

To: All Providers

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Subject: Tailored Care Management (TCM) Change Process; Vacancy on Trillium's Provider Council; NC Tracks Quick Links; Trillium Partners with Integrated Family Services and Daymark Expanding Mobile Crisis Management; Request for Proposal Guilford County Behavioral Health Center; DCW Reporting Network Communication; Taxonomy Verification; Roadmap to Ready: August 2025; Join Trillium's Global Quality Improvement Committee (GQIC); New National Practitioner Data Bank (NPDB) Query and Credentialing Committee; 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; Provider My Learning Campus Reminder; Need to Report Fraud, Waste, and Abuse?

NEW

TAILORED CARE MANAGEMENT CHANGE PROCESS

Early communication with the Tailored Plans and NCQA allows time to process changes to a Tailored Care Management (TCM) site. Contact the Tailored Plan and NCQA 90 days before the effective date of the desired change. To allow sufficient time for implementation of the requested changes, please notify the Tailored Plan as early in the month as possible. TCM providers should notify NCQA to report all TCM administrative site changes. [TCM Provider Newsletter](#)



VACANCY ON TRILLIUM'S PROVIDER COUNCIL

The Provider Council has a seat available for a hospital representative. There is only one seat on the council to represent the five regions, so we will accept applications from any hospital in the Trillium Network. The deadline for applying will remain open until it is filled.

Applications can be found on the Trillium website and should be sent to the Provider Council President, [English Albertson](#). All applications will be forwarded to the Nominating Committee of the Provider Council to ensure that eligibility criteria are set forth in the bylaws and any Provider Council resolutions are met. Once this process is complete, the Nominating Committee will present the hospital representative nominees to the Provider Council for a vote.

To learn more about Trillium's Provider Council, please visit our Provider Council webpage: <https://www.trilliumhealthresources.org/for-providers/provider-council>

NCTRACKS QUICK LINKS

-  [NC Medicaid to Cover Imported Benzathine Benzylpenicillin \(Extencilline\) and Benzathine Benzylpenicillin Tetrahydrate \(Lentocilin\): Billing Guidelines](#)
-  [Now Accepting Applications for NCDHHS Credentialing Committee Peer Reviewers](#)

REMINDERS

TRILLIUM PARTNERS WITH INTEGRATED FAMILY SERVICES AND DAYMARK EXPANDING MOBILE CRISIS MANAGEMENT

Trillium Health Resources has partnered with [Integrated Family Services \(IFS\)](#) to now offer mobile crisis management (MCM) services in Guilford County. This brings the total to 34 counties served by IFS in our region for MCM.

Trillium Health Resources has partnered with [Daymark Recovery Services](#) to now offer mobile crisis management (MCM) services in Randolph, Montgomery, Richmond, and Anson counties.

MCM involves all support, services, and treatments necessary to provide integrated crisis response, crisis stabilization interventions, and crisis prevention activities. MCM services are available 24 hours a day, seven days a week, and is available to anyone, regardless of insurance.

Crisis response provides an immediate evaluation, triage, and access to acute behavioral health and intellectual/developmental disability services, treatment, and supports.

This helps with symptoms and harm reduction, and to safely transition people in acute crises to the appropriate crisis stabilization and detoxification supports. These services include immediate telephonic or telehealth response to assess the crisis and determine the risk.

Anyone experiencing a behavioral health crisis can visit Trillium's [Crisis Services webpage](#) for more information.

REQUEST FOR PROPOSAL GUILFORD COUNTY BEHAVIORAL HEALTH CENTER

The purpose of this Request for Proposal (RFP) is to identify and contract with a provider or provider organization capable of delivering a strong crisis response and intervention continuum of behavioral health services, for Medicaid eligible and non-Medicaid eligible uninsured indigent individuals at the Guilford County Behavioral Health Center. [Learn more about the RFP on the Trillium website.](#)

DCW REPORTING NETWORK COMMUNICATION

Following the passage of the 2023 Appropriations Act, Session Law 2023-134, North Carolina Medicaid established a process for eligible Medicaid providers to submit required information to participate in the Innovations Direct Care Worker (DCW) provider rate increase that was intended to support increased DCW wages.

If your organization receives DCW funding, you are required by state law to submit an annual report detailing how those funds were spent. This ensures the funding was used appropriately to support your DCW staff. Please review the Innovations DCW Wage Increase Attestation and Acknowledgment Form, which outlines the types of documentation you can submit to verify expenditures.

Important: To remain in compliance and avoid potential recoupment of funds, your completed report for State Fiscal Year 2025 (ended June 30, 2025) must be submitted no later than September 30, 2025.

To further assist you, we've included additional links to resources:

-  An [Example Innovations DCW Wage End-of Year Summary Report](#) for guidance.
-  An [Editable Innovations DCW Summary Report](#) of the summary report for your use

Please submit your completed Summary Report in Excel format to RatesFinance@TrilliumNC.org. If you have any questions, feel free to reach out to the same email address.

TAXONOMY VERIFICATION

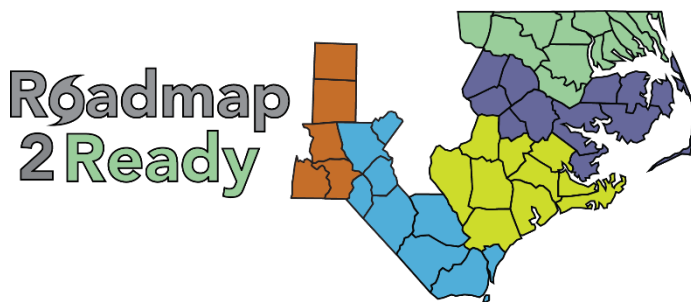
We would like to bring your attention to several updates regarding the Provider Permission Matrix. Please note that Taxonomy Code 261QR0401X has been removed from the Provider Permission Matrix, and Taxonomy Code 261QM0850X is only a State-funded allowable code. Medicaid has been removed.

It is the responsibility of the Provider to ensure an Active Allowable Taxonomy is in NC Tracks under the Provider NPI(s) Service Site Location(s). NC Tracks posts updated Taxonomy Code Changes in the Provider Permission Matrix. Please ensure to review this periodically to ensure there will be no claims payment interruptions.

The Provider Permission Matrix, as well as a Provider Permission Matrix Instructions job aid are available on the [NCTracks Provider Enrollment](#) webpage.

ROADMAP 2 READY: 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. [Click here if you are interested to see what we covered.](#)



If past disasters are any indication of what we should be prepared for, the advice of planning for three 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 who are on site is ideal. Ensure that you plan for potable and non-potable water needs.

To assist you in calculating and planning, follow 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](#)

Disaster plans must be submitted through the following link: [2025 Disaster Plan Submission](#). To confirm your disaster plan was received, 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 **Consumer and Family Advisory Committee (CFAC) representatives (Southern and North Central regions)**, a **hospital representative**, as well as an **integrated care representative (experience in physical and 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 October. 1, 2025, in order 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 (DMHDDSUS), 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.

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:

 [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 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.