegan.Veillette@TrilliumNC.org.
- 🌱 Once members are identified, The Trillium HOP IPV Extender will work alongside care teams and HSOs to support IPV member needs with a goal of reaching out directly to members no later than July 18th, 2025.
- 🌱 Please reach out directly to Maegan.Veillette@TrilliumNC.org with any questions.

PROPOSED AMENDMENT OF RULE

The Commission for Mental Health, Developmental Disabilities, and Substance Abuse Services (Commission) proposed to amend, via permanent procedures, Rule 10A NCAC 26E .0406, *Disposal of Unused Controlled Substances from Nursing Home*. The Commission also proposes to adopt, via permanent procedures, Rule 10A NCAC 27G.3605, *Medication Units and Mobile Units*.

Public Comment Period: June 17, 2025, through August 15, 2025. Written comments to the proposed rule must be submitted electronically to dmhddsarules@dhhs.nc.gov or mailed to W. Denise Baker 3001 Mail Service Center Raleigh, NC 27699-3001.

During the Public Comment Period, both rules will be available in [Volume 39 Issue 24 of the North Carolina Register](#) scheduled for publication June 16, 2025 and accessible on [The North Carolina Register](#) webpage as well as via the [Commission for MH/DD/SAS Proposed Rules](#) page accessible via the link provided.

NEW DATE FOR TRILLIUM'S JULY PROVIDER FORUM

Trillium's Provider Forums share the information most relevant to our network. The webinar series normally takes place on the second Wednesday of each month, but for the month of July we have changed our schedule. **The next forum is July 23, 2025.**








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.

PROVIDER DIRECTORY AND NCTRACKS DATA

Trillium encourages all provider agencies to regularly review and update their provider information in NCTracks. The data in NCTracks is used to populate Trillium's Provider Directory, which is a vital resource for members, families, and stakeholders. Thank you for your continued commitment to maintaining accurate and up-to-date information on the Directory. For any questions related to Trillium's Provider Directory, please contact TrilliumProviderDirectory@TrilliumNC.org.

NCTRACKS QUICK LINKS

-  [Free Teen Mentoring App Grows in Engagement and Satisfaction](#)
-  [NCDHHS Accepting Naloxone Provider Requests](#)
-  [Inclusion Connects Success Story Surveys](#)
-  [Side by Side with DMH/DD/SUS Increasing Access with Integrated Care](#)
-  [Inclusion Works Community Meeting](#)
-  [NCDHHS 35th American Disabilities Act Anniversary Celebration](#)
-  [Inclusion Connects Advisory Committee Meeting](#)

REMINDERS

JUSTICE-INVOLVED NETWORK RECRUITMENT

Trillium Health Resources is seeking providers who are interested in serving **justice-involved adults and/or justice-involved youth** who are members of the Trillium Tailored Plan and Trillium Medicaid Direct.

As part of our ongoing commitment to improving access to care and supporting individuals involved with the justice system, we are expanding our provider network to include organizations and professionals who are equipped and willing to meet the unique needs of this population. Services may include, but are not limited to, behavioral health, substance use treatment, physical health, care coordination, and reentry support.

If your organization is interested in providing services to justice-involved individuals and becoming a key partner in this important work, please complete our **Provider Interest Form** using the link below by July 15, 2025.

 [Click here if you are interested in serving Justice Involved Adults](#)

 [Click here if you are interested in serving Justice Involved Youth](#)

We appreciate your continued commitment to the communities we serve.

UPCOMING SUPPORTING CHILDREN EARLY SIMULATIONS SEPTEMBER THROUGH DECEMBER!

Supporting Children Early Simulation opportunities being offered from September through December!


These events are free and open for anyone to attend. Please share the information with your contacts!

RE-ENTRY SIMULATIONS:

 [Craven County](#)—July 15, 2025


 [Edgecombe County](#)—October 30, 2025


 [Anson County](#)—July 22, 2025

 [Dare County](#)—November 5, 2025

 [Warren County](#)—August 5, 2025

SUPPORTING CHILDREN EARLY SIMULATIONS:

 [Guilford County](#)—September 23, 2025

 [Sampson County](#)—November 13, 2025

 [Edgecombe County](#)—December 4, 2025

EARLY AND PERIODIC SCREENING, DIAGNOSIS AND TREATMENT (EPSDT)

Trillium reviews preventive health screenings to improve the overall health of children. Trillium will cover services, products, or procedures for a Medicaid member under age 21 if the service is medically necessary to correct a defect, physical or mental illness, or a condition found through a screening examination.

[See our brochure.](#)

EPSDT REQUIRED SERVICES AND COVERAGE

The assigned primary care provider (PCP) is responsible for EPSDT services, including screening, diagnosis and treatment.

