

To: All Providers

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Subject: Roadmap to Ready: August 2025; Join Trillium's Global Quality Improvement Committee (GQIC); New National Practitioner Data Bank (NPDB) Query and Credentialing Committee; NC Tracks Quick Links; Trillium Family Weekends at Victory Junction; Filing of Member Grievances by Authorized Representatives; Reentry Series Now Available for Staff & Providers; 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

ROADMAP2READY: AUGUST 2025

Each month we will cover a topic that is a part of the Centers for Medicare & Medicaid Services Emergency Preparedness Rule. In July we covered resources about power resiliency to protect your patients from hot weather. Interested to see what we covered, [click here?](#)



If past disasters are any indication of what we should be prepared for, the advice of planning for 3 days of water and food for each staff member and patient may not be sufficient. Planning for 10 days of water and food for residents and staff that are on site, is ideal. Ensure you plan for potable and non-potable water needs.

Below there are two resources to assist you in calculating and planning that cover the steps below:

1. Determine the number of days you plan to be "self-sufficient"
2. Determine the number of residents, staff, and visitors your facility might accommodate in an emergency.

3. Decide what you need to store and how much you need to store.
4. Decide where and how to store your supplies.
5. Decide who oversees tracking/rotating supplies and implement a tracking rotation and replacement process.
6. Explore and address the reliability of critical vendors/suppliers.




[Planning Worksheet](#) [Emergency Supplies Calculator](#)

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.

JOIN TRILLIUM'S GLOBAL QUALITY IMPROVEMENT COMMITTEE (GQIC)

Are you passionate about enhancing healthcare quality and driving meaningful change? Trillium is seeking dedicated **CFAC representatives (Southern and North Central regions)**, a **Hospital Representative**, as well as an **Integrated Care Representative (experience in physical & behavioral healthcare)** to join the Global Quality Improvement Committee (GQIC).

The GQIC is a dynamic group of practitioners, providers, specialists, and family representatives working together to improve healthcare quality. By joining, you'll have the opportunity to:

-  Collaborate on impactful quality initiatives.
-  Share insights and expertise with peers and Trillium staff.
-  Help shape recommendations that guide quality improvement efforts.

If you are interested in joining GQIC, please complete the [GQIC Interest Form](#) and submit it to QMInfo@TrilliumNC.org. Visit [Trillium Health Resources - Committees](#) or [My Learning Campus](#) for more information about GQIC.

NEW NATIONAL PRACTITIONER DATA BANK (NPDB) QUERY AND CREDENTIALING COMMITTEE

Effective Oct. 1, 2025, to align with National Committee for Quality Assurance (NCQA) standards, General Dynamics Information Technology (GDIT) will begin conducting queries through the National Practitioner Data Bank (NPDB) for individual providers.






NPDB queries will apply to all providers enrolling with: NC Medicaid, Division of Mental Health, Developmental Disabilities and Substance Use Services (DMHDDUS), Division of Public Health (DPH), Office of Rural Health (ORH).

A Credentialing Committee will also be established to determine eligibility for provider participation. This committee will be responsible for reviewing individual and organization provider files that contain adverse items for disposition of their enrollment, reenrollment and re-credentialing applications as well as issues discovered through ongoing monitoring.

Stakeholders are encouraged to stay engaged through NC Medicaid's ongoing webinar series and regular review of the [Credentialing Committee webpage](#).

For questions or comments about this initiative, please email medicaid.credcommittee.stakeholders@dhhs.nc.gov.

NCTRACKS QUICK LINKS

-  [Updated Guidance for NC Medicaid Payments to Planned Parenthood](#)
-  [Registration Open for Recovery Audit Program Webinar](#)
-  [Announcing Coverage-67516 Suprachoroidal Space Injection of Pharmacologic Agent \(separate procedure\)](#)
-  [NCDHHS Partners with Talkspace to Provide Free Virtual Mental Health Therapy to Teens Impacted by the Justice System](#)
-  [Important Updates to Prior Approval and Claims Requirements for Optical Services](#)

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!

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](#)

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:

 [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.