

To: All Providers

From: Khristine Brewington, MS, LCMHCS, LCAS, CCS, CCJP
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Date: July 25, 2025

Subject: Action Needed: 2025 Perceptions of Care Survey Participation; Forensic Evaluator Opportunity; Clinical Policy 1T-2, Special Ophthalmological Services Open for Public Comments; Medicaid Bulletin Update: Per Diem Increase for Community Based Intermediate Care Facilities for Intellectual Disabilities; DMH/DD/SUS Accepting Applications for "Foundations of Peer Support II" Trainers Through August 3rd; New Comprehensive Detox and Residential Treatment Services Facility to Open in Concord; Celebrating 35 Years of the ADA Helping Deaf, Hard of Hearing and Deafblind Community; NC Tracks Quick Links; Trillium Family Weekends at Victory Junction; Filing of Member Grievances by Authorized Representatives; State of the Workforce Survey 2025; Roadmap to Ready: July 2025; Important Announcement: State Consumer and Family Advisory Committee (SCFAC) July Meeting Canceled; Upcoming Supporting Children Early Simulations September through December; Provider Directory and NCTracks Data; Provider My Learning Campus Reminder; Need to Report Fraud, Waste, and Abuse?

NEW

ACTION NEEDED: 2025 PERCEPTIONS OF CARE SURVEY PARTICIPATION

Each year, Trillium Health Resources and other Tailored Plans (TPs) across North Carolina support the NC Department of Health and Human Services (DHHS) in conducting the annual Perceptions of Care Survey. This mandatory survey gathers valuable feedback from individuals who have received mental health and/or substance use services, helping assess their experiences and satisfaction with care over the past year.

WHY THIS MATTERS

Survey results are submitted to the Substance Abuse and Mental Health Services Administration (SAMHSA), which publishes an annual report with results by TP.

These results directly inform policy decisions aimed at improving behavioral health services statewide.

YOUR ROLE IS CRITICAL

If your agency provides mental health and/or substance use services, your support will be needed to assist with survey distribution. Trillium staff will provide full instructions prior to the start of survey administration.

KEY DETAILS:

- 🌱 Survey Period: August 11 – September 19, 2025
- 🌱 Format: Electronic/web-based and paperless options available
- 🌱 Deadline-driven: Timely completion is essential due to the short survey window

MEMBER ELIGIBILITY CRITERIA

Participants must:

- 🌱 Have a mental health and/or substance use diagnosis
- 🌱 Be a Trillium member with a valid Trillium member ID number
- 🌱 Receive state-funded or Medicaid-funded service

Important Reminder: Participation in this survey is a contractual requirement and cannot be billed as a service. Your engagement supports our shared goal of improving care for our members.

NEXT STEPS FOR PROVIDERS

If your agency serves eligible members: · Please email Surveys@TrilliumNC.org with the contact information for your designated survey coordinator · For questions, contact Jennifer Kelly at Surveys@TrilliumNC.org or call 1-855-250-1539

- 🌱 Trillium staff will be sending detailed instructions for survey administration—please monitor your email and be prepared to respond promptly

Thank you for your continued partnership. Your participation helps ensure the voices of our members are heard—and that we continue to grow and improve together.

FORENSIC EVALUATOR OPPORTUNITY

Who: Any mental health professional licensed in NC who is employed by or contracted with an LME-MCO

What: Local Certified Forensic Evaluator - Initial Training

When: Friday, August 22nd from 9am to 4:00pm

Where: Virtual Training with Central Regional Hospital via MS Teams

Why: Because we need you!

Central Regional Hospitals' next Local Certified Forensic Evaluator Initial Training will be held virtually on Friday, August 22nd from 9am to 4pm via MS Teams.

A registration form for any qualified licensed mental health clinician who is interested in becoming certified as an LCFE will need to be completed. Please note the deadline for submission of all registration forms is **Friday, August 15 by 5pm**.

The application can be completed on our [Current Services Needs](#) webpage under open enrollment. Once eligibility is verified you will receive the official registration form via email to complete. The registration form and any additional questions can be emailed to Catrina.Mckinnon@TrilliumNC.org.

CLINICAL POLICY 1T-2, SPECIAL OPHTHALMOLOGICAL SERVICES OPEN FOR PUBLIC COMMENTS

- 🌱 The NC Medicaid Clinical Policy 1T-2, Special Ophthalmological Services, is currently posted for public comment for a designated period of 15 days (07/23/2025-08/07/2025). We encourage you to review the proposed policy and provide any feedback or recommendations you may have during the public comment period.