Screening services include:

- 🌱 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;" This includes screening for developmental delay at each visit through age 5; and screening for autism spectrum disorders per AAP guidelines.
- 🌱 Health and development history.
- 🌱 Unclothed physical exam.
- 🌱 Development assessment and behavioral health screening.
- 🌱 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.
- 🌱 Assessment of nutrition status.
- 🌱 Vision testing.
- 🌱 Hearing testing.
- 🌱 Laboratory procedures appropriate for age and population groups, including blood lead screening.
- 🌱 Oral health assessments, evaluations, prophylaxis and oral hygiene counseling for all children at preventive visits at regular intervals and in accordance with state Oral Health Periodicity Schedule.

- 🌱 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.
- 🌱 Anticipatory guidance and health education.
- 🌱 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.

For more information, please view our [EPSDT Policy](#).

OPEN ENROLLMENT FOR FORENSIC EVALUATORS

Trillium is currently recruiting for forensic evaluators within the Trillium region.

For interested providers not currently certified, Trillium will register the applicant for a free, online training offered August 22, 2025. Applications are accepted until August 8, 2025. Certification requires completion of the six-hour training, followed by a passing examination score. Participants will be required to submit their certificate to Trillium Health Resources once it is emailed to you from the state.

State Guidelines for Training Eligibility:

1. Be a fully licensed clinician as defined in Rule 10A NCAC 27G.0104.
2. Work under contract with a LME-MCO.
3. Provide documentation of current licensure status to the LME-MCO.
4. Provide documentation of training and expertise with the mental health, developmental disabilities, or substance abuse (MH/DD/SA) services population.
5. Request the LME-MCO submit his or her name to the Pre-Trial Evaluation Center for the training and certification program.
6. Complete annual recertification training as scheduled.

To submit an application:

[Forensic Evaluator Open Enrollment](#)

ATTENTION: HOME HEALTH PROVIDERS

Section 12006 of the Twenty-First Century Cures Act (Cures Act) and the Centers for Medicare & Medicaid Services (CMS) require utilization of an Electronic Visit Verification (EVV) system for all services provided in the home.

To ensure that the provider community complies with the Cures Act requirements, the state of North Carolina will require **HHCS providers to move from Soft Launch to Hard Launch effective October 1, 2025**. As a result, Trillium will continue its partnership with HHAeXchange as its EVV solution for Home Health services.

In preparation for the HHCS Hard Launch, we want to ensure your agency is ready. Therefore, Trillium Health Resources along with its Standard Plan Partner, Carolina Complete Health (CCH) will be offering two options for submission of Trillium Tailored Plan Home Health claims.

1. **Direct Bill Option** - providers can choose to submit billing directly to the plan just as they do now. However, providers must still submit visit data via HHAx Trillium portal! Visit data from HHAx and the direct billed claims to the plan will be matched at the plan level. **Reminder:** Providers are **still** required to submit visit information via HHAeXchange even if direct bill option is used.
2. **HHAx claims submission** – providers will bill claims with visit data via HHAx. Claims will then be sent to the plans for adjudication.

HHCS providers are encouraged to submit EVV visit information to HHAeXchange through the duration of the soft launch period to ensure all systems are operating as intended for a successful hard launch.

HH Hard Launch Guidelines effective October 1, 2025:

- 🌱 All providers are expected to be fully compliant with EVV requirements.
- 🌱 Direct billed claims will pend for 14 days waiting on visit data from HHAx. If visit data is not received from HHAx within 14 days of receipt of the claims, the claims will deny.

EVV visit data must be submitted and validated prior to claims adjudication.

- 🌱 Soft launch will continue through September 30, 2025. October 1, 2025, and after, claims will deny without EVV criteria.
- 🌱 If you experience challenges with claim submission through HHAeXchange during soft launch, you are able to submit claims outside of HHA while working collaboratively with Trillium and HHA to resolve any barriers.

RESOURCES:

- 🌱 [Trillium Health Resources website](#)
- 🌱 [Trilliums EVV page](#)
- 🌱 [Trilliums Home Health Service Code Crosswalk](#)
- 🌱 Onboarding Form Link:
 - [North Carolina Home Health HHAeXchange Provider Enrollment Form](#)
 - [LME Provider Portal Questionnaire](#)
- 🌱 [HHAeXchange Provider Knowledge Base](#) HHAeXchange job aids and resources link
- 🌱 [Billing](#) Watch billing videos to learn more about the billing process
- 🌱 [HHAeXchange Knowledge Base Home](#) for Providers with 3rd Party EVV Provider
- 🌱 [Managed Care Electronic Visit Verification Home Health Implementation Hard Launch Effective Oct. 1, 2025, I NC Medicaid](#)

For questions or issues encountered please email ClaimsSupport@TrilliumNC.org

PROVIDER MY LEARNING CAMPUS REMINDER

To find updated and current Provider Trainings, please visit:

[Provider My Learning Campus](#) or [this list of provider trainings](#).

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.