

To: All Providers

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Date: August 22, 2025

Subject: DMH/DD/SUS Resources for Hurricane Erin; Clinical Coverage Policy-Open for Public Comment; 17th Annual NC “One Community in Recovery” Conference; NC Tracks Quick Links; Tailored Care Management (TCM) Change Process; Vacancy on Trillium’s Provider Council; Trillium Partners with Integrated Family Services and Daymark Expanding Mobile Crisis Management; Request for Proposal Guilford County Behavioral Health Center; Taxonomy Verification; Roadmap to Ready: August 2025; Join Trillium’s Global Quality Improvement Committee (GQIC); Trillium Family Weekends at Victory Junction; 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

DMH/DD/SUS RESOURCES FOR HURRICANE ERIN

If you or someone you know is affected by Hurricane Erin, there are resources to support people with needs related to mental health, substance use, and intellectual/developmental disabilities.

[Hope4NC](#) offers help to those in need. Call **1-855-587-3463** for the following services:

- Individual Crisis Outreach and Support
- Group Crisis Outreach
- Public Education
- Community Networking and Support
- Assessment, Referral, and Resource Connection

[Weathering The Storm](#) is a DMH/DD/SUS website with information about additional resources, such as:

Specialized hotlines:

- Disaster Distress Helpline: 1-800-985-5990
- Disability Disaster Helpline: 1-800-626-4959
- [9-8-8 Suicide & Crisis Lifeline](#): provides support for any mental health or substance use concern (free, confidential, 24/7)
- [Peer Warmline](#): 1-855-PEERS-NC (855-733-7762) provides support for any mental health or substance use concern from a peer living in recovery from their mental health or substance use challenges (free, confidential, 24/7)
- Crisis resources for people with disabilities:
- [“A Hurricane In North Carolina”](#) is a storybook that helps explain hurricanes and facilitate person-centered support
- Statewide virtual resources for youth:
- [Somethings App](#): trained peer support for youth mental health
- Statewide virtual resources for people with substance use disorder:
- [Connections App](#): trained peer support for adults experiencing or in recovery from substance use issue

CLINICAL COVERAGE POLICY-OPEN FOR PUBLIC COMMENT

The Clinical Coverage Policy 2A-1 Acute Inpatient Services is open for public comment until 9/29/2025. This information can be found on the [Proposed Medicaid Policy](#) webpage.

17TH ANNUAL NC “ONE COMMUNITY IN RECOVERY” CONFERENCE

The planning committee is now accepting presentation proposals for the 2026 NC “One Community in Recovery” Conference. Submissions that explore diverse topics and share new ideas to strengthen recovery and resiliency across North Carolina are invited.

Deadline: Thursday, Sept. 4, 2025

Submit a Proposal: [Complete Application](#)

More Information: [Download Instruction](#)

NCTRACKS QUICK LINKS

 [NC Medicaid Temporary Flexibilities Due to Hurricane Erin](#)

-  [Collaborative Care Management Capacity Building Funding](#)
-  [NC Medicaid Ombudsman Newsletter](#)
-  [National 988 Day is Approaching](#)
-  [DMH/DD/SUS Now Accepting Applications for Tarang Community Leads Through September 13](#)

REMINDERS

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>

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.](#)

TAXONOMY VERIFICATION

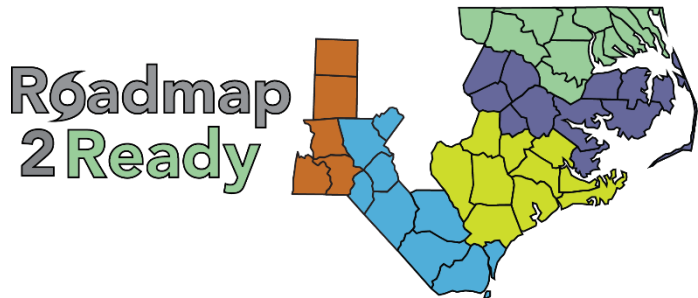
We would like to bring your attention to several updates regarding the Provider Permission Matrix. Please note that Taxonomy Code 261QR0401X has been removed from the Provider Permission Matrix, and Taxonomy Code 261QM0850X is only a State-funded allowable code. Medicaid has been removed.

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.

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.*

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.