

To: All Providers

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Date: July 18, 2025

Subject: Trillium Family Weekends at Victory Junction; Filing of Member Grievances by Authorized Representatives; State of the Workforce Survey 2025; Reminder: Credentialing Committee Bylaws Public Review Period Closes July 22, 2025; NC Tracks Quick Links; Roadmap to Ready: July 2025; Important Announcement: State Consumer and Family Advisory Committee (SCFAC) July Meeting Canceled; 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; Upcoming Supporting Children Early Simulations September through December; Open Enrollment for Forensic Evaluators; Provider My Learning Campus Reminder; Need to Report Fraud, Waste, and Abuse?

NEW

TRILLIUM FAMILY WEEKENDS AT VICTORY JUNCTION

September 19-21, 2025 | Application Deadline: September 5, 2025

October 3-5, 2025 | Application Deadline: September 19, 2025

October 31 – November 2, 2025 | Application Deadline: October 17, 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. Join us on a family weekend this fall in Randleman, NC.

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 support, regardless of age or diagnosis.

Come experience the magic of camp with us! Spots are limited! Complete the [Fall 2025 Interest Form](#) to begin your application. Visit the [Victory Junction Family Weekends Webpage](#) to learn more!

Covid-19 Statement: The COVID-19 vaccination is optional for campers and their families. Victory Junction highly recommends proof of a COVID-19 vaccination. This includes each person attending your party, ages 5 and up, who will be on-site during the family weekend. Self-pre-testing and reporting will be required for all within 48 hours of check-in.

FILING OF MEMBER GRIEVANCES BY AUTHORIZED REPRESENTATIVES

Trillium Health Resources occasionally receives inquiries from individuals seeking to file a grievance on behalf of a member. To ensure legal compliance and protect member rights, we are implementing a process requiring **written member consent** before a grievance may be submitted by someone other than the member. Exception: Legal guardians or authorized representatives.

Legal and Contractual Basis

Under 42 CFR § 438.400(b), a grievance is defined as:

“An expression of dissatisfaction about any matter other than an adverse benefit determination. Grievances may include, but are not limited to, the quality of care or services provided, and aspects of interpersonal relationships such as rudeness of a provider or employee, or failure to respect the enrollee’s rights regardless of whether remedial action is requested.” This broad definition includes complaints regarding provider behavior, quality of services, or any other member concern not tied to a denial or reduction in benefits.

Importantly, 42 CFR § 438.402(c)(1)(ii) permits someone other than the member to file a grievance only if: “State law permits and with the written consent of the enrollee, a provider or an authorized representative may request an appeal or file a grievance, or request a State fair hearing, on behalf of an enrollee.”

This provision is echoed in our BH I/DD Tailored Plan contract, which states: “The BH I/DD Tailored Plan shall allow an authorized representative (including providers) or legal guardian, with the member’s written consent, to request an Appeal or file a Grievance on behalf of a member.”

OPERATIONAL REQUIREMENTS

To implement this requirement, Trillium will immediately implement the following:

- 🌱 A [Member Consent Form](#) must be completed before an individual who is not the member, legal guardian, or authorized representative can file a grievance.
- 🌱 Staff receiving a grievance from a third party should **not accept the grievance** until the required consent form is obtained.
- 🌱 Completed forms shall be stored in accordance with our documentation standards and linked to the grievance record.
- 🌱 Any grievances received without the proper consent will be returned to the grievant as unable to process.

Thank you for your continued support of our members as we advocate for their best possible care!

STATE OF THE WORKFORCE SURVEY 2025

The 2025 State of the Workforce Survey has been sent to all providers who have been noted as eligible by LME-MCOs. All providers who employ direct support professionals who provide a Medicaid funded service to adults with IDD are eligible to participate.

Eligible provider agencies received a link to the survey specific to their agency. If an agency needs a link to the online survey or has questions, please reach out to NCISurvey@dhhs.nc.gov. The survey deadline is July 31, 2025.

REMINDER: CREDENTIALING COMMITTEE BYLAWS PUBLIC REVIEW PERIOD CLOSES JULY 22, 2025

The North Carolina Department of Health and Human Services (NCDHHS), through General Dynamics Information Technology, Inc. (GDIT), will establish a Credentialing Committee to review files that contain flagged items for disposition of their enrollment, reenrollment and recredentialing applications and issues discovered through ongoing monitoring. This will apply to all providers enrolling with:

- 🌱 NC Medicaid
- 🌱 Division of Mental Health, Developmental Disabilities and Substance Use Services (DMHDDSUS)
- 🌱 Division of Public Health (DPH)
- 🌱 Office of Rural Health (ORH)
- 🌱 NC Medicaid Managed Care health plans

The tentative launch date for the Credentialing Committee is Fall 2025.

The proposed Credentialing Committee Bylaws is a policy document that defines:

- 🌱 Purpose and authority
- 🌱 Risk level criteria
- 🌱 Membership structure (voting, non-voting members and peer reviewers)
- 🌱 Membership eligibility requirements
- 🌱 Roles and responsibilities
- 🌱 Confidentiality, conflict of interest and nondiscrimination policies
- 🌱 Meeting logistics (including agenda, minutes and frequency)
- 🌱 Provider profile packages

NCDHHS is committed to transparency and welcomes stakeholder feedback. The proposed Credentialing Committee Bylaws are available for your review and feedback:

- 🌱 [NC Credentialing Committee Bylaws](#)
- 🌱 [NC Credentialing Committee Confidentiality, Conflict of Interest and Non-Discrimination Attestation](#)

As a reminder, please share comments, questions and feedback regarding the proposed bylaws through the following new email addresses by July 22, 2025: larhonda.cain@dhhs.nc.gov and michael.herrera@dhhs.nc.gov. No feedback has been received to date, so please resend any previous messages to these new email addresses. Input is greatly appreciated, as stakeholder contributions are important to the success of this initiative.

Additional resources, including a [fact sheet](#), webinar information and frequently asked questions are available on the [Credentialing Committee](#) webpage.

NCTRACKS QUICK LINKS

- 🌱 [Governor's Institute Podcast Features State Opioid Expert](#)
- 🌱 [July is Fragile X Awareness Month](#)
- 🌱 [Inclusion Connects Advisory Committee Meeting](#)
- 🌱 [State of NC Mental Health Town Hall Meeting](#)

REMINDERS

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

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](#)

INTERPERSONAL 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 Interpersonal 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.

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:

-  [Anson County](#)—July 22, 2025
-  [Edgecombe County](#)—October 30, 2025
-  [Warren County](#)—August 5, 2025
-  [Dare County](#)—November 5, 2025

SUPPORTING CHILDREN EARLY SIMULATIONS:

-  [Guilford County](#)—September 23, 2025
-  [Sampson County](#)—November 13, 2025
-  [Edgecombe County](#)—December 4, 2025

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](#)

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.