- 🌱 [NCDHHS Proposed Medicaid Policies](#)

MEDICAID BULLETIN UPDATE: PER DIEM INCREASE FOR COMMUNITY BASED INTERMEDIATE CARE FACILITIES FOR INTELLECTUAL DISABILITIES

Effective July 1, 2025, NC Medicaid adjusted the provider per diem.

Effective July 1, 2025, NC Medicaid increases the per diem rate for non-Medicare licensed bed day for Community Based Intermediate Care Facilities for Intellectual Disabilities providers, as reflected below. The rate for Continuing Care Retirement Communities and Tribal Facilities remain unchanged.

Effective July 1, 2025, NC Medicaid increased the Community Based Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IID) per diem rate by \$34.29.

The adjustment is implemented to maintain authorized levels and to recognize the change in Federal Medical Assistance Percentage (FMAP) associated with the beginning of a new federal fiscal year and the enhanced FMAP the state received pursuant to Section 9814 of the American Rescue Plan Act of 2021 (Pub. L. 117-2).

[MEDICAID BULLETIN UPDATE](#)

DMH/DD/SUS ACCEPTING APPLICATIONS FOR "FOUNDATIONS OF PEER SUPPORT II" TRAINERS THROUGH AUGUST 3RD

Are you a passionate Certified Peer Support Specialist (CPSS) in North Carolina looking to take the next step in your professional journey? [DMH/DD/SUS](#) and the [NC Certified Peer Support Specialist Program](#) are now accepting applications for individuals to become trainers for the North Carolina State Standardized Curriculum: Foundations of Peer Support II.



TRAINER REQUIREMENTS:

- 🌱 Minimum of 3 consecutive years of work experience as a NC CPSS
- 🌱 Must be free of ethics complaints
- 🌱 Must be able to provide a minimum of 6 trainings per year in multiple counties near your location

Selected applicants will be required to attend a 3-day, in-person training in early September to learn and prepare to deliver the course material. A total of 18 trainers will be selected. If you meet the criteria and are ready to help shape the next generation of peer support professionals, we encourage you to [submit an application](#) by 11:59 p.m. on Sunday, August 3, 2025.

NEW COMPREHENSIVE DETOX AND RESIDENTIAL TREATMENT SERVICES FACILITY TO OPEN IN CONCORD

Kelly Crosbie, DMH/DD/SUS Director, and Dr. David Clapp, Deputy Director Behavioral Health/IDD, represented NCDHHS at a ribbon-cutting last week for Pyramid Healthcare's detox and inpatient treatment program at its new Concord facility. The facility will offer individualized care for adults facing substance use disorders and co-occurring mental health conditions. The facility offers evidenced-based care, including medications for opioid use disorders for people who are uninsured or who have Medicaid.








CELEBRATING 35 YEARS OF THE ADA HELPING DEAF, HARD OF HEARING AND DEAFBLIND COMMUNITY

Nearly 35 years ago, on July 26, 1990, [the Americans with Disabilities Act](#)—the historic civil rights law that protects the rights of people with disabilities—was signed. Telecommunications relay services and video relay services for American Sign Language users are just some of the ways technology has helped improve communication for the Deaf, Hard-of-Hearing and DeafBlind communities. Closed captioning has become more visible with many public facilities and venues providing captioning for their exhibits.

While there have been many improvements made in the last 35 years, many challenges to achieving full communication access for the Deaf, Hard-of-Hearing and DeafBlind communities persist. The [Communications, Video and Technology Accessibility Act](#) was drafted to acknowledge the changes in ICT and its potential impact on people with disabilities, continuing the spirit of ADA's original promise. This bill is currently working its way through the U.S. Congress.

Read more about the ways the ADA has helped the Deaf, Hard-of-Hearing and DeafBlind communities, and how there's more to be done, in a [newsletter article](#) written by AJ Sondossi, DSDHH Outreach and Education Coordinator. Get the [ADA Anniversary Toolkit](#) to learn more about how you can celebrate the 35th anniversary of the ADA.

NCTRACKS QUICK LINKS

-  [2025 NCPC Conference-Agenda Highlights](#)
-  [NCDHHS, First Lady Anna Stein Celebrate Launch of Unshame Nc](#)
-  [Navigating Mental Health Nc Podcast Burnout, Boundaries & Balance: A Mental Health Conversation](#)
-  [Order Free 988 Print Materials For Your Back-To-School Outreach](#)
-  [SAMHSA 988 Day Activation Workshop](#)
-  [The Impact of Culturally Relevant Conversations on Minority Mental Health](#)
-  [i2i Winter Conference-Call For Presentations](#)

REMINDERS

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.

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:

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

[Register Here](#)




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

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:

-  Warren County—August 5, 2025
-  Edgecombe County—October 30, 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

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.

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.